



AI & ML - Jr. Telecom Data Analyst

QP Code: TEL/Q6602

Version: 1.0

NSQF Level: 4

Telecom Sector Skill Council || 3rd Floor, Plot No 126, Sector - 44
Gurgaon - 122003

Qualification Pack

Contents

TEL/Q6602: AI & ML - Jr. Telecom Data Analyst	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
TEL/N6607: Collect Data using AI Tools	5
TEL/N6608: Analyze Data using AI Tools and Utilize data in Business Productivity	10
TEL/N9101: Organise Work and Resources as per Health and Safety Standards	16
TEL/N9102: Interact Effectively with Team Members and Customers	23
Assessment Guidelines and Weightage	27
<i>Assessment Guidelines</i>	27
<i>Assessment Weightage</i>	28
Acronyms	29
Glossary	30

Qualification Pack

TEL/Q6602: AI & ML - Jr. Telecom Data Analyst

Brief Job Description

An AI & ML - Jr. Telecom Data Analyst is responsible for using the relevant Artificial Intelligence (AI) technologies for collecting, processing, and obtaining statistical information from datasets. The individual draws actionable insights and presents the data to the stakeholders for decision-making.

Personal Attributes

The individual must have analytical skills with the ability to work on large datasets. The person must have problem-solving skills, effective communication and interpersonal skills and must be able to work for long durations with concentration and in coordination with others.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [TEL/N6607: Collect Data using AI Tools](#)
2. [TEL/N6608: Analyze Data using AI Tools and Utilize data in Business Productivity](#)
3. [TEL/N9101: Organise Work and Resources as per Health and Safety Standards](#)
4. [TEL/N9102: Interact Effectively with Team Members and Customers](#)

Qualification Pack (QP) Parameters

Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Data Handling – Network Managed Services
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2523.6602

Qualification Pack

Minimum Educational Qualification & Experience	<p>12th Class (with vocational education in IT) OR 10th Class + I.T.I ((2 years in Electronics/Telecom/IT and other relevant fields)) OR 10th Class (Pass and pursuing continuous regular schooling) OR Diploma (after Class 10th (of 3 years in Electronics/Telecom/IT and other relevant fields)) OR 10th Class with 2 Years of experience relevant experience OR 8th Class (Pass + ITI (2 years in Electronics/Telecom/IT and other relevant fields)) with 2 Years of experience relevant experience OR Certificate-NSQF (NSQF-L3 AI Devices Installation Operator) with 2 Years of experience relevant experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	17 Years
Last Reviewed On	NA
Next Review Date	30/06/2025
NSQC Approval Date	30/06/2022
Version	1.0
Reference code on NQR	2022/TEL/TSSC/06069
NQR Version	1.0

TEL/N6607: Collect Data using AI Tools

Description

This OS unit is about collecting relevant business data using the appropriate AI tools for analysis.

Scope

The scope covers the following :

- Determine the scope
- Collect and prepare the data for analysis

Elements and Performance Criteria

Determine the scope

To be competent, the user/individual on the job must be able to:

- PC1.** determine the scope and objectives of data analysis
- PC2.** identify the type of data required to be collected based on the scope and objectives, such as numerical, textual and visual data

Collect and prepare the data for analysis

To be competent, the user/individual on the job must be able to:

- PC3.** collect the relevant data from the appropriate sources using the relevant automated tools
- PC4.** use the relevant technologies, such as analytics, machine learning, and Natural Language Generation (NLG), to automate data management processes
- PC5.** use Natural Language Query (NLQ) to enable the stakeholders to find answers and extract insights from data intuitively
- PC6.** utilise the AI technology for making enterprise data accessible to various stakeholders in the organisation
- PC7.** assess the quality and meaning of data using the relevant AI tool
- PC8.** use the relevant AI technology to identify and remove the corrupt data
- PC9.** identify the coding errors by filtering data
- PC10.** follow the recommended measures to rectify the coding errors and other related problems
- PC11.** organise data in a readable format using the relevant AI tool
- PC12.** assign numerical values to essential business functions so that business performance can be assessed and compared over periods
- PC13.** store the data using an appropriate medium or service, such as a cloud server, for easy retrieval and analysis

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the benefits of using AI-based data analytics tools to identify solutions to business issues and making predictions

Qualification Pack

- KU2.** the importance and process of determining the scope and objectives of data analysis
- KU3.** how to identify the type of data required to be collected based on the scope and objectives
- KU4.** different type of data used for AI analysis, such as numerical, textual and visual data
- KU5.** how to use the relevant technologies, such as analytics, machine learning, and Natural Language Generation (NLG), to automate data management processes
- KU6.** the process of using NLQ to enable the stakeholders to find answers and extract insights from data intuitively
- KU7.** the use of AI technology for making enterprise data accessible to various stakeholders in an organisation
- KU8.** the use of relevant AI-based automated tools for collecting the relevant data for analysis
- KU9.** how to use the relevant AI technology to identify and remove the corrupt data
- KU10.** the importance of identifying and rectifying the coding errors before data analysis
- KU11.** how to determine the best attributes for the data model and build an algorithm to answer the relevant business queries
- KU12.** how to organise data in a readable format using the relevant AI tools
- KU13.** the use of appropriate medium or service, such as a cloud server for storing large data sets

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** maintain work related notes and records
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** listen attentively to understand the information/instructions
- GS4.** communicate politely and professionally
- GS5.** plan and prioritise tasks to ensure timely completion
- GS6.** co-ordinate with the co-workers to achieve the work objectives
- GS7.** evaluate all possible solutions to a problem to select the best one
- GS8.** take quick decisions to deal with workplace emergencies/accidents

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Determine the scope</i>	4	8	-	2
PC1. determine the scope and objectives of data analysis	2	3	-	1
PC2. identify the type of data required to be collected based on the scope and objectives, such as numerical, textual and visual data	2	5	-	1
<i>Collect and prepare the data for analysis</i>	26	47	-	13
PC3. collect the relevant data from the appropriate sources using the relevant automated tools	2	4	-	1
PC4. use the relevant technologies, such as analytics, machine learning, and Natural Language Generation (NLG), to automate data management processes	3	5	-	1
PC5. use Natural Language Query (NLQ) to enable the stakeholders to find answers and extract insights from data intuitively	3	5	-	1
PC6. utilise the AI technology for making enterprise data accessible to various stakeholders in the organisation	2	4	-	1
PC7. assess the quality and meaning of data using the relevant AI tool	2	5	-	1
PC8. use the relevant AI technology to identify and remove the corrupt data	2	4	-	1
PC9. identify the coding errors by filtering data	2	5	-	1
PC10. follow the recommended measures to rectify the coding errors and other related problems	2	4	-	1
PC11. organise data in a readable format using the relevant AI tool	2	3	-	2

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. assign numerical values to essential business functions so that business performance can be assessed and compared over periods	2	5	-	2
PC13. store the data using an appropriate medium or service, such as a cloud server, for easy retrieval and analysis	4	3	-	1
NOS Total	30	55	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6607
NOS Name	Collect Data using AI Tools
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Data Handling – Network Managed Services
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

Qualification Pack

TEL/N6608: Analyze Data using AI Tools and Utilize data in Business Productivity

Description

This OS unit is about analyzing business data using the relevant AI tools to draw helpful insights and conclusions to inform business decision-making. It also covers assisting in implementing the appropriate solutions for business improvement.

Scope

The scope covers the following :

- Carry out data analysis using AI tools
- Prepare the relevant reports
- Assist in business improvement

Elements and Performance Criteria

Carry out data analysis using AI tools

To be competent, the user/individual on the job must be able to:

- PC1.** determine the best attributes for the data model and build an algorithm to answer the relevant business queries effectively
- PC2.** carry out the Extract, Transform and Load (ETL) data process automatically using augmented analytics to get data ready for analysis
- PC3.** commission and decommission data sets as per the requirements
- PC4.** use augmented analytics for automatic data processing and deriving the appropriate insights
- PC5.** analyses the relevant local, national, and global trends that impact both the organization and the industry
- PC6.** use the relevant AI-based statistical tools to identify, analyses, and interpret patterns, trends, and actionable insights in large and complex data sets
- PC7.** analyses the past and present data as part of Business Intelligence (BI) to identify ways to deliver insights faster and help conduct business efficiently
- PC8.** use NLQ and NLG to query the data in machine language, and derive meaningful results and insights in the form of easy-to-understand language

Prepare the relevant reports

To be competent, the user/individual on the job must be able to:

- PC9.** utilize augmented analytics to prepare relevant reports automatically with the insights derived through data analysis, along with solutions to existing business issues and predictions
- PC10.** ensure the reports state the relevant trends, patterns, predictions, and conclusions
- PC11.** assist the stakeholders in understanding the final analysis reports to enable them to take critical decisions based on various facts and trends

Assist in business improvement

To be competent, the user/individual on the job must be able to:

- PC12.** co-ordinate with programmers, engineers, and other stakeholders to identify process improvement opportunities
- PC13.** identify the required system modifications, and assist in devising data governance strategies
- PC14.** assist in implementing and monitoring the business solutions identified for business improvement based on data analysis

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the benefits and application of augmented analytics or AI-driven analytics
- KU2.** the benefits of using data analytics, such as identification of new business opportunities, achieving improved operational efficiency, conducting more effective marketing campaigns, and providing customers with high-quality customer service
- KU3.** use of predictive analytics to predict what might happen, basing the predictions on historical data and relying on human interaction to query data, validate patterns, create and then test assumptions
- KU4.** use of AI machine learning to make assumptions, reassess models, and reevaluate data
- KU5.** how AI helps in the effective analysis of quantifiable data, such as statistics and numbers
- KU6.** the benefits and application of data analytics in marketing programs and business intelligence efforts
- KU7.** how AI technologies extract insights and patterns from large sets of data that can be used to make relevant predictions
- KU8.** how machine learning algorithms help automate the process of data analysis, generating insights quickly
- KU9.** how augmented analytics translates a query in natural language into machine language, generates meaningful results and insights, and presents them in easy-to-understand language
- KU10.** how querying data feature enables professionals to analyze data deeply
- KU11.** the benefit of using augmented analytics, such as the ability to query data and use of BI tools without any technical expertise
- KU12.** how the ETL data process is carried out automatically using augmented analytics
- KU13.** how to use AI technology to assess the quality and meaning of data
- KU14.** the process of using augmented analytics for automatic data processing and deriving the appropriate insights
- KU15.** how to use the relevant AI-based statistical tools to identify, analyze, and interpret patterns, trends, and actionable insights in large and complex data sets
- KU16.** how Business Intelligence (BI) helps identify ways to deliver insights faster and conduct business efficiently
- KU17.** the process of using NLQ and NLG to query the data in machine language and derive meaningful results and insights in the form of easy-to-understand language
- KU18.** the use of augmented analytics to prepare relevant reports automatically with the insights derived through data analysis, along with solutions to existing business issues and predictions
- KU19.** the process of using the data analysis reports making critical business decisions

Qualification Pack

KU20. the importance of coordinating with relevant stakeholders to identify process improvement opportunities and implementing the improvements

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** maintain work related records
- GS2.** read the relevant guides and literature to get the latest information about the field of work
- GS3.** communicate clearly and politely
- GS4.** listen attentively to understand the instruction
- GS5.** plan and priorities tasks to ensure timely completion
- GS6.** identify appropriate solutions to work related issues
- GS7.** take quick decisions in case of an emergency/accident

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out data analysis using AI tools</i>	15	33	-	8
PC1. determine the best attributes for the data model and build an algorithm to answer the relevant business queries effectively	1	4	-	1
PC2. carry out the Extract, Transform and Load (ETL) data process automatically using augmented analytics to get data ready for analysis	2	6	-	1
PC3. commission and decommission data sets as per the requirements	2	2	-	1
PC4. use augmented analytics for automatic data processing and deriving the appropriate insights	2	3	-	1
PC5. analyses the relevant local, national, and global trends that impact both the organization and the industry	2	3	-	1
PC6. use the relevant AI-based statistical tools to identify, analyses, and interpret patterns, trends, and actionable insights in large and complex data sets	2	4	-	1
PC7. analyses the past and present data as part of Business Intelligence (BI) to identify ways to deliver insights faster and help conduct business efficiently	2	5	-	1
PC8. use NLQ and NLG to query the data in machine language, and derive meaningful results and insights in the form of easy-to-understand language	2	6	-	1
<i>Prepare the relevant reports</i>	5	12	-	3
PC9. utilize augmented analytics to prepare relevant reports automatically with the insights derived through data analysis, along with solutions to existing business issues and predictions	2	5	-	1
PC10. ensure the reports state the relevant trends, patterns, predictions, and conclusions	1	3	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. assist the stakeholders in understanding the final analysis reports to enable them to take critical decisions based on various facts and trends	2	4	-	1
<i>Assist in business improvement</i>	5	15	-	4
PC12. co-ordinate with programmers, engineers, and other stakeholders to identify process improvement opportunities	2	5	-	1
PC13. identify the required system modifications, and assist in devising data governance strategies	2	6	-	1
PC14. assist in implementing and monitoring the business solutions identified for business improvement based on data analysis	1	4	-	2
NOS Total	25	60	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6608
NOS Name	Analyze Data using AI Tools and Utilize data in Business Productivity
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Data Handling – Network Managed Services
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

Qualification Pack

TEL/N9101: Organise Work and Resources as per Health and Safety Standards

Description

This OS unit is about planning work and following sustainable as well as healthy practices for safety and optimal use of resources.

Scope

The scope covers the following :

- Perform work as per quality standards
- Maintain safe, healthy and secure working environment
- Conserve material/energy/electricity
- Use effective waste management/recycling practices

Elements and Performance Criteria

Perform work as per quality standards

To be competent, the user/individual on the job must be able to:

- PC1.** keep workspace clean and tidy
- PC2.** perform individual role and responsibilities as per the job role while taking accountability for the work
- PC3.** record/document tasks completed as per the requirements within specific timelines
- PC4.** implement schedules to ensure timely completion of tasks
- PC5.** identify the cause of a problem related to own work and validate it
- PC6.** analyse problems accurately and communicate different possible solutions to the problem

Maintain safe, healthy and secure working environment

To be competent, the user/individual on the job must be able to:

- PC7.** comply with organisation's current health, safety, security policies and procedures
- PC8.** check for water spills in and around the work space and escalate these to the appropriate authority
- PC9.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC10.** use safety materials such as goggles, gloves, ear plugs, caps, ESD pins, covers, shoes, etc.
- PC11.** avoid damage of components due to negligence in ESD procedures or any other loss due to safety negligence
- PC12.** identify hazards such as illness, accidents, fires or any other natural calamity safely, as per organisation's emergency procedures, within the limits of individual's authority
- PC13.** participate regularly in fire drills or other safety related workshops organised by the company
- PC14.** report any hazard outside the individual's authority to the relevant person in line with organisational procedures and warn others who may be affected

Qualification Pack

- PC15.** maintain appropriate posture while sitting/standing for long hours
- PC16.** handle heavy and hazardous materials with care, while maintaining appropriate posture
- PC17.** sanitize workstation and equipment regularly
- PC18.** clean hands with soap, alcohol-based sanitizer regularly
- PC19.** avoid contact with anyone suffering from communicable diseases and take necessary precautions
- PC20.** take safety precautions while travelling e.g. maintain 1m distance from others, sanitize hands regularly, wear masks, etc.
- PC21.** report hygiene and sanitation issues to appropriate authority
- PC22.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.

Conserve material/energy/electricity

To be competent, the user/individual on the job must be able to:

- PC23.** optimize usage of material including water in various tasks/activities/processes
- PC24.** use resources such as water, electricity and others responsibly
- PC25.** carry out routine cleaning of tools, machine and equipment
- PC26.** optimize use of electricity/energy in various tasks/activities/processes
- PC27.** perform periodic checks of the functioning of the equipment/machine and rectify wherever required
- PC28.** report malfunctioning and lapses in maintenance of equipment
- PC29.** use electrical equipment and appliances properly

Use effective waste management/recycling practices

To be competent, the user/individual on the job must be able to:

- PC30.** identify recyclable, non-recyclable and hazardous waste
- PC31.** deposit recyclable and reusable material at identified location
- PC32.** dispose non-recyclable and hazardous waste as per recommended processes

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** strategies pertinent to their field (such as internet searches, asking peers and managers, enrolling for courses and certifications, etc.) that can be used to pursue an advancement in their skills
- KU2.** key performance indicators for the new tasks
- KU3.** feedback processes and formats
- KU4.** timelines and goals as well as their relevance to work allocated
- KU5.** importance of quality and timely delivery of the product/service
- KU6.** escalation matrix and its importance, especially in case of emergencies
- KU7.** ways of time and cost management
- KU8.** rules/regulation for maintaining health and safety at workplace

Qualification Pack

- KU9.** meaning of hazard, different types of health and safety hazards found in the workplace, risks and threats based on the nature of work
- KU10.** relevant signage, warnings, labels or descriptions on equipment, etc. while carrying out work activities
- KU11.** procedures to report breaches in health, safety and security
- KU12.** organisation's procedures for different emergency situations and the importance of following the same
- KU13.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU14.** significance of personal hygiene practice including hand hygiene
- KU15.** path of disease transmission
- KU16.** correct method of donning and doffing of PPE
- KU17.** ways of managing resources and material efficiently
- KU18.** common electrical problems and common practices of conserving electricity
- KU19.** categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics and use of different colours of dustbins
- KU20.** organisation's procedures for minimizing waste
- KU21.** waste management and methods of waste disposal
- KU22.** common sources of pollution and ways to minimize it

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** improve and modify work practices
- GS2.** complete tasks efficiently and accurately within stipulated time
- GS3.** develop skills and mastery of the technologies prevalent in the industry
- GS4.** write in at least one language and complete written work with attention to detail
- GS5.** utilize time and manage workload efficiently
- GS6.** read and comprehend instructions and documents
- GS7.** accept feedback in a constructive way
- GS8.** seek clarifications from superior about the job requirement
- GS9.** read and comprehend statutory documents relevant to safety and hygiene
- GS10.** refer all anomalies to the concerned persons
- GS11.** analyze situations and make appropriate decisions
- GS12.** decide the most suitable course of action for completing the task within resources

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform work as per quality standards</i>	4	9	-	2
PC1. keep workspace clean and tidy	-	1	-	-
PC2. perform individual role and responsibilities as per the job role while taking accountability for the work	1	1	-	1
PC3. record/document tasks completed as per the requirements within specific timelines	-	1	-	1
PC4. implement schedules to ensure timely completion of tasks	-	2	-	-
PC5. identify the cause of a problem related to own work and validate it	2	2	-	-
PC6. analyse problems accurately and communicate different possible solutions to the problem	1	2	-	-
<i>Maintain safe, healthy and secure working environment</i>	16	27	-	4
PC7. comply with organisation's current health, safety, security policies and procedures	1	1	-	-
PC8. check for water spills in and around the work space and escalate these to the appropriate authority	1	2	-	1
PC9. report any identified breaches in health, safety, and security policies and procedures to the designated person	1	2	-	1
PC10. use safety materials such as goggles, gloves, ear plugs, caps, ESD pins, covers, shoes, etc.	1	2	-	1
PC11. avoid damage of components due to negligence in ESD procedures or any other loss due to safety negligence	2	3	-	1
PC12. identify hazards such as illness, accidents, fires or any other natural calamity safely, as per organisation's emergency procedures, within the limits of individual's authority	2	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. participate regularly in fire drills or other safety related workshops organised by the company	1	3	-	-
PC14. report any hazard outside the individual's authority to the relevant person in line with organisational procedures and warn others who may be affected	1	3	-	-
PC15. maintain appropriate posture while sitting/standing for long hours	1	1	-	-
PC16. handle heavy and hazardous materials with care, while maintaining appropriate posture	1	1	-	-
PC17. sanitize workstation and equipment regularly	1	2	-	-
PC18. clean hands with soap, alcohol-based sanitizer regularly	-	1	-	-
PC19. avoid contact with anyone suffering from communicable diseases and take necessary precautions	-	1	-	-
PC20. take safety precautions while travelling e.g. maintain 1m distance from others, sanitize hands regularly, wear masks, etc.	1	2	-	-
PC21. report hygiene and sanitation issues to appropriate authority	1	1	-	-
PC22. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.	1	1	-	-
Conserve material/energy/electricity	7	16	-	3
PC23. optimize usage of material including water in various tasks/activities/processes	1	2	-	-
PC24. use resources such as water, electricity and others responsibly	1	2	-	1
PC25. carry out routine cleaning of tools, machine and equipment	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. optimize use of electricity/energy in various tasks/activities/processes	1	3	-	1
PC27. perform periodic checks of the functioning of the equipment/machine and rectify wherever required	1	3	-	1
PC28. report malfunctioning and lapses in maintenance of equipment	1	2	-	-
PC29. use electrical equipment and appliances properly	1	2	-	-
<i>Use effective waste management/recycling practices</i>	3	8	-	1
PC30. identify recyclable, non-recyclable and hazardous waste	1	2	-	1
PC31. deposit recyclable and reusable material at identified location	1	3	-	-
PC32. dispose non-recyclable and hazardous waste as per recommended processes	1	3	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9101
NOS Name	Organise Work and Resources as per Health and Safety Standards
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

TEL/N9102: Interact Effectively with Team Members and Customers

Description

This OS unit is about interacting with superiors and colleagues as well as customers and other stakeholders in own or other work groups within as well as outside the organisation.

Scope

The scope covers the following :

- Interact effectively with superiors
- Interact effectively with colleagues and customers
- Respect differences of gender and ability

Elements and Performance Criteria

Interact effectively with superiors

To be competent, the user/individual on the job must be able to:

- PC1.** receive work requirements from superiors and customers and interpret them correctly
- PC2.** inform the supervisor and/or concerned person about any unforeseen disruptions or delays
- PC3.** participate in decision making by providing facts and figures, giving/accepting constructive suggestions
- PC4.** rectify errors as per feedback and ensure the errors are not repeated

Interact effectively with colleagues and customers

To be competent, the user/individual on the job must be able to:

- PC5.** comply with organisation's policies and procedures for working with team members
- PC6.** communicate professionally using appropriate mode of communication such as face-to-face, telephonic and written
- PC7.** respond to queries and seek/provide clarifications if required
- PC8.** co-ordinate with team to integrate work as per requirements
- PC9.** resolve conflicts within the team/with customers to achieve smooth workflow
- PC10.** recognize emotions accurately in self and others to build good relationships
- PC11.** prioritize team and organization goals above personal goals

Respect differences of gender and ability

To be competent, the user/individual on the job must be able to:

- PC12.** maintain a conducive environment for all the genders at the workplace
- PC13.** encourage appropriate behavior and conduct with people across gender
- PC14.** assist team members with disability in overcoming any challenges faced in work
- PC15.** practice appropriate verbal and non-verbal communication while interacting with People with Disability (PWD)
- PC16.** ensure equal participation of the people across genders in discussions

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organisation's policies on dress code, workplace timings, workplace behaviour, performance management, incentives, delivery standards, information security, etc.
- KU2.** organisation's hierarchy and escalation matrix
- KU3.** importance of establishing good working relationships with colleagues and superiors
- KU4.** importance of helping colleagues with problems, in order to meet quality and time standards as a team
- KU5.** different means and methods of communication
- KU6.** different types of information that colleagues might need and the importance of providing this information in an appropriate manner
- KU7.** organisation's policies and procedures for working with colleagues and superiors
- KU8.** importance of understanding consequences of gender biased behaviour
- KU9.** gender based concepts, issues and legislation
- KU10.** organisation standards and guidelines to be followed for PwD and knowledge about laws, acts and provisions defined for PwD by the statutory bodies and the right way to use them including various medical conditions associated with PwD
- KU11.** health and safety requirements at workplace for PwD
- KU12.** process of recruiting people for a particular job profile w.r.t PwD and gender
- KU13.** various government/private schemes and benefits available for PwD and information about various institutes working for PwD to enable in providing livelihood opportunities for PwD

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and comprehend forms, documents and records
- GS2.** read and write in English and/or local language
- GS3.** complete work with attention to detail
- GS4.** listen effectively and orally communicate information
- GS5.** work as per customer requirements
- GS6.** communicate with empathy across genders and PwD
- GS7.** improve and modify work practices
- GS8.** maintain positive and effective relationships with colleagues and customers
- GS9.** evaluate the possible solution(s) to the problem

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact effectively with superiors</i>	7	15	-	2
PC1. receive work requirements from superiors and customers and interpret them correctly	1	2	-	-
PC2. inform the supervisor and/or concerned person about any unforeseen disruptions or delays	2	4	-	1
PC3. participate in decision making by providing facts and figures, giving/accepting constructive suggestions	2	5	-	1
PC4. rectify errors as per feedback and ensure the errors are not repeated	2	4	-	-
<i>Interact effectively with colleagues and customers</i>	7	26	-	4
PC5. comply with organisation's policies and procedures for working with team members	1	2	-	-
PC6. communicate professionally using appropriate mode of communication such as face-to-face, telephonic and written	2	4	-	1
PC7. respond to queries and seek/provide clarifications if required	2	4	-	1
PC8. co-ordinate with team to integrate work as per requirements	-	3	-	-
PC9. resolve conflicts within the team/with customers to achieve smooth workflow	1	5	-	1
PC10. recognize emotions accurately in self and others to build good relationships	1	4	-	-
PC11. prioritize team and organization goals above personal goals	-	4	-	1
<i>Respect differences of gender and ability</i>	11	24	-	4
PC12. maintain a conducive environment for all the genders at the workplace	2	5	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. encourage appropriate behavior and conduct with people across gender	2	5	-	1
PC14. assist team members with disability in overcoming any challenges faced in work	3	4	-	1
PC15. practice appropriate verbal and non-verbal communication while interacting with People with Disability (PwD)	2	4	-	1
PC16. ensure equal participation of the people across genders in discussions	2	6	-	-
NOS Total	25	65	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9102
NOS Name	Interact Effectively with Team Members and Customers
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/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 Element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions created 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 these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
TEL/N6607.Collect Data using AI Tools	30	55	0	15	100	25
TEL/N6608.Analyze Data using AI Tools and Utilize data in Business Productivity	25	60	0	15	100	25
TEL/N9101.Organise Work and Resources as per Health and Safety Standards	30	60	-	10	100	25
TEL/N9102.Interact Effectively with Team Members and Customers	25	65	-	10	100	25
Total	110	240	-	50	400	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.