NSQF QUALIFICATION FILE

Approved on file dated - 15th February 2023

Qualification Code
QG-03-TL-00058-2023-V1-TSSC

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Telecom Sector Skill Council

Estel House, 3rd Floor, Plot No: - 126, Sector 44, Gurugram, Haryana 122003

Name and contact details of individual dealing with the submission

Name: Mr. Satyaveer Gulati

Position in the organisation: Chief Technical Officer

Address if different from above: Same as above

Tel number(s): 0124-4148029

E-mail address: satyaveer.gulati@tsscindia.com

List of documents submitted in support of the Qualifications File

1. Model Curriculum

Model Curriculum to be added which will include the following:

- **Indicative list of tools/equipment to conduct the training**
- **Trainers' qualification**
- **Lesson Plan**

- **Distribution of training duration into theory/practical/OJT component**

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SUMMARY

1	**Qualification Title:** Junior Executive (Call Center)
2	**Qualification Code, if any:** TEL/Q0103
3	**NCO code and occupation:** NCO-2015/5242.0303 Customer Service – Service Segment
4	**Nature and purpose of the qualification (Please specify whether qualification is short term or long term):** Provides customer service support, follows and resolves customer queries, requests and complaints in a timely manner at call centre and/or relationship centre. This QP is for short term program, and it is designed based on industry demand.
5	**Body/bodies which will award the qualification:** Telecom Sector Skill Council
6	**Body which will accredit providers to offer courses leading to the qualification:** Telecom Sector Skill Council
7	**Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy):** Yes.
8	**Occupation(s) to which the qualification gives access:** Customer Service – Service Segment
9	**Job description of the occupation**: A Jr. Executive (Call Center) is responsible for providing support to customers by handling, following and resolving walk-in and telephonic queries, requests and complaintsin a timely manner. The individual is also responsible for proactively promoting, recommending and selling the products and services of the organisation.
10	**Licensing requirements:** N/A
11	**Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided):** N/A
12	**Level of the qualification in the NSQF:** Level 3
13	**Anticipated volume of training/learning required to complete the qualification:** 210 Hours
14	**Indicative list of training tools required to deliver this qualification:** Product Manuals, Customer Registration form, Customer feedback form, customer complaint form, Complete range of handset, accessories Laptop with Customer Relationship Management (CRM) software, white board marker, projector
15	**Entry requirements and/or recommendations and minimum age:** 12th-grade pass **OR**

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	Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma **OR** 10th grade pass plus 2-year NTC **OR** 10th grade pass plus 1-year NTC plus 1 year NAC **OR** 8th pass plus 2-year NTC plus 1-Year NAC plus CITS **OR** 10th grade pass and pursuing continuous schooling **OR** 10th Grade Pass with 2 years of relevant experience, and 15 years		
16	**Progression from the qualification (Please show Professional and academic progression):** Territory Sales Manager (Prepaid/Broadband)		
17	**Arrangements for the Recognition of Prior learning (RPL):** RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack by Telecom Sector Skills Council		
18	**International comparability where known (research evidence to be provided):** No		
19	**Date of planned review of the qualification:** 15 August 2023		
20	**Formal structure of the qualification** **Mandatory components**		
(i)	**Title of component and identification code/NOSs/Learning outcomes**	**Estimated size (learning hours)**	**Level**
1	Resolve customer queries, requests and complaints	30	3
2	Develop customer relationship	30	3
3	Attend and make calls for service and sales	30	3
4	DGT/VSQ/N0104 Employability Skills (120 Hours)	120	6
5	**Total (A)**	**210**	

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SECTION 1

ASSESSMENT

21	**Body/Bodies which will carry out assessment:** Telecom Sector Skill Council. **Proposed Body/Bodies which will carry out assessment**: To be Decided
22	**How will RPL assessment be managed and who will carry it out?** The RPL assessment will be managed by selected assessment partners from the applications received
23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.** The emphasis is on practical demonstration of skills and knowledge based on the performance criteria. The assessment papers are developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessment papers are also checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment results are backed by evidence collected by assessors. 1. The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In-charge / Head of the Training Centre. 2. The assessor needs to verify the authenticity of the candidates by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form. 3. The assessor needs to punch the trainee's roll number on all the test pieces. 4. The assessor can take a photograph of all the students along with the assessor standing in the middle and with the center name/banner at the back as evidence. 5. The assessor also needs to carry a photo ID card. The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the

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	rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.

Please attach most relevant and recent documents giving further information about assessment and/or RPL.
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in "Formal structure of the qualification" in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.

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24. Assessment evidence

Title of Component: Junior Executive (Call Center)

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Junior Executive (Call Center)

Qualification Pack TEL/Q0103

Sector Skill Council Telecom Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualifications Pack will be approved 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.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/ Set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualifications Pack, every trainee should score a minimum of 50% of aggregate marks.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
TEL/N0101: Resolve Customer Queries, Requests and Complaints				
Analyse customer requirements and needs	**13**	**18**	**-**	**5**
PC1. collect information from customers to log their query	4	6	-	1
PC2. assess customer's details for any account related information	5	6	-	2
PC3. categorize and record customer's interaction as a query, request or a complaint	4	6	-	2

Handle customer inquiries	**27**	**32**	**-**	**5**
PC4. respond to customer inquiries, requests or complaints courteously and efficiently on phone and face-to-face	5	6	-	2
PC5. estimate and inform the customer about the time needed for resolution if an immediate solution cannot be provided	5	6	-	1
PC6. resolve customer queries and avoid escalations	5	6	-	1
PC7. seek assistance from senior (supervisor/floor support/manager) when customer inquiries cannot be fully answered	6	7	-	1
PC8. coordinate with other departments to ensure that all pending queries and complaints are responded to in a timely and satisfactory manner	6	7	-	-
NOS Total	**40**	**50**	**-**	**10**
TEL/N0102: Develop Customer Relationship				
Interact with the customer effectively	**15**	**22**	**-**	**6**
PC1. attend to customers by providing personalised service in a professional manner	5	7	-	2
PC2. inquire about customer's requirement for products and services	4	6	-	2
PC3. provide customised solution by balancing customer's expectations with the organisation's service offerings	4	5	-	1
PC4. inform customers about various promotions and loyalty programs provided by the organisation	2	4	-	1
Build rapport with customers	**25**	**28**	**-**	**4**
PC5. inquire about the source of complaint from the customer	6	7	-	2
PC6. provide information to customers regarding the status of their complaints	6	8	-	-
PC7. comply with organisational guidelines with respect to ACHT, AHT and TAT	7	7	-	1

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PC8. prioritize customers based on the urgency of their queries, requests or complaints (QRC)	6	6	-	1
NOS Total	**40**	**50**	**-**	**10**
TEL/N0116: Attend and Make Calls for Service and Sales				
Attend inbound and outbound calls	**19**	**28**	**-**	**3**
PC1. analyse the calling scripts given by supervisor/manager	2	3	-	1
PC2. comply with organizational standards/guidelines for tele calling	2	3	-	-
PC3. call and attend calls of the customer as per the calling script	2	3	-	-
PC4. enquire the customer about the reason for calling to understand customer requirements and needs	1	3	-	-
PC5. collect customer data from authorized person for service and sales calls	3	3	-	-
PC6. implement strategies to attain minimum call login time, number of dials, customer contacts and attendance for the number of days specified	3	3	-	1
PC7. analyse ways to ensure that the total number of minutes on calls with customers are within specified limits	2	3	-	-
PC8. ensure customer calls are put on hold only for the specified time limit and not beyond	3	4	-	1
PC9. ensure calls, notations and tagging are done in stipulated time	1	3	-	-
Perform proactive selling	**21**	**22**	**-**	**7**
PC10. achieve minimum typing time (maximum speed) and accuracy	2	3	-	1
PC11. identify the buying needs and usage pattern of the customers by analysing customer data	3	3	-	1
PC12. list opportunities to pitch relevant products/services	3	3	-	1

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PC13. inform the customer about the Features, Advantages and Benefits (FABs) along with the unique selling points of telecom brands available over the competitor models	3	3	-	1
PC14. offer customized solution from the range of products/services available within the organisation	3	2	-	1
PC15. analyse enquiry details obtained from the customer	3	2	-	1
PC16. inform sales and marketing department about client requirement/ feedback/ comments relating to product content and pricing	2	3	-	-
PC17. record all interaction, inquiries, feedback and complaints from customers in the system in a prescribed format	2	3	-	1
NOS Total	**40**	**50**	**-**	**10**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
DGT/VSQ/N0104: Employability Skills (120 Hours)				
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, jobmarket trends, latest skills required and the available opportunities	-	-	-	-
Constitutional values – Citizenship	**2**	**1**	**-**	**-**
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. forpersonal growth and the nation's progress	-	-	-	-
PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-

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PC6. follow and promote environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**3**	**-**	**-**
PC7. recognize the significance of 21st CenturySkills for employment	-	-	-	-
PC8. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC9. adopt a continuous learning mindset forpersonal and professional development	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC10. use English as a medium of formal and informal communication while dealing with topicsof everyday conversation in different contexts	-	-	-	-
PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personaland work front	-	-	-	-
PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC13. write short messages, notes, letters, e-mailsetc., using accurate English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC14. identify career goals based on the skills,interests, knowledge, and personal attributes	-	-	-	-
PC15. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**3**	**-**	**-**
PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC17. use active listening techniques for effective communication	-	-	-	-
PC18. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-

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PC19. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	-	-
PC20. • ensure personal behaviour, conduct, and use appropriate communication by taking gender into • consideration	-	-	-	-
PC21. empathize with a PwD and aid a PwD, ifasked	-	-	-	-
PC22. escalate any issues related to sexual harassment at the workplace in accordance withthe POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	-	-
PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC24. carry out offline and online financial transactions, safely and securely, using variousmethods and check the entries in the passbook	-	-	-	-
PC25. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC26. identify relevant rights and laws and uselegal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**2**	**3**	-	-
PC27. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networksthrough Bluetooth, Wi-Fi, etc.	-	-	-	-
PC29. display responsible online behaviour whileusing various social media platforms	-	-	-	-
PC30. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC32. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	**2**	**3**	-	-
PC33. identify different types of Entrepreneurship	-	-	-	-

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and Enterprises				
PC34. use research and networking skills to identify and assess opportunities for potential business	-	-	-	-
PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC37. identify different types of customers	-	-	-	-
PC38. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC39. use appropriate tools to collect customer feedback	-	-	-	-
PC40. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**4**	**-**	**-**
PC41. create a professional Curriculum vitae(Résumé)	-	-	-	-
PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC43. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

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Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Provided in the above section	

Means of assessment 1

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.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below.)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria.

Means of assessment 2

Add boxes as required.

Pass/Fail

1. To pass the Qualification File, every trainee should score a minimum of 50% in every Qualification.
2. 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 File.

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SECTION 2

25. EVIDENCE OF LEVEL

Title/Name of qualification/component: Junior Executive (Call Center) Level: 3			
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relate to the NSQF level descriptors**	**NSQF Level**
Process	**Demands a wide range of specialised technical skill, clarity of knowledge and practice in broad range of activity involving standard and non-standard practices.** • Manage area of work, as well as self • Resolve all queries and issues of the customer • Develop and build rapport with the customer • Analyse customer issues • Ensure repair/replacement of product • Create and maintain the reports	The individual will be required to attend to customer issues, listen to customer queries/concern, offer relevant solution and ensure repair/replacement of the product. He/she has to develop a good relationship with the customer and resolve issues and queries pertaining to the product The process involves attending and managing but the decision-making rests with manager. Hence, this is level 3.	3
Professional knowledge	**Factual and theoretical knowledge in broad contexts within a field of work or study.** • Technical specifications of products and processes • Knowledge about technology involved in workings of products • Maintenance standards/guidelines	The individual should have good understanding of technical specifications and functionalities of products and processes, knowledge about managing concern/issues and standards/guidelines. Hence, this is level 3.	3

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Title/Name of qualification/component: Junior Executive (Call Center) Level: 3			
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relate to the NSQF level descriptors**	**NSQF Level**
Professional skill	**A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study.** • Maintain quality and work standards at store/showroom • Perform periodic audits and report results to serve the excellent experience by ensuring quality and timely services	The individual is required to have a range of team handling skills, to be competitive in this job role, such as, co-operate, manage excellent work standards at store/showroom, and handle customers. Comply with standards related to the customer handling. Hence, this is level 3.	3
Core skill	• Reading operating company (OPCOs) policies and standards followed by the company to maintain store/showroom. • Understand customer requirements • Responding to customer queries and record details of customer interaction • Analyse all feedbacks of the customer • Interacting with customer keeping in mind basic etiquettes. • Responding to customer needs as per requirement	The individual is required to attend to the customer as per the organisation standards and resolve to his/her queries and concerns while showing professionalism and courtesy Hence, this is level 3.	3

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NSQF QUALIFICATION FILE

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Title/Name of qualification/component: Junior Executive (Call Center) Level: 3			
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relate to the NSQF level descriptors**	**NSQF Level**
Responsibility	Responsibility of completing the work assigned and reporting the same as per standards. • Understand the job role and follow the organisational policy • Record and report about the work status • Follow safety regulations at workplace • Work along with colleagues and supervisors	The individual is responsible for resolving issues and queries of walk-in customers; develop and build a good rapport with the customer. Hence Level 3.	3

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SECTION 3

EVIDENCE OF NEED

26	**What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?** 1. Feedback from industry was collected with respect to roles for which qualification pack development was to be prioritized. 2. Skills Gap analysis reports for industry demand Training duration w.r.t current and potential capacity envisaged for potential supply
27	**Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidence.** We have received the line ministry (DoT) approval for this QF.
28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification** NCVET list of Approved and Under-Development QFs was checked prior to commencement the work.
29	**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? Specify the review process here** • Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation • Monitoring of results of assessments • Employer feedback will be sought post-placement • A formal review is scheduled by 2025

Please attach most relevant and recent documents giving further information about any of the topics above.
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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SECTION 4

EVIDENCE OF PROGRESSION

30	**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?** 1. Endorsed and accepted by the industry players 2. Formal recognition from the industry players 3. Horizontal and vertical mobility options are available

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