

# Model Curriculum

## Customer Care Executive (Repair Centre)

**SECTOR:** TELECOM

**SUB-SECTOR:** HANDSET SEGMENT

**OCCUPATION:** CUSTOMER SERVICE

**REF ID:** TEL/Q2200

**NSQF LEVEL:** 4



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

TELECOM SECTOR SKILL COUNCIL

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: 'Customer Care Executive(Repair Centre)'  
QP No. 'TEL/ Q2200 NSQF Level 4'

Date of Issuance: **April 29<sup>th</sup>, 2015**

Valid up to: **May 31<sup>st</sup>, 2017**

\* Valid up to the next review date of the Qualification Pack

Authorised Signatory  
(Telecom Skill Development Council)

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# Customer Care Executive(Repair Centre)

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Customer Care Executive(Repair Centre)”, in the “Telecom” Sector/Industry and aims at building the following key competencies amongst the learner.

<b>Program Name</b>	<b>Customer Care Executive(Repair Centre)</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	TEL/Q2200		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	
<b>Pre-requisites to Training</b>	10+2 or equivalent		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Attend walk-in customers</li> <li>• Resolve the customer queries/complaints within the TAT</li> <li>• Handle store management process</li> <li>• Co-ordinate for Replace/repair handset/accessories</li> <li>• Service entry process in CRM/MS Excel/paper register and in job sheet.</li> </ul>		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “Customer Care Executive(Repair Centre)” Qualification Pack issued by “Telecom Sector Skill Council of India”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<b>Introduction to Customer Care Executive (Repair Centre)</b>  <b>Theory Duration</b> (hh:mm) 06:00  <b>Practical Duration</b> (hh:mm) 00:00  <b>Corresponding NOS Code</b> Bridge Module	<ul style="list-style-type: none"> <li>State the objectives of the program</li> <li>Describe the Telecom industry in India</li> <li>Understand the concept of a Repair centre and help desk</li> <li>Brief understanding of the escalation matrix</li> <li>Understand the roles and responsibilities of a CCE</li> </ul>	Laptop, white board, marker, projector
2	<b>Key concepts</b>  <b>Theory Duration</b> (hh:mm) 10:00 <b>Practical Duration</b> (hh:mm) 10:00  <b>Corresponding NOS Code</b> NA	<ul style="list-style-type: none"> <li>Explain the various mobile and data technologies</li> <li>Know and understand the various product and service offerings in the telecom sector</li> <li>Outline the documentation process and documents needed for mobile customers</li> <li>Explain the key concepts related to Repair centres</li> <li>Understand the repairing of handset at 1<sup>st</sup> level repair</li> </ul>	Laptop, white board, marker, projector,
3	<b>IT &amp; Soft skills</b> <b>Theory Duration</b> (hh:mm) 02:00 <b>Practical Duration</b> (hh:mm) 20:00  <b>Corresponding NOS Code</b> TEL/N2200 TEL/N2201 TEL/N2202	<ul style="list-style-type: none"> <li>Define computer</li> <li>List down different parts of computer</li> <li>Understand about MS Word</li> <li>Understand about MS Power point</li> <li>Understand about MS- Excel</li> <li>Understand about Internet and Network</li> <li>Practice how to type effectively</li> <li>List down the importance of listening as a skill for a CCE o repair centre.</li> <li>Practice effective listening skills</li> <li>Use effective speaking skills in your role</li> <li>Demonstrate reading and keep yourself updated on latest news</li> <li>Practice effective writing skills</li> </ul>	Laptop, white board, marker, projector
4	<b>Managing queries / complaints of walk-in customers</b> <b>Theory Duration</b> (hh:mm)	<ul style="list-style-type: none"> <li>Able to manage the walk in customer through token or ticket management</li> <li>Understand the process of token and ticket management</li> </ul>	Laptop, white board, marker, projector, CRM software

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	09:00 <b>Practical Duration</b> (hh:mm) 15:00  <b>Corresponding NOS Code</b> <b>TEL/N2200</b>	<ul style="list-style-type: none"> <li>Identify and capture the walkin customer queries/complaint</li> <li>Record the daily no. of units received for repair and replacement.</li> </ul>	
5	<b>Identify issues and troubleshoot</b>  <b>Theory Duration</b> (hh:mm) 09:00  <b>Practical Duration</b> (hh:mm) 20:00 <b>Corresponding NOS Code</b> <b>TEL/N2201</b>	<ul style="list-style-type: none"> <li>To identify the root cause of the handset/accessory issue</li> <li>Understand how to classify the levels(L<sub>1</sub>,L<sub>2</sub>,L<sub>3</sub>)</li> <li>Learn how to dealt the issues at frontend (level 1) or backend (Level2 &amp; Level3)</li> <li>Learn how to support the customer for various operating systems related to hardware and software</li> <li>Able to consult all the customer in various ways, as per their requirement i.e. software upgradation, resolving the issue faced by the customer while operating the handset.</li> <li>Identify correct opportunities for cross- selling and up-selling</li> <li>Will be able to do series of tests like litmus test, physical damage check, battery test etc., to troubleshoot handset/accessory issues</li> </ul>	Laptop, white board, marker, projector, Handsets, Litmus test equipment
6	<b>Co-ordination for replacement/repair</b>  <b>Theory Duration</b> (hh:mm) 15:00  <b>Practical Duration</b> (hh:mm) 25:00 <b>Corresponding NOS Code</b> <b>TEL/N2202</b>	<ul style="list-style-type: none"> <li>Learn how to check the warranty and inform the customer about the charges for repair/replacement , if any</li> <li>Learn how to co-ordinate with the customer and resolve the issues</li> <li>Will be able to identify the dead handset on arrival and stick to DOA policy laid down by company.</li> <li>Learn how to handover the handset with accessories along with the job sheet to backend, within TAT</li> <li>resolving the customer issue within TAT</li> <li>Aware of the organisational replacement/repair policy</li> <li>Learn how to Co-ordinate with the customer for timely collection of repaired/replaced handsets</li> <li>Follow the appropriate escalation matrix</li> </ul>	Laptop, white board, marker, projector, Handsets
7	<b>Sell/ Upsell and cross sell</b>  <b>Theory Duration</b> (hh:mm) 09:00	<ul style="list-style-type: none"> <li>Describe verbal and non verbal communication</li> <li>Practise effective communication at work place</li> <li>Discuss different types of selling processes</li> <li>Explain importance of data confidentiality in the Industry</li> <li>Role plays on above</li> </ul>	NA

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>Practical Duration</b> (hh:mm) 20:00  <b>Corresponding NOS Code</b> TEL/N2201		
8	<b>Monitor and analyse self-performance</b>  <b>Theory Duration</b> (hh:mm) 09:00  <b>Practical Duration</b> (hh:mm) 10:00  <b>Corresponding NOS Code</b> TEL/N2202	<ul style="list-style-type: none"> <li>• Explain the ways to monitor and analyse performance</li> <li>• Practise monitoring and analysing performance</li> </ul>	NA
	<b>Program Wrap - up</b>  <b>Theory Duration</b> (hh:mm) 01:00  <b>Practical Duration</b> (hh:mm) 10:00  <b>Corresponding NOS Code</b> NA	<ul style="list-style-type: none"> <li>• Understand what is an interview</li> <li>• Develop the skills to participate in an interview effectively</li> <li>• Know commonly asked questions in an interview</li> <li>• Revise and integrate learning's of the training program</li> </ul>	NA
	<b>Total Duration</b> <b>Theory Duration</b> <b>70:00</b> <b>Practical Duration</b> <b>130:00</b>	<b>Unique Equipment Required:</b> Laptop, white board, marker, projector, CRM software	

Grand Total Course Duration: **200Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Telecom Sector Skill Council of India](#))

## Trainer Prerequisites for Job role: “Customer Care Executive(Repair Centre)” mapped to Qualification Pack: “TEL/Q6207, v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	Individuals at this job provide customer service by interacting with walk-in customers. They also handle, follow-up and resolve customer’s queries, requests and complaints, in a timely manner
2	<b>Personal Attributes</b>	A trainer should have good communication skills with a clear diction ability to construct simple and rational sentences; ability to comprehend simple English sentences; regional language proficiency; strong customer service focus; pleasant personality; should be self-motivated and a team player with ability to work under pressure
3	<b>Minimum Educational Qualifications</b>	Graduate
4a	<b>Domain Certification</b>	Certified for Job Role: “Customer Care Executive(Repair Centre)” mapped to QP: “TEL/Q2200, v1.0”. Minimum accepted score is 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “TEL/Q2200”. Minimum accepted % as per respective SSC guidelines is 80%.
5	<b>Experience</b>	Minimum 1 year



### Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Customer Care Executive(Repair Centre)</b>
<b>Qualification Pack</b>	<b>TEL/Q2200</b>
<b>Sector Skill Council</b>	<b>Telecom</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
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 center based on these criteria.
5	To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS and 50% overall.
6	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.

Assessable Outcome	Assessment Criteria	Total Mark (300)	Out of	Theor y	Skills (Practical)
1. TEL/N2200 (Managing queries / complaints of walk-in customers)	PC1. adhere to specified uniform/dress code and other grooming guidelines	100	10	0	10
	PC2. attend walk-in customers through token or ticket management		30	15	15
	PC3. capture queries/complaints of walk-in customers in CRM, register or MS Excel		30	15	15
	PC4. record daily number of walk-ins, units accepted for repair and replacement in the job sheets		30	10	20
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
2. TEL/N2201 (Identify issues and troubleshoot)	PC1. probe and perform checks for symptoms and identify root cause of the handset/accessory issue	100	10	10	0
	PC2. classify and troubleshoot root cause of handset/accessory issue, to be dealt at frontend (level 1) or backend (levels 2 & 3)		20	10	10
	PC3. provide software and hardware support for various operating systems		10	10	0
	PC4. recommend customers on software updates like latest operating system/upgrades, wherever applicable		15	10	5
	PC5. obtain handover of handset with accessories and provide job sheet to customers, if and when required		5	5	0
	PC6. identify opportunity for cross-sell or up-sell and execute		20	10	10
	PC7. handle objections rationally and patiently		20	5	15
			<b>100</b>	<b>60</b>	<b>40</b>
3. TEL/N2202 (Co-ordinate for replacement/repair)	PC1. check handset warranty and inform charges for repair/replacement, if applicable		10	10	0
	PC2. check for dead on arrival handset and adhere to the DOA policy		15	10	5
	PC3. inform resolution TAT (Turn Around Time)to the customer		5	5	0
	PC4. resolve device issues in co-ordination with L2 & L3, if required		5	5	0
	PC5. handover handset with accessories along with the job sheet to backend, within TAT (Turn Around Time)		10	10	0
	PC6. call customer to inform TAT (Turn Around Time)for collection of repaired/replaced handset/accessory and repair charges		10	0	10
	PC7. obtain handset with accessories handover from backend		10	10	0

	PC8. handover repaired/replaced handset/accessory to customer within TAT (Turn Around Time) and collect payment, as applicable		5	5	0
	PC9. adhere to organizational replacement/repair policy		15	15	0
	PC10. follow escalation matrix		15	15	0
			100	85	15