

Revision made by NSDA_25 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Telecom Sector Skill Council
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Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File

1. [Qualification Pack](#)
2. [Assessment Criteria – Annexure in Qualification Pack](#)
3. [Occupational Mapping](#)
4. Skill Gap Report – [KPMG](#) & [JUXT](#)
5. [Industry Engagement Certificate](#)
6. [Affiliation Protocol – Assessment Agency & Assessor](#)
7. [Assessment Framework](#)

QUALIFICATION FILE SUMMARY

Qualification Title	TEL/Q0101		
Body/bodies which will assess candidates	Telecom Sector Skill Council		
Body/bodies which will award the certificate for the qualification.	Telecom Sector Skill Council		
Body which will accredit providers to offer the qualification.	Telecom Sector Skill Council		
Occupation(s) to which the qualification gives access	CCE-Call Centre – Relationship Centre		
Proposed level of the qualification in the NSQF.	4		
Anticipated volume of training/learning required to complete the qualification.	Duration (120 Hr.)		
Entry requirements / recommendations.	Minimum : 10+2 or equivalent Maximum : Graduation in any stream		
Progression from the qualification.	Will give access to Sr. Executive ,Team Leader and Asst. Manager		
International comparability where known.			
Planned arrangements for RPL.	Anybody with 1-2 year experience wrt. the job role		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
TEL/N0105 (Shop/Showroom/Outlet and self-management	M	200 Hours	4
TEL/N0106 Sell, Up-sell, and cross – sell	M		
TEL/N0107 Service desk and customer management	M		
TEL/N0108 Monitor and analyse self-performance	M		
TEL/N0109 Maintain records and Data expertise	M		

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here: Qualification pack

SECTION 1

ASSESSMENT

Name of assessment body:

1. **Aspiring Minds**
2. **Mettl**
3. **Multi Skills Assessment Guild (MSAG)**
4. **Independent Qualitative Assessors Guild (IQAG)**
5. **Cocubes Technologies Pvt. Ltd**

Will the assessment body be responsible for RPL assessment?

Yes, assessing body is responsible for RPL assessment.

Mode of Assessment : Online

1. Theory: MCQ questions mapped with performance criteria of each NOS in a QP.
2. Viva : Scenario Based questions mapped with performance criteria of each NOS in a QP.
3. Practical: Practical test conducted wrt. Job role.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

The Assessment Agency is affiliated through stringent measures and undergo QA process. The Assessors are certified before conducting any assessments. The Question Bank before being made online are scrutinized and validated for linkage with Performance Criteria and randomization during the assessment.

Mode of Assessment : Online

1. Theory: MCQ questions mapped with performance criteria of each NOS in a QP.
2. Viva : Scenario Based questions mapped with performance criteria of each NOS in a QP.
3. Practical: Practical test conducted wrt. Job role.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

Criteria for Assessment of Trainee					
Job Role	CCE-Call Center - Relationship Centre				
Qualification Pack	TEL/Q0101				
Sector Skill Council	Telecom Sector Skill Council				
<p>1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.</p> <p>2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.</p> <p>3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.</p> <p>4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS and Overall 50% pass percentage.</p> <p>5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.</p> <p>6. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.</p>					
Assessable Outcome	Assessment Criteria	Total Mark (400)	Out of	Theory	Skills (Practical)
TEL/N0105 (Shop/Showroom/Outlet and self management)	PC1. adhere to specified uniform/dress code and grooming guidelines	100	5	0	5
	PC2. wear name badges as per organizational guidelines		10	0	10
	PC3. organize inventory, stationery, pantry stock and display products at the store/showroom/outlet		15	5	10
	PC4. maintain basic hygiene and infrastructure upkeep in the store		10	0	10
	PC5. attend daily morning briefing before store opening		5	5	0
	PC6. review previous day's performance during morning meeting		20	20	0
	PC7. obtain product/process changes, new schemes/offers and target & task distribution from store manager		15	15	0
	PC8. maintain transparency with customer in sharing resolution timelines		20	5	15
		Total	100	50	50
2. TEL/N0106 (Sell, up sell and cross sell)	PC1. understand customer's buying pattern and offer customized solution	100	20	10	10
	PC2. sell, up-sell and cross-sell existing & new products/services, based on customer analysis		30	10	20
	PC3. achieve performance/sales targets/profitability of the store		10	10	0
	PC4. plan and execute customer engagement initiatives to facilitate brand recall and customer satisfaction		20	10	10
	PC5. educate customer on using company's products/services		10	0	10
	PC6. attain typing speed, as specified		10	0	10

	for the job role				
			100	40	60
3. TEL/N0107 (Service desk and customer management)	PC1. follow token system, if installed, for data maintenance of number of walk-in customers and queue management	100	30	10	20
	PC2. prioritize customers basis categories and attend them accordingly				
	PC3. manage walk-in customers and products/services subscribed by them				
	PC4. categorize nature of customer's interaction as a query, request or a complaint				
	PC5. verify customer details for any account related information				
	PC6. monitor correctness and completeness of customer documents and process them to backend/respective department				
	PC7. obtain and address adequate information from the customer to login Q R C				
	PC8. provide estimate of resolution time to the customer, if an immediate solution cannot be found				
	PC9. record the customer's interaction as a query, request or a complaint				
	PC10. escalate unresolved problems/concerns to a competent internal/external specialist				
	PC11. fulfill process of payment collection and submission against bill payments/recharges				
	PC12. resolve customer's problems within TAT to attend other customers in queue				
	PC13. analyze customer's concern and pitch an appropriate retention tool				
	PC14. troubleshoot and resolve customer's device related issues				
	PC15. seek customer's feedback in feedback register/diary/booklet				
	PC16. use the empowerment matrix for the benefit of the customer				
			100	57	43
4. TEL/N0108 (Monitor and analyze self performance trends)	PC1. analyze self performance w.r.t. job responsibilities versus performance targets and take corrective actions accordingly	100	60	20	40
	PC2. adhere to processes related to churn, collection and bad debt recovery				
	PC3. attain above average scores in internal/external audits				

			100	60	40
5. TEL/N0109 (Maintain records and Data expertise)	PC1. resolve customer's data related issues	100	40	20	20
	PC2. reduce repeat walk-in/interactions of customers with data related queries		60	30	30
			100	50	50

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

As per Industry requirement and recommendations, we TSSC have followed in order to prepare the qualification pack and got vetted by NSDC during the QRC. (Attached –Industry Engagement Certificate).

What is the estimated uptake of this qualification and what is the basis of this estimate?

Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. Feedback from industry for demand though again sample size may not lend to accurate figures and depends on Industry quarterly requirements. (Attached Skill Gap Study Report)

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.
- Monitoring of results of assessments
- A formal review is scheduled in two year time

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here: NA

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Level of qualification: NSQF Level 4

Summary of Direct Evidence (from learning outcomes)

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Level 4: Capable of working independently in his designated area. He must also learn new aspects of the job while executing the work assigned.

Generic NOS is/are linked to the overall authority attached to the job role.

CCE - Relationship Centre - TEL/Q0101

Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>The Job holder handles the customer's requirements on daily basis and deals with 3 types of issues faced by the customer (query, complain and request) apart from this also promote new plans, product Upgradation offered by the company and managing the inventory. The activities identified are the familiar and routine activities. As per the assessment criteria the job holder will self-manage his performance and take a daily briefing of his sub-ordinates.</p> <p>Furthermore, based on the requirements of the customer, the job holder will identify and explain suitable options based on clear choice according to the requirements specified.</p>	<p>Jobholder is expected to have factual knowledge of various products in his current company in terms of their features/specifications.</p> <p>He should be customer centric and good decision making while suggesting anything to the customer. Additionally he must have knowledge of the schemes which company might like to offer to the customer.</p> <p>Technique to resolving the issue raised by the customer and segregate the type of interaction. For example: it can be a complain, request and query. Understand the process of</p>	<p>Based on his professional knowledge he should be able to take appropriate decision, resolve the customer issue. This demonstrates his/her (pro-active) selling of plans , products (up selling and cross selling) techniques as per rules, tactically resolving the query within TAT and completing his/her daily target (i.e. number of calls answered, selling of various product.</p> <p>Adding more: Good in developing rapport among the customer as per their value and urgency.</p>	<p>Jobholder is expected to be aware target vs achievement. He should be able to perform (in terms of attending customer calls and resolving the issue faced by the client, customer).</p> <p>He should be able to perform. For example</p> <ul style="list-style-type: none"> • Reconciling receivables and other invoices • Interpreting data sheets • Maintaining selling records. • Maintaining the inventory at the showroom/outlet. <p>All of this requires application of basic arithmetic principles.</p> <p>Job Holder has be pro-actively engage with customers for selling specific products and try to up-sell, cross-selling wrt. the product. Hence they are expected to be good in communication skills (oral and written) with the customer, clients. As per the norms he/she have to maintain the quality standards laid down by</p>	<p>Jobholder based on his own learning and experience, plans the method of executing the daily task. He is in process of continuous self-learning and responsible for its own work.</p> <p>He is responsible for:</p> <ul style="list-style-type: none"> • Resolve the issue faced by the customer, client in a given time frame. • Pro-active selling of products, plan to the customer. • Minimum delay in attending the call and customer visiting to the outlet/showroom. • Analyse the report and update accordingly. <p>Self-evaluation of the performance wrt the target achieved and corrective action taken.</p>	<p align="center">4</p>

	how to sell a product.		the company. Jobholder is expected to be presentable and able to adjust socially and professional environment of working.		
Level :- 4	Level :- 4	Level :- 4	Level :- 4	Level :- 4	

Summary of other evidence (if used): NA

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options have been articulated.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here: NA