



Telecom Customer Care Executive - Call Center/Relationship Center

Electives: Call Center/ Relationship Center

QP Code: TEL/Q0100

Version: 4.0

NSQF Level: 3

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

Qualification Pack

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TEL/Q0100: Telecom Customer Care Executive - Call Center/Relationship Center

Brief Job Description

The individual in this job role is responsible for providing support to customers by handling, following and resolving walk-in and telephonic queries, requests and complaints in a timely manner. The individual is also responsible for proactively promoting, recommending and selling the products and services of the organisation.

Personal Attributes

The individual in this job should be skilled in problem solving, time management and in working under pressure. They should be patient, attentive, can communicate clearly and use positive language. They should be goal-oriented, have persuasion skills, and have the willingness to learn.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [TEL/N0101: Resolve Customer Queries, Requests and Complaints](#)
2. [TEL/N0102: Develop Customer Relationship](#)
3. [TEL/N0115: Monitor and Analyze Performance](#)
4. [TEL/N2215: Manage work area and maintain personal appearance](#)
5. [TEL/N9101: Organize Work and Resources as per Health and Safety Standards](#)
6. [TEL/N9102: Interact Effectively with Team Members and Customers](#)
7. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Electives(*mandatory to select at least one*):

Elective 1: Call Center

This OS unit is about providing service assistance to customers via phone and finding opportunities to pitch telecom products and services on call.

1. [TEL/N0116: Attend and Make calls for Service and Sales](#)

Elective 2: Relationship Center

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This OS unit is about grooming oneself, managing the showroom/outlet as well as how and when to sell, up-sell and cross-sell products and services to walk-in customers on the basis of their requirements.

1. [TEL/N0117: Manage Self, Showroom Upkeep and Sale of Products and Services](#)

Qualification Pack (QP) Parameters

Sector	Telecom
Sub-Sector	Service Provider
Occupation	Customer Service – Service Segment
Country	India
NSQF Level	3
Credits	21
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5244.0303
Minimum Educational Qualification & Experience	9th grade pass OR 8th grade pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 1 Year of experience OR 5th grade pass with 4 Years of experience
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	Basic computer knowledge and operation skills
Minimum Job Entry Age	15 Years
Last Reviewed On	NA
Next Review Date	27/01/2025
NSQF Approval Date	27/01/2022
Version	4.0
Reference code on NQR	2022/TEL/TSSC/07009



Qualification Pack

NQR Version

1

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TEL/N0101: Resolve Customer Queries, Requests and Complaints

Description

This OS unit is about handling queries, requests and complaints of the customer for telecom services and also resolving data related queries.

Scope

The scope covers the following :

- Analyse customer requirements and needs
- Handle customer inquiries

Elements and Performance Criteria

Analyse customer requirements and needs

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

- PC1.** collect information from customers to log their query
- PC2.** assess customer's details for any account-related information
- PC3.** categorize and record customer's interaction as a query, request or a complaint

Handle customer inquiries

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

- PC4.** respond to customer inquiries, requests or complaints courteously and efficiently on phone and face-to-face
- PC5.** estimate and inform the customer about the time needed for resolution if an immediate solution cannot be provided
- PC6.** resolve customer queries and avoid escalations
- PC7.** seek assistance from senior (supervisor/floor support/manager) when customer inquiries cannot be fully answered
- PC8.** coordinate with other departments to ensure that all pending queries and complaints are responded to in a timely and satisfactory manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures related to service and sales process
- KU2.** how to handle and resolve basic customer enquiries
- KU3.** navigation of intranet tools and Customer Relationship Management (CRM) software to gather information about customer's account
- KU4.** company procedures set for execution of the job role/handling
- KU5.** how to probe customers using appropriate questions
- KU6.** process of fetching information about product/process/services or process a customer's interaction from informational intranet tools

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- KU7.** Turnaround Time(TAT)/Service Level Agreements (SLA) of various processes
- KU8.** SOP for escalations
- KU9.** complete process flow for a business cycle
- KU10.** importance of documenting the customer problems and queries in the organisation's prescribed format

Generic Skills (GS)

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

- GS1.** speak English and the relevant local language
- GS2.** communicate clearly and honestly with customer
- GS3.** listen effectively, pay attention to customer
- GS4.** be courteous and professional while interacting with the customer
- GS5.** respond promptly to customer needs and requests from time to time
- GS6.** analyse feedback positively and act accordingly
- GS7.** manage time efficiently

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyse customer requirements and needs</i>	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
<i>Handle customer inquiries</i>	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

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N0101
NOS Name	Resolve Customer Queries, Requests and Complaints
Sector	Telecom
Sub-Sector	Service Provider
Occupation	Customer Service - Service Segment
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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TEL/N0102: Develop Customer Relationship

Description

This OS unit is about developing healthy and strong rapport/relationship with the existing as well as prospective customers.

Scope

The scope covers the following :

- Interact with the customer effectively
- Build rapport with customer

Elements and Performance Criteria

Interact with the customer effectively

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

- PC1.** attend to customers by providing personalised service in a professional manner
- PC2.** inquire about customer's requirement for products and services
- PC3.** provide customised solution by balancing customer's expectations with the organisation's service offerings
- PC4.** inform customers about various promotions and loyalty programs provided by the organisation

Build rapport with customers

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

- PC5.** inquire about the source of complaint from the customer
- PC6.** provide information to customers regarding the status of their complaints
- PC7.** comply with organisational guidelines with respect to ACHT, AHT and TAT
- PC8.** prioritize customers based on the urgency of their queries, requests or complaints (QRC)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** SOP related to developing and maintaining customer rapport
- KU2.** relevant policies, procedures and promotions of the company
- KU3.** different categories of customers of the organisation
- KU4.** role and importance of the helpdesk in supporting business operations
- KU5.** importance of timely and quick response, first time resolution and customer retention/long term relationship with the customer
- KU6.** technique to extract required information about product/process/services from intranet tools, for processing customer's interaction
- KU7.** features and benefits of products/services that company offers
- KU8.** features and settings of various devices for troubleshooting

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- KU9.** Turnaround Time (TAT)/ Service Level Agreement (SLA) of various processes
- KU10.** escalation matrix and when to escalate
- KU11.** process of escalation of query, request and complaint
- KU12.** Average Call Handling Time (ACHT), Average Hold Time (AHT) and Turn Around Time (TAT) parameters as per organisation standards
- KU13.** process of retention and retention tools
- KU14.** importance of the role in representing the organisation

Generic Skills (GS)

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

- GS1.** speak and write in English and the relevant local language
- GS2.** maintain a pleasant personality and be courteous/professional during customer interactions
- GS3.** empathize with customer's problems, criticism and suggestions
- GS4.** communicate clearly and honestly with customers
- GS5.** be mindful of customer's time by holding short discussions/interactions

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact with the customer effectively</i>	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
<i>Build rapport with customers</i>	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
PC8. prioritize customers based on the urgency of their queries, requests or complaints (QRC)	6	6	-	1
NOS Total	40	50	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N0102
NOS Name	Develop Customer Relationship
Sector	Telecom
Sub-Sector	Service Provider
Occupation	Customer Service – Service Segment
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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TEL/N0115: Monitor and Analyze Performance

Description

This OS unit is about tracking, monitoring and measuring self performance trends through report and review process.

Scope

The scope covers the following :

- Monitor and measure self performance
- Review performance with supervisor/manager

Elements and Performance Criteria

Monitor and measure self performance

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

- PC1.** collate and analyse Average Handling Time (AHT), login time/number of dials/customer contacts/attendance, CRM reports for supervisor's review
- PC2.** analyse parameters like security checks, transfer and escalation protocol etc.
- PC3.** analyse processes related to churn, collection, bad debt recovery, complaint resolution, resolving query etc.
- PC4.** compare achieved targets with minimum threshold in internal/external audits

Review performance with supervisor/manager

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

- PC5.** review instant feedback scores received from customers
- PC6.** analyse feedback received from superiors periodically (monthly/quarterly)
- PC7.** evaluate self-performance with respect to sales and service targets
- PC8.** identify personal weakness and strengths as advised by seniors and work accordingly
- PC9.** collate and analyse casual/verbal feedback received from seniors, colleagues and peer to understand any issues faced by the team

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** typical response time/service time of processes/products/services
- KU2.** importance of compliance of parameters like opening greeting, security checks, escalation protocol etc.
- KU3.** weekly/monthly targets to be achieved
- KU4.** daily, weekly and monthly reports to monitor performance
- KU5.** interpretation of reports and be able to compare with targets/performance

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- KU6.** processes related to sales, churn, collection, bad debt recovery, complaint, reduction, SLA adherence, revenue performance

Generic Skills (GS)

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

- GS1.** speak and understand English and the relevant local language
- GS2.** read and interpret reports
- GS3.** show courtesy and professionalism during interaction with supervisor
- GS4.** take feedback positively and act accordingly

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor and measure self performance</i>	20	22	-	7
PC1. collate and analyse Average Handling Time (AHT), login time/number of dials/customer contacts/attendance, CRM reports for supervisor's review	5	5	-	2
PC2. analyse parameters like security checks, transfer and escalation protocol etc.	5	5	-	2
PC3. analyse processes related to churn, collection, bad debt recovery, complaint resolution, resolving query etc.	5	6	-	2
PC4. compare achieved targets with minimum threshold in internal/external audits	5	6	-	1
<i>Review performance with supervisor/manager</i>	20	28	-	3
PC5. review instant feedback scores received from customers	4	6	-	1
PC6. analyse feedback received from superiors periodically (monthly/quarterly)	4	6	-	-
PC7. evaluate self-performance with respect to sales and service targets	4	6	-	2
PC8. identify personal weakness and strengths as advised by seniors and work accordingly	4	4	-	-
PC9. collate and analyse casual/verbal feedback received from seniors, colleagues and peer to understand any issues faced by the team	4	6	-	-
NOS Total	40	50	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N0115
NOS Name	Monitor and Analyze Performance
Sector	Telecom
Sub-Sector	Service Provider
Occupation	Customer Service - Service Segment
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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TEL/N2215: Manage work area and maintain personal appearance

Description

This OS unit is about managing work area and maintaining personal appearance

Scope

The scope covers the following :

- Maintain personal appearance
- Manage workarea

Elements and Performance Criteria

Maintain personal appearance

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

- PC1.** comply with specified uniform/dress code and grooming guidelines
- PC2.** maintain personal hygiene
- PC3.** use name badges as per standard operating procedure
- PC4.** greet the customers, enquiring about the reason for their visit

Manage workarea

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

- PC5.** record queries/complaints of walk-in customers in CRM, register or MS Excel
- PC6.** record daily number of customer walk-ins and units accepted for repair/replacement in the job sheets
- PC7.** monitor correctness and completeness of customer documents in case of issues to get them processed with the backend/respective department
- PC8.** work efficiently to achieve performance, service targets and profitability for a given time period
- PC9.** implement steps to attain necessary typing speed for recording necessary information in the relevant software

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational guidelines with respect to standard uniform, name badges and resolution timeliness
- KU2.** store management process and service entries in Customer Relationship Management(CRM) or MS Excel and in the job sheet
- KU3.** tasks of each department in order to route the issue to the concerned department, for a quick resolution
- KU4.** targets for performance and sales
- KU5.** navigation of intranet tools and Customer Relationship Management(CRM) software

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Generic Skills (GS)

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

- GS1.** maintain a presentable appearance
- GS2.** communicate with customers respectfully and patiently
- GS3.** speak fluently and understand English/regional language
- GS4.** manage time while performing multiple responsibilities
- GS5.** communicate respectfully with peers/seniors
- GS6.** read and comprehend documents and reports

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal appearance</i>	12	16	-	4
PC1. comply with specified uniform/dress code and grooming guidelines	3	5	-	2
PC2. maintain personal hygiene	3	7	-	1
PC3. use name badges as per standard operating procedure	3	-	-	-
PC4. greet the customers, enquiring about the reason for their visit	3	4	-	1
<i>Manage workarea</i>	28	34	-	6
PC5. record queries/complaints of walk-in customers in CRM, register or MS Excel	7	9	-	2
PC6. record daily number of customer walk-ins and units accepted for repair/replacement in the job sheets	8	8	-	1
PC7. monitor correctness and completeness of customer documents in case of issues to get them processed with the backend/respective department	4	6	-	1
PC8. work efficiently to achieve performance, service targets and profitability for a given time period	4	5	-	1
PC9. implement steps to attain necessary typing speed for recording necessary information in the relevant software	5	6	-	1
NOS Total	40	50	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N2215
NOS Name	Manage work area and maintain personal appearance
Sector	Telecom
Sub-Sector	Handset
Occupation	Customer Service
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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TEL/N9101: Organize 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

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- 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

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- 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

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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	-	-

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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	-	-
<i>Conserve material/energy/electricity</i>	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	-	-

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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

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9101
NOS Name	Organize Work and Resources as per Health and Safety Standards
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

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	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

Qualification Pack

TEL/N0116: Attend and Make calls for Service and Sales

Description

This OS unit is about providing service assistance to customers via phone and finding opportunities to pitch telecom products and services on call.

Scope

The scope covers the following :

- Attend inbound and outbound calls
- Perform proactive selling

Elements and Performance Criteria

Attend inbound and outbound calls

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

- PC1.** analyse the calling scripts given by supervisor/manager
- PC2.** comply with organizational standards/guidelines for telecalling
- PC3.** call and attend calls of the customer as per the calling script
- PC4.** enquire the customer about the reason for calling to understand customer requirements and needs
- PC5.** collect customer data from authorized person for service and sales calls
- PC6.** implement strategies to attain minimum call login time, number of dials, customer contacts and attendance for the number of days specified
- PC7.** analyse ways to ensure that the total number of minutes on calls with customers are within specified limits
- PC8.** ensure customer calls are put on hold only for the specified time limit and not beyond
- PC9.** ensure calls, notations and tagging are done in stipulated time

Perform proactive selling

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

- PC10.** achieve minimum typing time (maximum speed) and accuracy
- PC11.** identify the buying needs and usage pattern of the customers by analysing customer data
- PC12.** list opportunities to pitch relevant products/services
- 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
- PC14.** offer customized solution from the range of products/services available within the organisation
- PC15.** analyse enquiry details obtained from the customer
- PC16.** inform sales and marketing department about client requirement/ feedback/ comments relating to product content and pricing
- PC17.** record all interaction, inquiries, feedback and complaints from customers in the system in a prescribed format

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** significance of the intranet tools and telephony applications available for attending customer calls
- KU2.** importance of attendance in time at office/minimum call login hours/typical response time/service time of processes, products and services
- KU3.** basic telephonic skills such as answering the call within specified number of rings, call forward, call hold and call transfer
- KU4.** difference between desirable and undesirable communication
- KU5.** means of data storage and collection
- KU6.** specifications for attending call within time limits to achieve maximum productivity
- KU7.** concept of Average Call Handling Time (AHT) and Average Hold time (AHT), its significance in the overall profitability of the business
- KU8.** relevant applications, to be able to swap quickly amongst applications for quick call wrap up
- KU9.** how to probe customers using appropriate open and close ended questions
- KU10.** basic typing methods, commands, shortcuts to achieve best typing speed
- KU11.** navigation of intranet tools and Customer Relationship Management (CRM) software to gather information about customer's account
- KU12.** different styles and ways of telemarketing
- KU13.** FABs and other product specifications from the dealer/manufacturer
- KU14.** complete range of products/services in order to pitch them to the customers
- KU15.** record complete and correct customer discussions in Customer Relationship Management (CRM) software/MS Excel
- KU16.** strengths and limitations of your own product/service vis-a-vis competition

Generic Skills (GS)

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

- GS1.** speak and understand English and the regional language
- GS2.** gauge the customers communication style and respond appropriately
- GS3.** listen carefully to the customers and reply back in a clear and respectful style
- GS4.** switch over to customer's language to create comfort
- GS5.** read and comprehend documents and reports
- GS6.** read and interpret data correctly

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Attend inbound and outbound calls</i>	19	28	-	3
PC1. analyse the calling scripts given by supervisor/manager	2	3	-	1
PC2. comply with organizational standards/guidelines for telecalling	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	-	-
<i>Perform proactive selling</i>	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

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N0116
NOS Name	Attend and Make calls for Service and Sales
Sector	Telecom
Sub-Sector	Service Provider
Occupation	Customer Service – Service Segment
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

TEL/N0117: Manage Self, Showroom Upkeep and Sale of Products and Services

Description

This OS unit is about tracking, monitoring and measuring self performance trends through report and review process.

Scope

The scope covers the following :

- Monitor and measure self performance
- Review performance with supervisor/manager

Elements and Performance Criteria

Monitor and measure self performance

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

- PC1.** collate and analyse Average Handling Time (AHT), login time/number of dials/customer contacts/attendance, CRM reports for supervisor's review
- PC2.** analyse parameters like security checks, transfer and escalation protocol etc.
- PC3.** analyse processes related to churn, collection, bad debt recovery, complaint resolution, resolving query etc.
- PC4.** compare achieved targets with minimum threshold in internal/external audits

Review performance with supervisor/manager

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

- PC5.** review instant feedback scores received from customers
- PC6.** analyse feedback received from superiors periodically (monthly/quarterly)
- PC7.** evaluate self-performance with respect to sales and service targets
- PC8.** identify personal weakness and strengths as advised by seniors and work accordingly
- PC9.** collate and analyse casual/verbal feedback received from seniors, colleagues and peer to understand any issues faced by the team

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** typical response time/service time of processes/products/services
- KU2.** importance of compliance of parameters like opening greeting, security checks, escalation protocol etc.
- KU3.** weekly/monthly targets to be achieved
- KU4.** daily, weekly and monthly reports to monitor performance
- KU5.** interpretation of reports and be able to compare with targets/performance

Qualification Pack

KU6. processes related to sales, churn, collection, bad debt recovery, complaint, reduction, SLA adherence, revenue performance

Generic Skills (GS)

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

GS1. speak and understand English and the relevant local language

GS2. read and interpret reports

GS3. show courtesy and professionalism during interaction with supervisor

GS4. take feedback positively and act accordingly

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor and measure self performance</i>	20	22	-	7
PC1. collate and analyse Average Handling Time (AHT), login time/number of dials/customer contacts/attendance, CRM reports for supervisor's review	5	5	-	2
PC2. analyse parameters like security checks, transfer and escalation protocol etc.	5	5	-	2
PC3. analyse processes related to churn, collection, bad debt recovery, complaint resolution, resolving query etc.	5	6	-	2
PC4. compare achieved targets with minimum threshold in internal/external audits	5	6	-	1
<i>Review performance with supervisor/manager</i>	20	28	-	3
PC5. review instant feedback scores received from customers	4	6	-	1
PC6. analyse feedback received from superiors periodically (monthly/quarterly)	4	6	-	-
PC7. evaluate self-performance with respect to sales and service targets	4	6	-	2
PC8. identify personal weakness and strengths as advised by seniors and work accordingly	4	4	-	-
PC9. collate and analyse casual/verbal feedback received from seniors, colleagues and peer to understand any issues faced by the team	4	6	-	-
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N0117
NOS Name	Manage Self, Showroom Upkeep and Sale of Products and Services
Sector	Telecom
Sub-Sector	Service Provider
Occupation	Customer Service - Service Segment
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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 50% aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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Minimum Aggregate Passing % at QP Level : 50

(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/N0101.Resolve Customer Queries, Requests and Complaints	40	50	-	10	100	15
TEL/N0102.Develop Customer Relationship	40	50	-	10	100	15
TEL/N0115.Monitor and Analyze Performance	40	50	-	10	100	15
TEL/N2215.Manage work area and maintain personal appearance	40	50	-	10	100	10
TEL/N9101.Organize Work and Resources as per Health and Safety Standards	30	60	-	10	100	10
TEL/N9102.Interact Effectively with Team Members and Customers	25	65	-	10	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
Total	235	355	-	60	650	80

Elective: 1 Call Center

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
TEL/N0116.Attend and Make calls for Service and Sales	40	50	-	10	100	20
Total	40	50	-	10	100	20

Elective: 2 Relationship Center

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
TEL/N0117.Manage Self, Showroom Upkeep and Sale of Products and Services	40	50	-	10	100	20
Total	40	50	-	10	100	20

Qualification Pack

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.

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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.