



## Model Curriculum

QP Name: IT Technical Support Associate

QP Code: SSC/Q0101

Version: 4.0

NSQF Level: 4.0

Model Curriculum Version: 4.0

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## Training Parameters

<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	IT Services
<b>Occupation</b>	IT Support Services/Helpdesk
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3512.0702
<b>Minimum Educational Qualification and Experience</b>	<p>12th Grade Pass*</p> <p>OR</p> <p>10th Grade Pass with 1.5 years of relevant experience**</p> <p>OR</p> <p>Previous Relevant qualification of NSQF level 3 with 3 years of relevant experience**</p> <p>*With Computer Knowledge</p> <p>**Relevant Experience: IT Support/IT Helpdesk/Computer Operation</p> <p>The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.</p>
<b>Pre-Requisite License or Training</b>	Training programs in customer orientation, dealing with difficult customers, Telephone etiquette etc.
<b>Minimum Job Entry Age</b>	
<b>Last Reviewed On</b>	18-02-2025
<b>Next Review Date</b>	18-02-2028
<b>NSQC Approval Date</b>	18-02-2025
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	18-02-2025
<b>Model Curriculum Valid Up to Date</b>	18-02-2028
<b>Model Curriculum Version</b>	4.0
<b>Minimum Duration of the Course</b>	390 Hours
<b>Maximum Duration of the Course</b>	390 Hours

## Program Overview

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

### Training Outcomes

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

- Explain troubleshooting techniques for resolving IT incidents using advanced tools and technologies.
- Describe the importance of managing IT service requests and incident resolutions.
- Discuss the employability skills that contribute to enhancing workplace effectiveness.

### Compulsory Modules

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

NOS and Module Details	Theory Duration (Hours)	Practical Duration (Hours)	On-the-Job Training Duration (Mandatory) (Hours)	On-the-Job Training Duration (Recommended) (Hours)	Total Duration (Hours)
<b>SSC/N0101: Deal Remotely with Basic IT Service Requests/Incidents</b> NOS Version No.: 4.0 NSQF Level: 4.0	60:00	90:00	30:00	00:00	180:00
Module 1: Introduction to the IT-ITeS Industry and the Job Role of an IT Technical Support Associate	05:00	00:00	00:00	00:00	05:00
Module 2: Managing Service Requests and Communication	10:00	20:00	05:00	00:00	35:00
Module 3: Diagnosing and Resolving Technical Issues	15:00	25:00	10:00	00:00	50:00
Module 4: Leveraging AI Tools and Automation	15:00	20:00	05:00	00:00	40:00
Module 5: Escalation and Maintaining Customer Satisfaction	15:00	25:00	10:00	00:00	50:00
<b>SSC/N0108: Manage IT Service Requests and Incident Resolution</b> NOS Version No.: 1.0 NSQF Level: 4.0	60:00	90:00	30:00	00:00	180:00
Module 6: Respond to IT Support Requests and Basic Incident Resolution	30:00	45:00	15:00	00:00	90:00
Module 7: Communicate, Escalate, and Document IT	30:00	45:00	15:00	00:00	90:00

Incidents using Support Tools					
<b>DGT/VSQ/N0101: Employability Skills (30 Hours) NOS Version No.: 1.0 NSQF Level: 2.0</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 8: Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
<b>Total Duration</b>	<b>150:00</b>	<b>180:00</b>	<b>60:00</b>	<b>00:00</b>	<b>390:00</b>

## Module Details

### Module 1: Introduction to IT-ITeS Industry and the Job Role of an IT Technical Support Associate

*Mapped to SSC/N0101, v4.0*

#### Terminal Outcomes:

- Explain the importance of IT-ITeS Industries.
- Discuss the roles and responsibilities of an IT Technical Support Associate.

Duration (in hours): 05:00	Duration (in hours): 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Define the IT-ITeS industry.</li> <li>• Describe the various sub-sectors within the IT-ITeS industry.</li> <li>• Discuss the scope of employment in the IT-ITeS industry.</li> <li>• Describe the roles and responsibilities of an IT Technical Support Associate for the smooth operation of an organization's IT systems.</li> <li>• Discuss the basics of providing technical support and troubleshooting hardware and software issues.</li> <li>• Discuss the future trends and career growth opportunities for an IT Technical Support Associate.</li> </ul>	-
<b>Classroom Aids</b>	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
Nil	

## Module 2: Managing Service Requests and Communication

### Mapped to SSC/N0101, v4.0

#### Terminal Outcomes:

- Explain the appropriate communication channels for receiving and acknowledging service requests.
- Describe effective communication techniques to manage customer expectations and provide timely updates.
- Discuss the resolution process and how to ensure customer satisfaction by collecting and analyzing feedback.

Duration (in hours): 10:00	Duration (in hours): 20:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain IT service management principles and the service request lifecycle.</li> <li>• Elucidate the role of incident management tools in tracking service requests and categorizing incidents effectively.</li> <li>• Describe customer communication protocols for clear updates on service requests.</li> <li>• Discuss how categorizing and prioritizing incidents impacts resolution efficiency.</li> <li>• Assess the importance of using non-technical language for effective communication with customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to operate ticketing systems to acknowledge, categorize, and prioritize service requests.</li> <li>• Show how to monitor ticket progress and communicate updates or delays to customers.</li> <li>• Demonstrate how to review completed tickets for proper documentation and feedback collection.</li> <li>• Show how to develop a follow-up plan with customers to ensure resolution satisfaction.</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.), Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.)	

## Module 3: Diagnosing and Resolving Technical Issues

*Mapped to SSC/N0101, v4.0*

### Terminal Outcomes:

- Explain troubleshooting methodologies for diagnosing common technical issues.
- Demonstrate the use of remote tools to resolve hardware, software, and connectivity issues effectively.
- Discuss how to examine the implemented solution's effectiveness and validate it with customer confirmation.

<b>Duration (in hours): 15:00</b>	<b>Duration (in hours): 25:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain troubleshooting methodologies for hardware, software, and network issues.</li> <li>• Describe types of IT issues commonly encountered in support environments.</li> <li>• Elucidate the application of predefined solutions from knowledge management systems.</li> <li>• Discuss the use of remote access tools for issue resolution.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to use remote access tools to diagnose and resolve common IT issues.</li> <li>• Show how to apply predefined solutions to resolve incidents effectively.</li> <li>• Demonstrate how to test implemented solutions and confirm resolutions with customers.</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.), Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.), Ticketing Systems (e.g., Zendesk, osTicket, Faveo Helpdesk, etc.)	

## Module 4: Leveraging AI Tools and Automation

*Mapped to SSC/N0101, v4.0*

### Terminal Outcomes:

- Explain the functionalities of AI-powered tools, such as chatbots and virtual assistants, for IT support.
- Elucidate how AI-driven solutions and automation can streamline routine tasks like resetting passwords.
- Discuss strategies to integrate automation into IT processes, improving operational efficiency.

Duration (in hours): 15:00	Duration (in hours): 20:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the function and purpose of AI-powered chatbots in IT support.</li> <li>• Describe how Robotic Process Automation (RPA) can streamline routine IT tasks.</li> <li>• Discuss the role of AI and automation in problem analysis and resolution.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to use AI-based chatbots to guide customers through basic troubleshooting steps.</li> <li>• Show how to apply automated suggestions for resolving incidents.</li> <li>• Demonstrate how to identify opportunities to implement RPA for tasks like password resets and report generation.</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Facilitator’s Guide, Participant’s Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.), Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.), Ticketing Systems (e.g., Zendesk, osTicket, Faveo Helpdesk, etc.)	

## Module 5: Escalation and Maintaining Customer Satisfaction

*Mapped to SSC/N0101, v4.0*

### Terminal Outcomes:

- Explain the procedures for escalating unresolved issues to higher-level support.
- Describe how to document unresolved issues comprehensively, including details of troubleshooting steps and observations.
- Discuss the effectiveness of the escalation process to ensure timely resolution and minimal disruption.

Duration (in hours): 15:00	Duration (in hours): 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain escalation procedures for unresolved Level 1/2 issues.</li> <li>• Describe the concept of Service-Level Agreements (SLAs) and their impact on prioritization.</li> <li>• Elucidate the ethical considerations when handling customer data.</li> <li>• Discuss the importance of gathering customer feedback for process improvements.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to identify and escalate complex issues to senior technicians or experts.</li> <li>• Show how to provide detailed documentation for escalated issues.</li> <li>• Demonstrate how to provide realistic time estimates and update customers on progress.</li> <li>• Show how to collect and analyze customer feedback post-resolution.</li> </ul>
Classroom Aids	
Training Kit - Facilitator’s Guide, Participant’s Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.), Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.), Ticketing Systems (e.g., Zendesk, osTicket, Faveo Helpdesk, etc.)	

## Module 6: Respond to IT Support Requests and Basic Incident Resolution

### Mapped to SSC/N0108, v1.0

#### Terminal Outcomes:

- Explain how to monitor and validate IT service requests or incidents using organizational tools.
- Describe the process of categorizing IT service requests or incidents accurately.

Duration (in hours): 30:00	Duration (in hours): 45:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the standard organizational procedures for managing IT support requests.</li> <li>• Describe the common categories of IT issues encountered in end-user support.</li> <li>• Elucidate how to interpret system alerts and service tickets to determine issue urgency.</li> <li>• Describe how to use IT helpdesk tools and ticketing systems for incident tracking.</li> <li>• Discuss the steps for performing basic system checks and resolving connectivity issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to monitor and interpret support requests using ticketing tools.</li> <li>• Show how to validate the urgency and authenticity of a support request.</li> <li>• Demonstrate how to log and document support requests using standard procedures.</li> <li>• Show how to gather detailed information from a user using effective questioning.</li> <li>• Demonstrate how to analyze an issue using troubleshooting checklists or knowledge bases.</li> <li>• Show how to adjust device settings for application usage and connectivity.</li> <li>• Demonstrate how to identify security threat indicators and perform basic mitigation.</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Facilitator’s Guide, Participant’s Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.), Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.), Ticketing Systems (e.g., Zendesk, osTicket, Faveo Helpdesk, etc.)	

## Module 7: Communicate, Escalate, and Document IT Incidents using Support Tools

### Mapped to SSC/N0108, v1.0

#### Terminal Outcomes:

- Discuss the importance of effective communication and the protocols for escalating IT support issues.
- Describe the standard procedure for escalating unresolved or complex IT incidents to appropriate personnel.
- Elucidate how AI-assisted platforms and support tools enhance efficiency in IT service management.
- Determine the key components of effective documentation and compliance with IT support standards.

Duration (in hours): 30:00	Duration (in hours): 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the strategies to simplify technical information for non-technical users.</li> <li>• Describe the escalation procedures for unresolved or complex support issues.</li> <li>• Discuss the documentation standards and protocols for recording IT incidents.</li> <li>• Elucidate the use of AI tools in categorizing and resolving IT support requests.</li> <li>• Determine the data privacy and security considerations while using AI tools in IT support.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to explain a technical issue clearly to a non-technical user.</li> <li>• Show how to use active listening and empathy during a support interaction.</li> <li>• Demonstrate how to escalate an issue using organizational protocols.</li> <li>• Show how to document resolution steps and key observations using templates.</li> <li>• Demonstrate how to ensure compliance with SLAs and internal support standards.</li> <li>• Show how to use IT support platforms and AI tools to retrieve and suggest solutions.</li> <li>• Demonstrate how to use generative AI tools to generate responses and categorize tickets.</li> </ul>
Classroom Aids	
Training Kit - Facilitator’s Guide, Participant’s Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.), Generative AI Tools (e.g.,	

OpenAI GPT, GPT-Neo, GPT-J, etc.), Ticketing Systems (e.g., Zendesk, osTicket, Faveo Helpdesk, etc.)

## Module 8: Employability Skills (30 Hours)

Mapped to DGT/VSQ/N0101, v1.0

**Duration: 30:00 Hours**

### Key Learning Outcomes

After completing this programme, participants will be able to:

#### **Introduction to Employability Skills Duration: 1 Hour**

1. Discuss the importance of Employability Skills in meeting the job requirements

#### **Constitutional values - Citizenship Duration: 1 Hour**

2. Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.

#### **Becoming a Professional in the 21st Century Duration: 1 Hour**

3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, selfmotivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

#### **Basic English Skills Duration: 2 Hours**

6. Use appropriate basic English sentences/phrases while speaking

#### **Communication Skills Duration: 4 Hours**

7. Demonstrate how to communicate in a well-mannered way with others.

8. Demonstrate working with others in a team

#### **Diversity & Inclusion Duration: 1 Hour**

9. Show how to conduct oneself appropriately with all genders and PwD

10. Discuss the significance of reporting sexual harassment issues in time

#### **Financial and Legal Literacy Duration: 4 Hours**

11. Discuss the significance of using financial products and services safely and securely.

12. Explain the importance of managing expenses, income, and savings.

13. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws

#### **Essential Digital Skills Duration: 3 Hours**

14. Show how to operate digital devices and use the associated applications and features, safely and securely

15. Discuss the significance of using the internet for browsing, and accessing social media platforms, safely and securely

#### **Entrepreneurship Duration: 7 Hours**

16. Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges

#### **Customer Service Duration: 4 Hours**

17. Differentiate between types of customers
18. Explain the significance of identifying customer needs and addressing them
19. Discuss the significance of maintaining hygiene and dressing appropriately

**Getting ready for Apprenticeship & Jobs Duration: 2 Hours**

20. Create a biodata
21. Use various sources to search and apply for jobs
22. Discuss the significance of dressing up neatly and maintaining hygiene for an interview
23. Discuss how to search and register for apprenticeship opportunities

## Module 9: On-the-Job Training

### Mapped to IT Technical Support Associate

<b>Mandatory Duration (in hours): 60:00</b>	<b>Recommended Duration (in hours): 00:00</b>
<b>Location: On-Site</b>	
<p><b>Terminal Outcomes</b></p> <ul style="list-style-type: none"> <li>• Demonstrate how to receive and acknowledge service requests using communication channels (e.g., voice, email, chatbots, ticketing systems).</li> <li>• Show how to confirm receipt of requests and express commitment to resolving issues.</li> <li>• Demonstrate how to record and categorize incidents accurately using the organization's incident management tool.</li> <li>• Show how to monitor ticket status and update customers regularly on progress.</li> <li>• Demonstrate the closure of tickets, ensuring proper documentation of resolutions.</li> <li>• Demonstrate troubleshooting techniques for basic hardware, software, and connectivity issues using remote access tools.</li> <li>• Show how to apply predefined solutions from knowledge management systems for common issues.</li> <li>• Demonstrate how to test and confirm the resolution of issues with the customer.</li> <li>• Demonstrate how to use AI-based chatbots and virtual assistants for basic troubleshooting.</li> <li>• Show how to apply automated system-generated suggestions for incident resolution.</li> <li>• Identify opportunities for using Robotic Process Automation (RPA) in routine IT support tasks.</li> <li>• Demonstrate how to identify and escalate issues beyond Level 1/2 support to senior technicians or experts.</li> <li>• Show how to document escalated issues and steps taken for resolution.</li> <li>• Demonstrate how to manage customer expectations by providing realistic time estimates for issue resolution.</li> <li>• Show how to follow up with customers after resolution to ensure satisfaction and gather feedback.</li> <li>• Demonstrate how to receive and validate IT support requests using designated helpdesk systems.</li> <li>• Show how to diagnose and resolve a basic IT issue using standard troubleshooting procedures.</li> <li>• Demonstrate how to communicate technical information clearly to a non-technical user and initiate an escalation if required.</li> <li>• Show how to escalate unresolved IT incidents following standard operating procedures.</li> </ul>	



- Demonstrate how to use AI-assisted tools and IT support platforms to suggest and implement a resolution.
- Show how to document support actions and ensure compliance with organizational support standards and SLAs.

## Annexure

### Trainer Requirements

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

## Assessor Requirements

1.	<b>Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline.</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in IT support services.</p> <p><b>Certification:</b> "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
2.	<b>Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines), (wherever applicable)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline.</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in IT support services.</p> <p><b>Certification:</b> "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline.</p> <p><b>Industry &amp; Training Experience:</b> 4 years of industry experience in IT support services.</p> <p><b>Certification:</b> "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.</p>
4.	<b>Assessment Mode (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)

## Assessment Strategy

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

### 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

## References

### Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective, or psychomotor skills.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do it upon the completion of the training.
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

Term	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
IT-ITeS	Information Technology - Information Technology enabled Services
TSA	Technical Support Associate
SRM	Service Request Management
CRM	Customer Relationship Management
SLA	Service Level Agreement
ITSM	IT Service Management
AI	Artificial Intelligence
RPA	Robotic Process Automation
CSAT	Customer Satisfaction
IMS	Incident Management System
ITIL	Information Technology Infrastructure Library
MCT	Monitoring and Categorizing Tool
ITR	Incident Ticket Resolution
CSP	Cybersecurity Practices
KCS	Knowledge-Centered Service
GAT	Generative AI Tools