Model Curriculum

QP Name: Call Center Executive

QP Code: TEL/Q0100

Version: 5.0

NSQF Level: 3.0

Model Curriculum Version: 5.0

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Training Parameters

Sector	Telecom
Sub-Sector	Service Provider
Occupation	Customer Service – Service Segment
Country	India
NSQF Level	3.0
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5242.0303
Minimum Educational Qualification and Experience	10th Grade Pass OR 8th grade pass with 3 years of experience in Customer Service – Client Handling OR Previous relevant qualification of NSQF Level 2.5 with 1.5 years of experience in Customer Service – Client Handling
Pre-Requisite License or Training	NA
Minimum Job Entry Age	NA
Last Reviewed On	08-05-2025
Next Review Date	30-04-2028
NSQC Approval Date	08-05-2025
QP Version	5.0
Model Curriculum Creation Date	17-03-2025
Model Curriculum Valid Up to Date	30-04-2028
Model Curriculum Version	5.0
Minimum Duration of the Course	420 Hours
Maximum Duration of the Course	420 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 the process of handling telecom customer service interactions, including addressing queries, resolving complaints, and identifying sales opportunities.
- Describe effective customer engagement techniques for both telephonic and in-person interactions to enhance customer experience.
- Discuss methods for monitoring and improving self-performance based on key work metrics and feedback.
- Explain the importance of maintaining workplace efficiency and professional appearance to ensure effective service delivery.
- Discuss the Employability and Entrepreneurship Skills.

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)
TEL/N0101: Handle Telecom Customer Service and Sales Interactions NOS Version No.: 5.0 NSQF Level: 3.0	30:00	60:00	30:00	00:00	120:00
Module 1: Introduction to the Sector and the Job Role of Call Center Executive	05:00	00:00	00:00	00:00	05:00
Module 2: Managing Customer Interactions and Query Resolution	10:00	20:00	10:00	00:00	40:00
Module 3: Handling Inbound & Outbound Calls for Service and Sales	15:00	40:00	20:00	00:00	75:00
TEL/N0102: Engage Customers and Assist in Telecom Showroom Operations NOS Version No.: 5.0 NSQF Level: 3.0	20:00	60:00	40:00	00:00	120:00
Module 4: Customer Engagement and Relationship Building	10:00	30:00	20:00	00:00	60:00

Module 5: Showroom Operations and Sales Optimization	10:00	30:00	20:00	00:00	60:00
TEL/N0115: Monitor, Review and Improve Self-Performance **NOS Version No.: 3.0** **NSQF Level: 3.0**	**20:00**	**30:00**	**40:00**	**00:00**	**90:00**
Module 6: Tracking and Evaluating Self-Performance	10:00	15:00	20:00	00:00	45:00
Module 7: Enhancing Work Performance and Adapting to Feedback	10:00	15:00	20:00	00:00	45:00
TEL/N2217: Maintain Workplace Efficiency and Personal Appearance **NOS Version No.: 1.0** **NSQF Level: 4.0**	**20:00**	**30:00**	**10:00**	**00:00**	**60:00**
Module 8: Maintaining Professional Appearance and Workplace Etiquette	10:00	15:00	05:00	00:00	30:00
Module 9: Organizing and Managing the Work Area Efficiently	10:00	15:00	05:00	00:00	30:00
DGT/VSQ/N0101: Employability Skills (30 Hours) **NOS Version No.: 1.0** **NSQF Level: 2**	**30:00**	**00:00**	**00:00**	**00:00**	**30:00**
Module 10: Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
Total Duration	**120:00**	**180:00**	**120:00**	**00:00**	**420:00**

Module Details

Module 1: Introduction to the Sector and the Job Role of Call Center Executive
Mapped to TEL/N0101, v5.0

Terminal Outcomes:

- Explain the importance of Telecom Sector.
- Discuss the roles and responsibilities of a Call Center Executive.

Duration (in hours): 05:00	Duration (in hours): 00:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the significance of the telecom sector in modern communication and economic development. • Elucidate the key skills and technical expertise required for a Call Center Executive. • Describe the customer service by handling, following and resolving walking-customer's queries, requests and complaints and proactively recommend/sell organisation's products and services. • Describe the Call centre specific concepts and methods for selling, up-selling and cross-selling. • Describe the process workflow in the organization. • Discuss the role and responsibilities of a Call Center Executive.	-
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
Nil	

Module 2: Managing Customer Interactions and Query Resolution
Mapped to TEL/N0101, v5.0

Terminal Outcomes:

- Explain the process of collecting, categorizing, and logging customer queries, requests, and complaints using CRM tools.
- Describe the procedures for resolving customer concerns efficiently while following escalation protocols and organizational guidelines.

Duration (in hours): 10:00	Duration (in hours): 20:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the standard procedures for handling customer service and sales processes. • Describe how to collect and log customer queries, requests, and complaints using CRM tools and prescribed formats. • Discuss methods to assess customer details and history using CRM tools for providing accurate responses. • Explain how to categorize customer interactions and initiate appropriate resolution processes. • Describe techniques for addressing customer queries, requests, and complaints promptly and efficiently. • Elucidate the process of prioritizing customer interactions based on urgency. • Explain the importance of providing immediate solutions where possible and informing customers about estimated resolution times. • Discuss escalation procedures and how to seek guidance for unresolved queries. • Enlist methods for coordinating with other departments to ensure timely resolution of customer concerns. • Explain the importance of documenting customer interactions and resolutions in the CRM system.	• Demonstrate how to collect and log customer queries, requests, or complaints using the prescribed format in a CRM tool. • Show how to categorize customer interactions and initiate appropriate resolution processes. • Demonstrate professional communication skills while addressing customer queries courteously via phone and in person. • Show how to prioritize customer queries and complaints based on urgency and organizational guidelines. • Demonstrate the process of providing immediate solutions and informing customers about estimated resolution times. • Show how to follow escalation procedures for unresolved queries and communicate them effectively to supervisors. • Demonstrate the process of coordinating with relevant departments to ensure timely resolution of customer concerns. • Show how to document customer interactions accurately in the CRM system.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	

Tools, Equipment and Other Requirements
Call receiving & distribution setup (EPABX or server-based), computers/laptops, CRM tool/equivalent software, headsets, mic, voice/accent trainer tool/software

Module 3: Handling Inbound & Outbound Calls for Service and Sales
Mapped to TEL/N0101, v5.0

Terminal Outcomes:

- Describe professional call-handling techniques, including adherence to standard scripts, compliance with telecalling guidelines, and handling both inbound and outbound calls.
- Explain telemarketing strategies for upselling, cross-selling, and identifying potential sales opportunities while maintaining key performance metrics.

Duration (in hours): 15:00	Duration (in hours): 40:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of following standard calling scripts and telecalling guidelines to maintain service quality and compliance. • Describe professional techniques for handling inbound and outbound calls effectively while addressing customer needs. • Discuss key call handling metrics such as Average Call Handling Time (ACHT), Average Hold Time (AHT), and Turnaround Time (TAT) to enhance efficiency. • Elucidate the process of collecting and verifying customer data for service and sales interactions. • Explain methods to identify potential sales opportunities by analyzing customer usage patterns and preferences. • Describe how to present telecom products and services by explaining Features, Advantages, and Benefits (FABs) to customers. • Discuss techniques for offering customized solutions to customers based on their needs and preferences. • Explain best practices for documenting customer feedback, inquiries, and complaints accurately in CRM systems. • Enlist coordination methods with sales and marketing teams for effective lead management and follow-ups.	• Demonstrate how to handle inbound and outbound calls professionally using standard calling scripts and telecalling guidelines. • Show how to manage call handling time efficiently while adhering to ACHT, AHT, and TAT guidelines. • Demonstrate the process of collecting and verifying customer data during service and sales interactions. • Show how to identify potential sales opportunities by analyzing customer usage patterns and preferences. • Demonstrate how to present telecom products and services using the Features, Advantages, and Benefits (FAB) approach. • Show how to offer customized solutions to customers based on their needs. • Demonstrate proper documentation of customer feedback, inquiries, and complaints in CRM systems. • Show how to coordinate with sales and marketing teams for lead management and follow-ups.
Classroom Aids	

Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films

Tools, Equipment and Other Requirements

Call receiving & distribution setup (EPABX or server-based), computers/laptops, CRM tool/equivalent software, headsets, mic, voice/accent trainer tool/software

Module 4: Customer Engagement and Relationship Building
Mapped to TEL/N0102, v5.0

Terminal Outcomes:

- Explain the importance of professional customer interactions and relationship-building techniques to enhance customer satisfaction and business growth.
- Describe methods for providing personalized service, guiding customers in product selection, and ensuring accurate billing while maintaining service standards.

Duration (in hours): 10:00	Duration (in hours): 30:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of professional customer interactions in a telecom showroom to enhance customer satisfaction and retention. • Describe how to inquire about customer requirements effectively to understand their product and service needs. • Discuss techniques for aligning customer needs with suitable telecom products and services. • Explain various promotions, loyalty programs, and bundled offers, and their benefits for customers. • Describe the process of guiding customers in selecting the right products and services based on their preferences. • Elucidate the key steps involved in processing sales transactions, issuing invoices, and ensuring accurate billing. • Explain the role of follow-up interactions in building long-term customer relationships and increasing customer loyalty. • Enlist best practices for handling customer complaints and query escalation as per organizational standards. • Discuss the significance of adhering to Service Level Agreements (SLAs) and maintaining response time standards.	• Demonstrate how to attend to customers and provide personalized service in a professional manner. • Show how to inquire about customer requirements and assess their telecom needs. • Demonstrate techniques to align customer needs with suitable telecom products and services. • Show how to inform customers about promotions, loyalty programs, and bundled offers effectively. • Demonstrate the process of guiding customers in selecting the right telecom products and services. • Show how to process sales transactions, issue invoices, and ensure accurate billing. • Demonstrate customer follow-up techniques to ensure satisfaction and build long-term relationships. • Show how to handle customer complaints and escalate queries in accordance with company policies.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	

Tools, Equipment and Other Requirements
CRM tool/equivalent software, call receiving & distribution setup (EPABX or server-based), mic, headsets

Module 5: Showroom Operations and Sales Optimization

Mapped to TEL/N0102, v5.0

Terminal Outcomes:

- Explain the role of showroom maintenance, product restocking, and branding in enhancing customer experience and influencing buying decisions.
- Describe methods for tracking sales, optimizing showroom performance, and implementing security measures for cash handling, inventory, and customer data protection.

Duration (in hours): 10:00	Duration (in hours): 30:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of maintaining showroom displays as per branding and cleanliness standards to attract customers. • Describe procedures for restocking products and updating price tags in coordination with the supervisor. • Discuss key sales metrics, such as conversion rate, footfall, and revenue targets, and their role in analyzing showroom performance. • Explain techniques for identifying upselling and cross-selling opportunities to maximize sales revenue. • Elucidate best practices for cash handling, inventory management, and data protection in showroom operations. • Discuss how a well-maintained showroom impacts customer perceptions, sales performance, and brand reputation.	• Demonstrate how to maintain showroom displays as per branding and cleanliness standards. • Show how to restock products and update price tags in coordination with the supervisor. • Demonstrate the process of tracking daily sales, customer footfall, and inquiries to analyze showroom performance. • Show how to identify and implement upselling and cross-selling techniques to boost revenue. • Demonstrate security procedures for cash handling, inventory management, and customer data protection.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
CRM tool/equivalent software, call receiving & distribution setup (EPABX or server-based), mic, headsets	

Module 6: Tracking and Evaluating Self-Performance

Mapped to TEL/N0115, v3.0

Terminal Outcomes:

- Explain the significance of tracking daily work metrics, maintaining records, and comparing personal performance against assigned targets.
- Describe how to collect, review, and utilize feedback from customers and supervisors to identify strengths and areas for improvement.

Duration (in hours): 10:00	Duration (in hours): 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of tracking daily work metrics such as login hours, customer interactions, call handling time, and attendance. • Describe procedures for maintaining accurate records of completed tasks and escalating issues as per company guidelines. • Discuss methods for comparing personal performance against assigned sales, service, or operational targets. • Elucidate different sources of feedback, including customer reviews, supervisor evaluations, and internal reports. • Explain how to analyze feedback and audit results to identify strengths and areas for improvement. • Enlist best practices for utilizing feedback to enhance service quality and work efficiency.	• Demonstrate how to record daily work-related metrics, including login hours, customer interactions, and attendance. • Show how to maintain accurate documentation of completed tasks and escalate issues following company procedures. • Demonstrate how to compare personal performance against assigned sales, service, or operational targets using performance reports. • Show how to collect and review customer and supervisor feedback to assess service quality and efficiency. • Demonstrate techniques to analyze feedback and identify areas for self-improvement.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
CRM tool/equivalent software, voice/accent trainer tool/software.	

Module 7: Enhancing Work Performance and Adapting to Feedback

Mapped to TEL/N0115, v3.0

Terminal Outcomes:

- Explain how to implement corrective actions, conduct performance reviews, and seek clarifications to enhance work efficiency.
- Describe the importance of adapting to changes in work processes, following security protocols, and developing a proactive learning mindset.

Duration (in hours): 10:00	Duration (in hours): 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the significance of implementing corrective actions suggested by supervisors to enhance work performance. - Discuss the importance of conducting periodic performance reviews to track progress and identify areas for improvement. - Elucidate the process of seeking clarifications on job expectations and applying suggested strategies for better efficiency. - Describe the need to adapt to evolving work processes and performance requirements to stay efficient. - Enlist best practices for following security protocols and data privacy rules while handling customer data. - Explain the importance of proactive learning and continuous skill development for career growth.	- Demonstrate how to implement corrective actions based on supervisor feedback to improve work performance. - Show how to conduct a self-assessment and participate in performance review discussions with supervisors. - Demonstrate effective ways to seek clarifications and apply suggested efficiency strategies in the workplace. - Show how to adapt to new work processes and performance requirements in a dynamic environment. - Demonstrate compliance with security protocols and data privacy rules while handling customer information.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
CRM tool/equivalent software, voice/accent trainer tool/software.	

Module 8: Maintaining Professional Appearance and Workplace Etiquette
Mapped to TEL/N2217, v1.0

Terminal Outcomes:

- Explain the importance of adhering to company-prescribed dress code, grooming standards, and workplace etiquette.
- Describe the significance of maintaining personal hygiene, displaying identification badges, and greeting customers courteously.

Duration (in hours): 10:00	Duration (in hours): 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the importance of following prescribed uniform/dress code and grooming standards as per organizational guidelines. - Describe the significance of maintaining personal hygiene and demonstrating professional etiquette in the workplace. - Elucidate the standard operating procedures for wearing and displaying identification badges. - Discuss best practices for greeting customers, understanding their concerns, and assisting them professionally.	- Demonstrate how to wear and maintain the prescribed uniform and follow grooming standards as per company policies. - Show how to practice good personal hygiene and professional workplace etiquette. - Demonstrate the correct way to wear and display identification badges as per organizational protocols. - Show how to greet customers courteously, understand their concerns, and provide relevant assistance.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
CRM tool/equivalent software, call receiving & distribution setup (EPABX or server-based)	

Module 9: Organizing and Managing the Work Area Efficiently
Mapped to TEL/N2217, v1.0

Terminal Outcomes:

- Explain the importance of maintaining accurate customer records and service requests to enhance operational efficiency.
- Describe the role of digital tools, CRM applications, and service benchmarks in managing customer service operations effectively.

Duration (in hours): 10:00	Duration (in hours): 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the standard procedures for logging customer queries, complaints, and service requests in CRM software or designated registers. - Describe the process of recording and updating daily customer interactions, service requests, and unit intake for repair/replacement. - Elucidate the importance of verifying and validating customer documents for service processing while ensuring compliance with company policies. - Discuss the significance of monitoring turnaround time and adhering to Service Level Agreements (SLAs) for customer resolutions. - Enlist the functions of key departments and escalation protocols for issue resolution. - Explain the use of digital tools, CRM applications, and reporting systems in streamlining customer service operations. - Describe the importance of workload management in meeting productivity, service, and quality benchmarks.	- Demonstrate how to log customer queries, complaints, and service requests in CRM software or designated registers. - Show how to accurately record and update customer interactions, service requests, and unit intake for repair/replacement. - Demonstrate the process of verifying and validating customer documents for service processing while ensuring compliance with company policies. - Show how to track turnaround time and adhere to SLAs for customer resolutions using digital tools. - Demonstrate the effective use of CRM applications and reporting systems for data entry and customer service tracking. - Show how to manage workload efficiently to meet productivity, service, and quality benchmarks.
Classroom Aids	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
Tools, Equipment and Other Requirements	
CRM tool/equivalent software, call receiving & distribution setup (EPABX or server-based)	

Module 10: Employability Skills (30 Hours)

Mapped to DGT/VSQ/N0101, v1.0

Duration: 30:00 Hours
Key Learning Outcomes

Introduction to Employability Skills Duration: 1 Hour

After completing this programme, participants will be able to:

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.

3. Show how to practice different environmentally sustainable practices

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

4. Discuss 21st-century skills.

5. Display a positive attitude, self-motivation, problem-solving, time management skills and continuous learning mindset in different situations.

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 11: On-the-Job Training
Mapped to Call Center Executive

Mandatory Duration: 120:00	Recommended Duration: 00:00

Location: On-Site

Terminal Outcomes

- Demonstrate how to handle inbound and outbound customer calls effectively, addressing queries and concerns.

- Show how to resolve customer complaints by following standard telecom service protocols.

- Demonstrate techniques to identify and communicate upselling or cross-selling opportunities during customer interactions.

- Show how to document customer interactions, service requests, and complaints accurately in CRM software.

- Demonstrate how to greet and interact professionally with walk-in customers to enhance their showroom experience.

- Show how to assist customers in selecting telecom products and services based on their needs.

- Demonstrate how to process customer purchases, including billing and documentation, as per company policies.

- Show how to maintain showroom cleanliness, stock displays, and promotional materials for an organized workspace.

- Demonstrate how to track daily performance metrics, including sales, service resolutions, and customer feedback.

- Show how to seek and implement feedback from supervisors to enhance work efficiency.

- Demonstrate how to conduct periodic performance self-reviews and identify areas for improvement.

- Show how to maintain a professional appearance by following dress code and grooming standards.

- Demonstrate how to organize and manage the work area efficiently to enhance productivity.

- Show how to follow data privacy and security protocols while handling customer information.

- Demonstrate time management techniques to balance workload, meet SLAs, and ensure service quality.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialisation**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Graduate	Any stream	5	Client Handling			

Trainer Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Call Center Executive" mapped to QP: "TEL/Q0100, v5.0". Minimum accepted score is 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, v3.0". The minimum accepted score as per MEPSC guidelines is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	*Specialization*	*Years*	*Specialization*	
Graduate	Any stream	5	Client Handling			

Assessor Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Call Center Executive" mapped to QP: "TEL/Q0100, v5.0". Minimum accepted score is 80%.	Certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, v3.0", with a minimum score of 80%.

Assessment Strategy

1. **Assessment System Overview:**
   - Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
   - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
   - Assessment agency deploys the ToA certified Assessor for executing the assessment
   - SSC monitors the assessment process & records

2. **Testing Environment:**
   - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
   - Check the duration of the training.
   - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
   - 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.
   - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
   - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
   - Check the availability of the Lab Equipment for the particular Job Role.

3. **Assessment Quality Assurance levels / Framework:**
   - Question papers created by the Subject Matter Experts (SME)
   - Question papers created by the SME verified by the other subject Matter Experts
   - Questions are mapped with NOS and PC
   - Question papers are prepared considering that levels 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
   - Assessor must be ToA certified & trainer must be ToT Certified
   - Assessment agency must follow the assessment guidelines to conduct the assessment

4. **Types of evidence or evidence-gathering protocol:**
   - Time-stamped & geotagged reporting of the assessor from assessment location
   - Center photographs with signboards and scheme specific branding
   - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
   - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. **Method of verification or validation:**
   - Surprise visit to the assessment location
   - Random audit of the batch
   - Random audit of any candidate

6. **Method for assessment documentation, archiving, and access**
   - Hard copies of the documents are stored

- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

The trainee will be tested for the acquired skill, knowledge and attitude through formative/ summative assessment at the end of the course and as this NOS and MC is adopted across sectors and qualifications, the respective AB can conduct the assessments as per their requirements.

References

Glossary

Term	Description
Declarative Knowledge	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.
Key Learning Outcome	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).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	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.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do it upon the completion of the training.
Terminal Outcome	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
NCVET	National Council for Vocational Education and Training
QP	Qualification Pack
MC	Model Curriculum
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
NCO	National Classification of Occupations
ES	Employability Skills
TSSC	Telecom Sector Skill Council
TRAI	Telecom Regulatory Authority of India
CRM	Customer Relationship Management
CSAT	Customer Satisfaction Score
AHT	Average Handling Time
FCR	First Call Resolution
IVR	Interactive Voice Response
KPI	Key Performance Indicator
SLAs	Service Level Agreements
VOC	Voice of Customer
BPO	Business Process Outsourcing
SOP	Standard Operating Procedure
NPS	Net Promoter Score
LTV	Lifetime Value (of a customer)