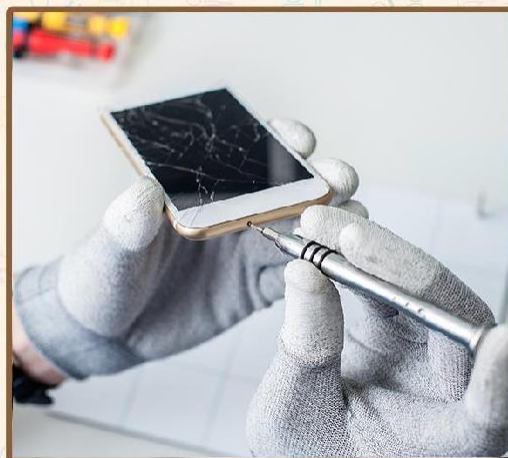
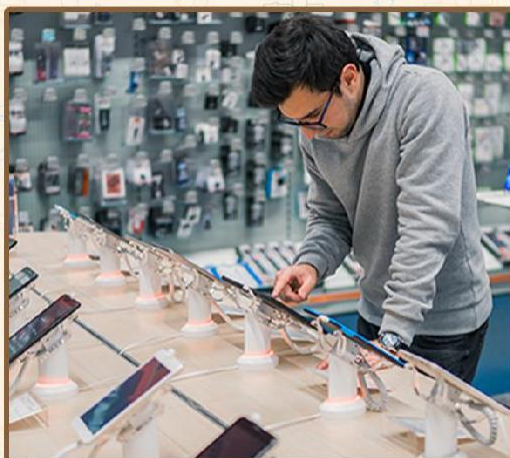




Facilitator Guide



Sector
Telecom

Sub-Sector
Handset

Occupation
Sales and Distribution - Handset Segment

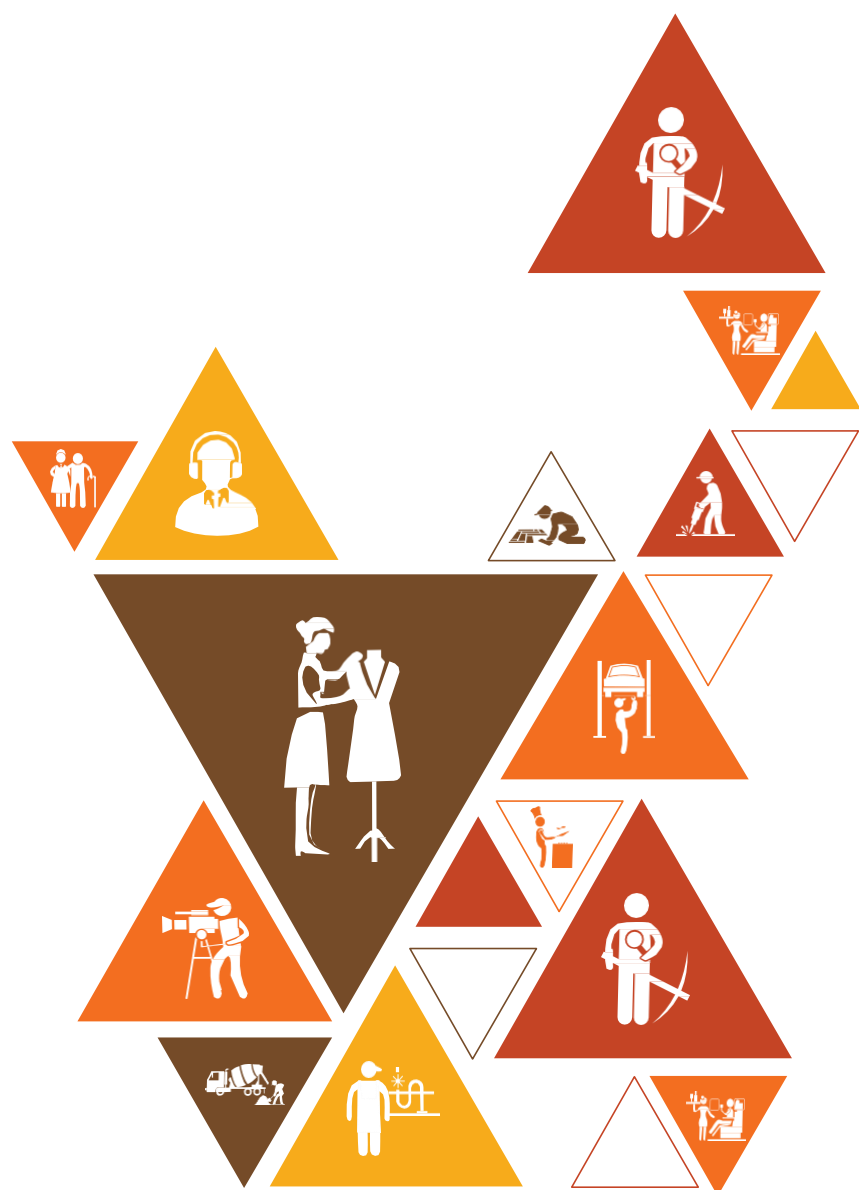
Reference ID: **TEL/Q2200**, Version **5.0**
NSQF Level **4.0**

**Telecom Customer Care
Executive - Repair
Center**



Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Acknowledgements

Telecom Sector Skill Council (TSSC) would like to thank all the individuals and institutions who contributed in various ways towards the preparation of this facilitator guide. The facilitator guide could not have been completed without their active contribution. Special gratitude is extended to those who collaborated during the preparation of the different modules in the facilitator guide. Wholehearted appreciation is also extended to all who provided peer review for these modules.

The preparation of this guide would not have been possible without the Telecom Industry's support. Industry feedback has been extremely beneficial since inception to conclusion and it is with their guidance that we have tried to bridge the existing skill gaps in the industry. This facilitator guide is dedicated to the aspiring youth, who desire to achieve special skills which will be a lifelong asset for their future endeavours.

About this Guide

India is the second-largest telecom market in the world, with over 1.16 billion (116 crores) subscribers, and by 2025 it is expected to grow to 0.95 billion which is (92 crores). The sector employed over 2.2 million (22 lakhs 20) employees directly and 1.8 million (18 lakhs) indirectly as of 2021, and it is expected to grow with the introduction of 5G network services. As on date, this sector is in the top five employment opportunity generators in the country.

This Facilitator Guide is designed to help the trainer to effectively conduct sessions to the trainees.

after completing the course the students can work as a Telecom Customer Care Executive - Repair Center. Telecom Customer Care Executive - Repair Center in the Telecom industry is also known as Customer Service Representative/Showroom Executive/Customer Relationship Executive/ Customer Service Executive/Repair Centre Executive. Individuals at this job, interact with walk-in customers, handle their queries, listen to their problems, and provide a solution. They also do follow-up calls post the service, to check their problem is resolved to their satisfaction.

Telecom Customer Care Executive - Repair Center Qualification Pack (TEL/Q2200) includes the following National Occupational Standards (NOSs):

- TEL/N2217: Maintain workplace efficiency and personal appearance
- TEL/N2201: Troubleshoot basic mobile handset/accessory issues and coordinate repair or replacement
- TEL/N9108: Follow sustainability practices in telecom operations
- DGT/VSQ/N0102: Employability Skills (60 Hours)

The Facilitator Guide includes various learner-centric training methodologies, which will encourage the learners to discover information as well as provide them an opportunity to perform and practice the practical criteria that they are expected to learn in the session. The symbols used in the book are described below. Post this training, the facilitator will be able to enable participants to learn how to deliver stock to retailer and increase outlet universe, in order to cover entire population in the assigned territory.

We hope that this Facilitator Guide will provide a sound training support to our young friends to build an attractive career in the telecom industry.

Symbols Used



Ask



Demonstrate



Facilitation Notes



Learning Outcomes



Notes



Objectives



Practical



Team Activity



Do



Explain



Say



Resources



Activity



Summary



Role Play



Example



Time



Elaborate

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1. Introduction to the Telecom Sector and the Role of Telecom Customer Care Executive - Repair Center



Unit 1.1 - Introduction to the Sector

Unit 1.2 - Roles of a Telecom Customer Care Executive - Repair Center

Unit 1.3 - Basics of a Mobile Handset



TEL/N2217

Key Learning Outcomes

After the completion of this module, the participant will be able to:

1. Explain the importance of Telecom Sector.
2. Discuss the role and responsibilities of a Telecom Customer Care Executive - Repair Center.

UNIT 1.1: Introduction to the Sector

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss about the telecom industry and its various sub-sectors in India
2. Outline the growth of the mobile handset industry in India
3. List the top telecom product manufacturers in India
4. Identify the regulatory authorities in the Telecom industry in India

Resources to be Used

- Available objects such as white board, duster, marker pen, notebook, projector and other teaching aids, multimedia kit
- Presentation slides

Notes

After the introduction, explain the participants about the program and its purpose in detail. Explain them how the program will help them to get a job. Tell them about the structure and duration of the course and how they can get benefit from this program.

Say

Good morning and warm welcome to the training program on customer care executive (repair centre). Let us start the unit by discussing the history of telecom and the basic components of a mobile phone and activities carried out in a telecom products repair centres.

Do

- Share with the participants the details of historical milestones of communications and the basics and components of tele-communication.

Ask

- Ask the participants whether they know about the various telecom evolutions.
- List the evolutions on the blackboard using a timeline, when they answer

Elaborate

- Explain to the participants about the Indian telecom sector and its trends.
- Tell them that the Indian market is the biggest customer support service provider. This market is increasing rapidly with the growth in the infrastructure to facilitate such services.
- Tell them that Indian mobile industry is growing rapidly and as to enhance the service provided by the mobile industry players they are focusing on after sales services.
- Say that there is a huge demand of customer care executives in the coming years

Activity

- **Duration:** 60 minutes
- **Resources:** Internet-enabled systems, telecom websites, chart paper/whiteboard, markers, industry articles.
- **Steps:**
 - Divide trainees into small groups and assign each group one topic: telecom sub-sectors, handset industry growth, top manufacturers, or regulatory authorities.
 - Ask groups to research their assigned topic using internet sources and official telecom websites.
 - Instruct each group to prepare a brief summary on chart paper or a digital slide.
 - Have each group present their findings to the class.
 - Facilitate a short discussion among groups on how the information relates to repair center operations.
 - Ask trainees to write three key learnings from the activity.

Do

- Write key insights from each group on the whiteboard.
- Encourage trainees to share their experiences or assumptions.
- Ask one trainee to summarize the key takeaways from the activity.

Notes for Facilitation

- Encourage active participation from all trainees.
- Promote peer learning and group discussions.
- Clarify doubts immediately to ensure concept clarity.
- Relate topics to real-field and industry scenarios.
- Ensure safety practices are followed during practical sessions.

UNIT 1.2: Roles of a Telecom Customer Care Executive - Repair Center

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss the key responsibilities of a Telecom Customer Care Executive in a repair center to ensure efficient and high-quality customer service.
2. Explain the significance of delivering effective in-person customer support at a repair center.
3. Elucidate the essential skills and technical knowledge required for a Telecom Customer Care Executive working in a repair center.
4. Describe the common challenges faced in diagnosing, testing, and resolving mobile handset and accessory issues in a telecom repair center.
5. Determine how precision and quality control in diagnosing and repairing telecom devices affect customer satisfaction and service reliability.

Resources to be Used

- Available objects such as whiteboard, duster, marker pen, notebook, projector and other teaching aids , Presentation slides, Multimedia

Notes

This session of the program deals with the role of a customer care executive (repair centre).

Say

Good morning and warm welcome to this training program on customer care executive (repair centre). Before we begin a session on the role of a customer care executive (repair centre), let us revise the previous session.

Do

Begin with revising the concepts explained in the previous session. Ask the following questions:

- Explain the major milestones of Indian telecom sector.
- What are the basic tasks of a customer care executive?

Encourage the participants to give answers. If they have doubts, clarify them and tell them about what they are going to study in the session.

Say

Let us begin a session on the role of customer care executive (repair centre).

Ask

Ask the participants about the details of the job role and the work of a customer care executive (repair centre). Collect their inputs and list them on the whiteboard.

Do

Share with the participants the details of the role and responsibilities of a customer care executive (repair centre), its applications and the features.

Notes for Facilitation

- Tell the participants that a customer care executive at a repair centre is responsible for attending to the customers and communicating with them to be able to identify and resolve their queries related to mobile handset and accessories.
- Tell them that the role and responsibilities of a customer care executive are as follows:
 - **Communicate with the customer:** The executive needs to attend to the customers and communicate effectively to identify the issues and queries of the customer. Based on the communication, the executive analyses the issue.
 - **Resolve Customer Issue:** The executive then provides the necessary solution to the customer's query. To complete this step, the executive should adhere to organisational policies. Communication with colleagues and other teams is done if required.
 - **Record and Report:** The executive should properly maintain the report of the issues along with the solution provided and report the same to the supervisor in given time.
- Tell that the customer care executive should follow the CARING approach (Courteous, Alive and Energetic, Responsive, Informed, Never say "NO", Guides Right). The following figure shows some personal attributes an executive should possess to perform the tasks effectively:

Communication skill	•To communicate with customer effectively to understand the issue
Problem solving skill	•To identify and analyse the customer's issue and provide the accurate solution
Work ability	•Work in a team under pressure with good productivity

Fig 1.3.1: Personal attributes of a customer care executive

Activity

- **Duration:** 60 minutes
- **Resources:** Internet-enabled systems, sample customer scenarios, dummy handsets/accessories, task sheets, workstation setup.
- **Steps:**
 - Divide trainees into small groups and assign each group one topic: customer care responsibilities, importance of in-person support, required skills/knowledge, repair challenges, or quality control impact.
 - Ask each group to review sample scenarios and research real-world practices related to their assigned topic.
 - Instruct groups to list the key points on a sheet focusing on repair center operations and customer interaction.
 - Have groups present their findings, highlighting how their topic influences efficient and high-quality service.
 - Facilitate a short discussion on how technical accuracy, communication skills, and diagnostic processes improve customer satisfaction.
 - Ask trainees to write two actionable takeaways they will apply when handling customers or device issues.

Do

- Write key insights from each group on the whiteboard.
- Encourage trainees to share their experiences or assumptions.
- Ask one trainee to summarize the key takeaways from the activity.

Notes for Facilitation

- Encourage active participation from all trainees.
- Promote peer learning and group discussions.
- Clarify doubts immediately to ensure concept clarity.
- Relate topics to real-field and industry scenarios.
- Ensure safety practices are followed during practical sessions.

UNIT 1.3: Basics of a Mobile Handset

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Identify the different parts of a mobile handset
2. Demonstrate how to assemble and disassemble a handset

Resources to be Used

- Available objects such as a duster, pen, notebook, projector and other teaching aids
- Presentation slides
- Multimedia

Notes

This session of the program deals with the basics of a mobile handset. Explain the basic components of a mobile handset and the terminologies used to help the participants in identifying the issues in a handset and correcting the same.

Say

Good morning and warm welcome to the training program on customer care executive (repair centre). Before we begin a session that deals with the basics of mobile handsets, let us revise the previous session.

Do

Begin with revising the topics explained in the previous session. Ask the following questions:

- List all major terminologies used in mobile handset
- Discuss the need of using these terminologies

Encourage the participants to give answers, if they have doubts, clarify them and introduce what they are going to study in the session

Say

Let us begin a session on the basics of a mobile handset.

Do 

Share the details of modern day need of mobile handset and its trend.

Elaborate

Explain to the participants about the need of understanding the basics of a mobile handset. Then, explain the anatomy of a mobile handset.

Say

Let us talk about basic anatomy of a mobile handset.

Do

Share a detailed image of a mobile handset that shows the parts of a mobile handset with their names labelled.

Notes for Facilitation

- Tell the participants that the basic parts of a mobile handset are printed circuit board (PCB), housing, screen, keypad and so on. The PCB of the mobile phone consists of major working parts such as antenna, Internal Circuits (ICs), Random Access Memory (RAM), Central Processing Unit (CPU) and so on. Each part of a mobile handset performs a specific role and overall works as the part of a mobile unit.
- Tell them that special precautions should be taken while disassembling and assembling a mobile handset unit to avoid hazards, such as burns while soldering, cuts while handling sharp objects, environmental pollution due to disposal of PCB parts and so on.
- Tell them about the parts of a mobile handset. Say that the mobile is made of power unit (ICs, charging port, battery), display unit (screen, touchpad), network unit (SIM slot, antenna), accessories (MIC, speaker and vibrator) and mobile chip with its components (oscillators, RAM).

Activity

- **Duration:** 60 minutes
- **Resources:** Dummy mobile handsets, toolkits (screwdrivers, spudgers, tweezers), anti-static mat, safety gloves, component chart.
- **Steps:**
 - Divide trainees into small groups and provide each group a dummy handset and basic toolkit.
 - Ask trainees to identify external and internal handset parts using a component chart as reference.
 - Instruct each group to carefully disassemble the handset following standard safety and ESD procedures.
 - Have trainees lay out each component in order and label them for clarity.
 - Guide the groups to reassemble the handset step by step, ensuring screws and connectors are placed correctly.
 - Ask trainees to verify functionality after assembly and note any issues observed during the process.

Do

- Write key insights from each group on the whiteboard.
- Encourage trainees to share their experiences or assumptions.
- Ask one trainee to summarize the key takeaways from the activity.

Notes for Facilitation

- Encourage active participation from all trainees.
- Promote peer learning and group discussions.
- Clarify doubts immediately to ensure concept clarity.
- Relate topics to real-field and industry scenarios.
- Ensure safety practices are followed during practical sessions.

Exercise

Answers to exercises for PHB

A. Short Answer Questions:

1. Effective in-person customer support is important because it helps build trust, ensures clear communication, and allows technicians to understand customer issues accurately for faster and better repair solutions.
2. Three essential skills are:
 - Technical knowledge of mobile hardware and software
 - Clear communication and customer-handling skills
 - Problem-solving and diagnostic abilities
3. Two common challenges are:
 - Difficulty in identifying whether the issue is hardware or software
 - Intermittent faults that do not appear consistently during testing
4. Precision ensures that repairs are done correctly the first time, reducing repeat visits and increasing customer satisfaction due to reliable service.
5. Two key responsibilities include:
 - Diagnosing and assisting in resolving handset issues
 - Maintaining customer records, communicating repair status, and ensuring timely service

B. Multiple Choice Answers

1. b) Clear communication and empathy
2. b) Technical knowledge of mobile devices
3. b) Identifying hardware vs software issues
4. b) Higher customer satisfaction and reliability
5. b) Diagnosing and repairing customer devices efficiently

C. Fill in the Blanks:

1. in-person
2. Communication
3. Challenge
4. Precision
5. high-quality

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



2. Maintain Workplace Efficiency and Personal Appearance



Unit 2.1 - Maintaining Professional Appearance and Workplace Etiquette

Unit 2.2 - Organizing and Managing the Work Area Efficiently



Key Learning Outcomes

After the completion of this unit, the participant will be able to:

1. Explain the importance of adhering to company-prescribed dress code, grooming standards, and workplace etiquette.
2. Describe the significance of maintaining personal hygiene, displaying identification badges, and greeting customers courteously.
3. Explain the importance of maintaining accurate customer records and service requests to enhance operational efficiency.
4. Describe the role of digital tools, CRM applications, and service benchmarks in managing customer service operations effectively.

UNIT 2.1: Maintaining Professional Appearance and Workplace Etiquette

Unit Objectives



After the completion of this unit, the participant will be able to:

1. Explain the importance of following prescribed uniform/dress code and grooming standards as per organizational guidelines.
2. Describe the significance of maintaining personal hygiene and demonstrating professional etiquette in the workplace.
3. Elucidate the standard operating procedures for wearing and displaying identification badges.
4. Discuss best practices for greeting customers, understanding their concerns, and assisting them professionally.
5. Demonstrate how to wear and maintain the prescribed uniform and follow grooming standards as per company policies.
6. Show how to practice good personal hygiene and professional workplace etiquette.
7. Demonstrate the correct way to wear and display identification badges as per organizational protocols.
8. Show how to greet customers courteously, understand their concerns, and provide relevant assistance.

Resources to be Used



- Available objects such as a duster, pen, notebook, projector and other teaching aids
- Presentation slides
- Multimedia

Notes



This session of the program deals with personal grooming. Explain that personal grooming and dressing is very important to customer care executives as they are the face of the organisation and initially the customers interact with them.

Say



Good morning and warm welcome to this training program on customer care executive (repair centre). Before we begin a session on personal grooming, let us revise the previous session.

Do



Begin with revising the things explained in previous session. Ask the following questions:

- What are the mobile handset trends?
- What are the basic components of a mobile handset?

Encourage the participants to give answers. If they have doubts, clarify them and tell them about what they are going to study in the session.

Elaborate



- Importance of Uniform and Grooming Standards
- Significance of Personal Hygiene and Professional Etiquette
- SOPs for Wearing and Displaying ID Badges
- Best Practices for Greeting and Assisting Customers

Activity



- **Duration:** 40 minutes
- **Resources:** Sample ID badges, grooming checklist, mirror, projector, customer scenario cards..
- **Steps:**
 - Divide trainees into small groups.
 - Ask each group to review the grooming checklist and identify dos and don'ts.
 - Conduct a role-play where: One trainee acts as a customer and other acts as a broadband technician
 - The technician will: Wear ID badge correctly, maintain grooming standards, greet the customer politely and understand and respond to the customer's concern
 - Rotate roles so everyone participates.

Do



- Write key insights from each group on the whiteboard.
- Encourage trainees to share their experiences or assumptions.
- Ask one trainee to summarize the key takeaways from the activity.

Notes for Facilitation



- Encourage active participation from all trainees.
- Promote peer learning and group discussions.
- Clarify doubts immediately to ensure concept clarity.
- Relate topics to real-field and industry scenarios.
- Ensure safety practices are followed during practical sessions.

UNIT 2.2: Organizing and Managing the Work Area Efficiently

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Explain the standard procedures for logging customer queries, complaints, and service requests in CRM software or designated registers.
2. Describe the process of recording and updating daily customer interactions, service requests, and unit intake for repair/replacement.
3. Elucidate the importance of verifying and validating customer documents for service processing while ensuring compliance with company policies.
4. Discuss the significance of monitoring turnaround time and adhering to Service Level Agreements (SLAs) for customer resolutions.
5. Enlist the functions of key departments and escalation protocols for issue resolution.
6. Explain the use of digital tools, CRM applications, and reporting systems in streamlining customer service operations.
7. Describe the importance of workload management in meeting productivity, service, and quality benchmarks.
8. Demonstrate how to log customer queries, complaints, and service requests in CRM software or designated registers.
9. Show how to accurately record and update customer interactions, service requests, and unit intake for repair/replacement.
10. Demonstrate the process of verifying and validating customer documents for service processing while ensuring compliance with company policies.
11. Show how to track turnaround time and adhere to SLAs for customer resolutions using digital tools.
12. Demonstrate the effective use of CRM applications and reporting systems for data entry and customer service tracking.
13. Show how to manage workload efficiently to meet productivity, service, and quality benchmarks.

Resources to be Used

Participant handbook, CRM software (demo version), laptop/desktop systems, projector, whiteboard, markers, sample customer forms, document samples (ID proofs, invoices), escalation matrix charts, reporting sheets, SLA tracker templates.

Say

Good morning and warm welcome to this training program on customer care executive (repair centre). Before we begin a session on customer service, its phases and its characteristics, let us revise the previous session.

Do

Begin with revising the topics explained in the previous session. Ask the following questions:

- What is the importance of personal grooming?
- What are the different points of maintaining personal hygiene and professional behaviour?

Encourage the participants to give answers. If they have doubts, clarify them and tell them about what they are going to study in the session.

Say



Let us begin a session on customer service, its phases and its characteristics.

Ask



Ask the participants whether they know about customer service. Ask them if they have ever visited a handset repair centre to get their handset repaired?

Elaborate



- Procedures for Logging Customer Queries and Complaints
- Recording Daily Interactions and Service Requests
- Document Verification & Validation
- Turnaround Time (TAT) & SLA Compliance
- Use of Digital Tools & CRM Applications

Activity



- **Duration:** 40 minutes
- **Resources:** Laptops with CRM demo, sample customer records, SLA tracking sheet.
- **Steps:**
 1. Divide participants into pairs.
 2. Provide each pair with 3 sample customer cases (query, complaint, repair request).
 3. Ask them to:
 - Log the cases in the CRM
 - Update interaction notes
 - Attach document details
 - Set TAT and SLA timers
 4. Each trainee will then practice:
 - Document verification
 - Updating ticket status
 - Escalating overdue tickets

Notes for Facilitation



- Encourage active participation from all trainees.
- Promote peer learning and group discussions.
- Clarify doubts immediately to ensure concept clarity.
- Relate topics to real-field and industry scenarios.
- Ensure safety practices are followed during practical sessions.

Exercise

Answers to exercises for PHB

A. Short Answer Questions:

1. It ensures a professional appearance, builds customer trust, and reflects positively on the organization.
2. It promotes a clean, respectful work environment, reduces distractions, and enhances overall productivity.
3. It helps verify employee identity, strengthens security, and assures customers they are interacting with authorized staff.
4. Details are entered accurately into the CRM, categorized properly, assigned to relevant departments, and tracked until resolution.
5. They ensure timely service delivery, improve customer satisfaction, and maintain organizational performance standards.

B. Multiple Choice Answers

1. b) To maintain professional appearance and credibility
2. a) Speaking politely and listening attentively
3. b) Worn and displayed visibly as per company protocols
4. a) Ensure customers are attended to within agreed timelines
5. a) Using digital tools, CRM applications, and reporting systems

C. Fill in the Blanks:

1. Uniform
2. personal hygiene
3. CRM
4. SLAs
5. operations

Notes



Lined area for taking notes, enclosed in a large rectangular box.



3. Troubleshoot Basic Mobile Handset/Accessory Issues and Coordinate Repair or Replacement



Unit 3.1 - Device Diagnostics and Basic
Troubleshooting

Unit 3.2 - Customer Query Resolution and Escalation

Unit 3.3 - Interpersonal skills for Effective Customer
Service



Key Learning Outcomes

After the completion of this unit, the participant will be able to:

1. Describe the processes for token and ticket management, service entry logging, and interdepartmental coordination in issue resolution.
2. Discuss mobile operating systems, handset/accessory offerings, warranty policies, and Dead-on Arrival (DOA) assessment criteria.
3. Elucidate common technical issues, troubleshooting procedures, and available software updates/upgrades.

UNIT 3.1: Device Diagnostics and Basic Troubleshooting

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss different mobile operating systems and the range of handsets/accessories offered by the organization.
2. Elucidate common technical issues, software bugs, and available updates/upgrades.
3. Describe standard troubleshooting procedures, including physical inspection, connectivity checks, and battery performance tests.
4. Explain the types of open-ended and close-ended questions to gather issue details efficiently.
5. Describe the procedures for logging service entries in CRM systems, Excel sheets, or paper registers.
6. Describe organizational repair/replacement workflows, including interdepartmental coordination.
7. Explain the responsibilities of Level 1, Level 2, and Level 3 support teams for issue resolution.
8. Determine the pricing structure, service charges, and company-defined TAT for different service requests.
9. Demonstrate how to engage with customers to gather information about mobile phone/accessory issues and usage conditions.
10. Show how to log customer issues using the token/ticket management system as per standard process.
11. Demonstrate how to conduct preliminary inspection and diagnostic tests on the handset/accessory.
12. Show how to classify the issue as front-end (Level 1) or requiring back-end (Level 2 or 3) intervention.
13. Demonstrate how to perform basic troubleshooting, including software/hardware resets, firmware updates, and connectivity checks.
14. Show how to provide guidance to customers regarding software updates, security patches, and device maintenance.
15. Demonstrate how to document findings and create a job sheet after receiving the handset/accessory.
16. Show how to verify warranty status, assess repair/replacement costs, and communicate estimated charges to the customer.
17. Demonstrate how to identify and process devices that qualify as Dead on Arrival (DOA) cases per company guidelines.

Resources to be Used

Participant handbook, sample handsets, accessories, OS comparison chart, laptop, charging cable, battery testing tools, diagnostic software, CRM demo access, sample job sheet, warranty policy documents, DOA guidelines, whiteboard, markers, projector.

Say

Good morning and warm welcome to this training program on customer care executive (repair centre). Before we begin a session on initial diagnostics and troubleshooting, let us revise the previous session.

Do

Begin with revising the things explained in the previous session. Ask the following questions:

- What is the importance of time management at work?
- What are time robbers?

Encourage the participants to give answers. If they have doubts, clarify them and tell them about what they are going to study in this session.

Say

Let us start a session on initial diagnostics and troubleshooting of mobile handsets.

Ask

- Ask the participants whether they know about Operating System. They will answer about the windows OS, then explain what is Mobile OS, types of OS and Functions of OS
- Ask about initial diagnostics and troubleshooting of mobile handsets. If they say yes, ask them what it entails and list the points on the blackboard.

Do

Share with the participants about Operating Systems of the mobile, the levels (L1, L2 and L3) of repairs.

Elaborate

- Overview of Mobile Operating Systems & Handset/Accessory Range
- Common Technical Issues & Software Bugs
- Standard Troubleshooting Procedures
- Open-Ended vs Close-Ended Questioning
- Logging Service Entries
- Repair/Replacement Workflow & Interdepartmental Coordination

Activity

- **Duration:** 60 minutes
- **Resources:** Sample devices, CRM demo, diagnostic sheets, scenario cards.
- **Steps:**
 1. Divide trainees into groups of three.
 2. Provide each group with a customer scenario card describing a device issue.
 3. One trainee plays the customer, one the technician, one the observer.
 4. The technician must:
 - Ask relevant open/close-ended questions
 - Log the issue in the CRM
 - Conduct a basic inspection
 - Classify whether it is L1, L2, or L3
 5. Observers record feedback.
 6. Rotate roles so everyone participates.

Do

- Write key insights from each group on the whiteboard.
- Encourage trainees to share their experiences or assumptions.
- Ask one trainee to summarize the key takeaways from the activity.

Notes for Facilitation

- Encourage active participation from all trainees.
- Promote peer learning and group discussions.
- Clarify doubts immediately to ensure concept clarity.
- Relate topics to real-field and industry scenarios.
- Ensure safety practices are followed during practical sessions.

UNIT 3.2: Customer Query Resolution and Escalation

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss warranty policies and company guidelines for repair and replacement.
2. Explain DOA guidelines and assessment criteria.
3. Describe standard procedures for query handling, issue resolution, and escalation management.
4. Describe the token and ticket management process for tracking customer queries.
5. Show how to inform the customer about resolution timelines, provide a job sheet copy, and manage expectations on service Turnaround Time (TAT).
6. Demonstrate how to coordinate with Level 2 specialists to resolve advanced technical issues.
7. Show how to escalate unresolved issues to Level 3 specialists and ensure proper handover with a complete job sheet.
8. Demonstrate how to follow the escalation matrix to report complex cases to supervisors or technical support teams.
9. Show how to notify customers within the committed TAT regarding the repair/replacement status and charges.
10. Demonstrate how to ensure proper customer handover of the repaired/replaced handset/accessory, collect payments if applicable, and update service records.

Resources to be Used

Participant handbook, sample warranty card, DOA checklist, job sheet templates, mock ticketing system (demo), escalation matrix chart, whiteboard, projector, markers, sample customer devices (dummy/non-working), service desk software (demo version), pens, notepad.

Say

Good morning and warm welcome to this training program on customer care executive (repair centre). Before we begin a session on Resolving Customer Complaints, let us revise the previous session.

Do

Begin with revising the things explained in the previous session. Ask the following questions:

- What are the types of repairing methods?
- What are the tools and equipment required for mobile handset repair?

Encourage the participants to give answers. If they have doubt, clarify them and tell them about what they are going to study in this session.

Elaborate



- Warranty Policies & Company Repair/Replacement Guidelines
- DOA (Dead on Arrival) Guidelines
- Query Handling, Issue Resolution & Escalation Management
- Token & Ticket Management Process
- Informing Customers & Managing TAT
- Coordination With Level 2 & Level 3 Specialists
- Customer Notification, Delivery & Record Maintenance

Activity



- **Duration:** 60 minutes
- **Resources:** Sample devices, job sheet forms, escalation matrix, ticketing system demo, customer scenario cards.
- **Steps:**
 1. Divide the trainees into teams of 3.
 2. Each team performs a full simulation:
 - Receive a mock customer with a device issue.
 - Check warranty and fill job sheet.
 - Diagnose the issue and decide whether to repair, DOA, or escalate.
 - Create/close a ticket in the mock system.
 3. Prepare an escalation note for Level 2 or Level 3. Role-play customer notification calls (status updates, TAT, charges).
 4. Demonstrate final handover of the repaired/replaced device.

Do



- Write key insights from each group on the whiteboard.
- Encourage trainees to share their experiences or assumptions.
- Ask one trainee to summarize the key takeaways from the activity.

Notes for Facilitation



- Encourage active participation from all trainees.
- Promote peer learning and group discussions.
- Clarify doubts immediately to ensure concept clarity.
- Relate topics to real-field and industry scenarios.
- Ensure safety practices are followed during practical sessions.

UNIT 3.3: Interpersonal Skills for Effective Customer Service

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Explain the significance of representing the organization appropriately and ensuring customer satisfaction.
2. Demonstrate polite and professional interaction with customers to understand and address their concerns.
3. Show how to maintain clear, empathetic communication while managing customer expectations.
4. Demonstrate active listening, patience, and professional behavior when handling queries or complaints.

Resources to be Used

- Available objects such as a white board, duster, marker pen, notebook, projector and other teaching aids
- Presentation slides
- Multimedia

Say

Good Morning and warm welcome to this training program on customer care executive repair centre. Before we begin a session on interpersonal skills, let us revise the previous session.

Do

Begin with revising the things explained in previous session. Ask the following questions:

- What is DOA?
- What is TAT?

Encourage the participants to give answers, if they have any doubt clarify it and tell them about what they are going to study in the current session.

Role Play

- Ask two participants to enact a role play.
- One of them has to act as a customer care executive and the second one has to act as his/her customer.
- The situation is that the customer approaches the repair center with a damaged phone. He is very angry and starts shouting as it has been 15 days and his phone is still not back from the repair center.
- Ask them to enact the interaction between the two of them.

Time

- Set five minutes as the time limit of the role play.
- Ensure that the role play finishes within time.

Notes for Facilitation

- At the end of the role play, have a discussion about proper way to interact with an angry customer.
- Tell them the importance of being polite and maintaining their cool when the customer is shouting at them.
- Tell them about the various things they should do to calm the customer down and win his/her confidence.

Ask

Ask participants, whether they know about importance of building a rapport with their colleagues and customers.

Do

- Write the following points on the whiteboard to explain the concept of rapport building:

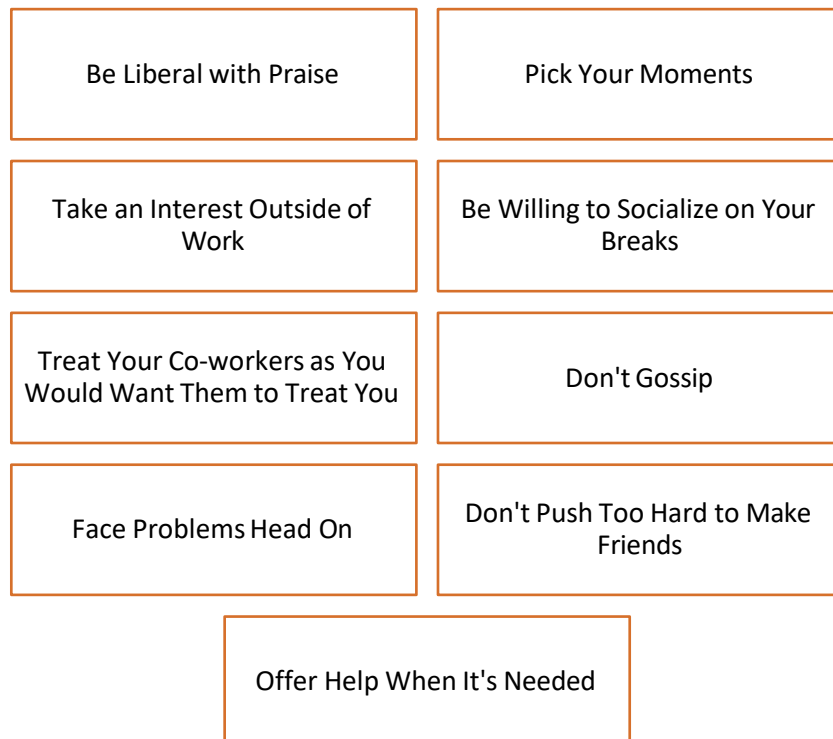


Fig. 3.3.1: Interpersonal Skills

Notes for Facilitation



- Explain the importance of developing good rapport with colleagues and customers.
- Explain that a good rapport facilitates teamwork and ensures group effectiveness.
- Tell them they should maintain a good relationship with colleagues to maintain a healthy work environment.
- Tell the participants that:
 - The customer care executive should be able to work in harmony with the other colleagues or members in the team. In case of any conflict, the objective should be to resolve it by communicating with each other. Sometimes, an intervention by a senior may be required to resolve the conflict. At such times, the matter should be reported to the supervisor.
 - While performing work or any other interaction related to work, the interest of the organization should be kept at the forefront.
 - All the members may work together or may work on different projects to fulfil the organizational goals.
 - It is important to understand the role and the responsibility of each one of the team members and the task being performed by that person.
- Tell them that they can improve their interpersonal skills by listening attentively, choosing their words and encouraging communication.

Exercise

Answers to exercises for PHB

A. Short Answer Questions:

1. It ensures the organization is positively represented, builds customer trust, and reflects professionalism in interactions.
2. Tokens or tickets are generated for each customer query, logged in the system, assigned to the appropriate support level, tracked until resolution, and closed after confirmation.
3. Common issues include software glitches, battery problems, display malfunctions, or connectivity errors; these are typically addressed through troubleshooting, software updates, or hardware replacement.
4. The device is checked against company DOA criteria immediately after delivery, inspected for functionality, and verified if the problem existed out-of-the-box.
5. Level 1: Handles basic issues and initial troubleshooting.
Level 2: Resolves more complex problems requiring technical expertise.
Level 3: Handles advanced, unresolved, or escalated issues, often involving engineering teams.

B. Multiple Choice Answers

1. a) Tracking customer queries efficiently
2. b) When the issue is complex and unresolved by Level 1 or 2
3. a) Using open-ended and close-ended questions
4. a) It determines customer satisfaction and service reliability
5. a) Firmware updates, connectivity checks, and software resets

C. Fill in the Blanks:

1. Dead on Arrival (DOA)
2. ticket management
3. Basic
4. TAT (Turnaround Time)
5. job sheet

Notes



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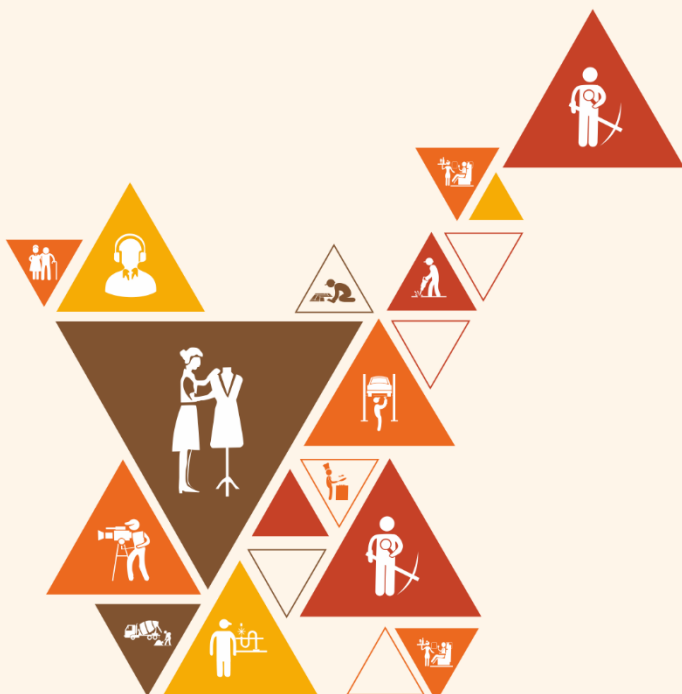
4. Sustainability Practices in Telecom Operations

Unit 4.1 - Identification and Categorization of Recyclable, Reusable, and Disposable Components

Unit 4.2 - Adherence to Environmental Standards in Repair Operations

Unit 4.3 - Sustainable Repair and Maintenance Practices

Unit 4.4 - Compliance with Sustainability Protocols and Policies



TEL/N9108

Key Learning Outcomes



After the completion of this module, the participant will be able to:

1. Explain the relevant environmental laws and regulations for the telecom sector.
2. Describe the different recyclable and hazardous components in telecom equipment.
3. Demonstrate how to identify telecom components that can be recycled, refurbished, or reused during repair and maintenance.
4. Discuss the relevant tools and techniques that support sustainable repair practices.
5. Elucidate the safe handling, storage, and disposal of hazardous materials.
6. Demonstrate how to follow guidelines for the safe handling, storage, and disposal of hazardous and non-hazardous materials.
7. Show how to sort and evaluate dismantled parts into recyclable, reusable, and hazardous waste categories for proper disposal.
8. Explain the process of e-waste recycling through certified vendors.
9. Describe the documentation required for sustainability and waste disposal.
10. Show how to maintain compliance with environmental regulations and record all e-waste disposal and recycling activities as per company policies.
11. Determine the proper waste segregation and sorting guidelines in the telecom industry.
12. Discuss the industry's best practices for reducing environmental impact.
13. Show how to label and segregate hazardous materials for specialized disposal, ensuring compliance with safety regulations.
14. Demonstrate the correct use of protective equipment when handling hazardous waste to prevent environmental contamination.
15. Show how to conduct regular audits of waste management processes to ensure alignment with sustainability standards.

UNIT 4.1: Identification and Categorization of Recyclable, Reusable, and Disposable Components

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Explain the difference between recyclable, reusable, and disposable components.
2. Identify common materials and components that can be recycled, reused, or need disposal.
3. Categorize waste materials appropriately during and after repair activities.
4. Demonstrate proper segregation techniques as per material type and disposal category.

Resources to be Used

Participant handbook, pen, notebook, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools.

Note

In this unit, we will discuss Identification and Categorization of Recyclable, Reusable, and Disposable Components.

Say

Good morning and welcome back to this training program on Identification and Categorization of Recyclable, Reusable, and Disposable Components

Ask

Ask the participants the following questions:

- What are recyclable, reusable, and disposable components?
- What are the common material and component that can be recycled, reused or need disposal?
- How to segregate the waste based on type and disposal category?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

- **Identification of Telecom Components**
 - Reusable Components: Motherboards, displays, cameras/speakers/mics, chassis/housings, connectors/flex cables.
 - Refurbishable Components: Motherboards with minor faults, repairable connectors, software faults (flashing).
 - Recyclable Components: Scrapped motherboards, old batteries, broken plastic/metal parts, damaged displays.
 - Identification Methods: Visual inspection, functional test, multimeter/diagnostic tools.
- **Sorting Materials into Reusable, Recyclable & Hazardous**
 - Categories:
 - bins for reusable; e-waste bin for recyclables; fire-proof containers for batteries.
 - DeReusable/Refurbishable, Recyclable, Hazardous Protocols: Clear labels (Reusable, Recyclable, Hazardous – Batteries/LCDs).
 - Clean dicated sorting area.
 - Hazardous Examples: Batteries, circuit boards (heavy metals), older LCDs (mercury), chemical waste.
- **Labelling & Segregation of Hazardous Materials**
 - **Label Requirements:** Material type, hazard warning, date.
 - **Storage:**
 - Dedicated containers for each type.
 - Batteries in fire-resistant boxes with taped terminals.
 - Separate bins for boards and chemicals.
- **Disposal:** Only through certified e-waste recyclers; never in general trash.

Say

Let us participate in an activity to understand this unit better.

Activity

Waste Bin Match”Instructions (3–4 minutes):

1. Place three labeled bins/cards: Recyclable, Reusable, Disposable.
2. Call out items one by one (e.g., metal screws, working adapter, broken PCB, damaged cable, battery, packaging foam).
3. Learners point to or place the item in the correct bin.
4. Trainer quickly confirms the correct category and explains why.

Activity	Duration	Resources used
Role Play activity	60 minutes	Participant handbook, whiteboard, laptop, notebook, pen, pencil, marker, etc.

Notes for Facilitation

- Ask them to answer the questions given in the participant manual.
- Ensure that all the participants answer every question.
- Answer all the doubts raised by the trainees in the class
- Discuss the proper communication technique in group discussion

UNIT 4.2: Adherence to Environmental Standards

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Identify different waste types and follow appropriate handling and storage practices, including segregation of materials, and placement in secure, ventilated areas.
2. Differentiate between hazardous and non-hazardous waste, and ensure safe, certified disposal through authorized recycling partners.
3. Maintain accurate records of e-waste disposal and recycling.
4. Select and use safety gear correctly to prevent injury and contamination while handling batteries, circuit boards, and chemicals.
5. Prevent environmental contamination through containment measures.
6. Participate in regular waste management audits and improvements

Resources to be Used

Participant handbook, whiteboard, flipchart, markers, laptop, notebook, pen, PPE samples, dummy e-waste items (battery, PCB, cable, plastic housing).

Note

In this unit, we will discuss safe handling, segregation, storage, documentation and disposal of telecom e-waste.

Say

Good morning and welcome back to this training program on Safe Handling, Segregation, PPE Use, Disposal and Compliance in E-Waste Management.

Ask

Ask the participants the following questions:

- What types of waste do you commonly see in telecom repair or dismantling work?
- Which wastes are hazardous and which are non-hazardous?
- Why is segregation important for safe handling and disposal?
- What PPE do you use while handling batteries, chemicals, or damaged components?
- How do we maintain waste disposal records?

Write down the trainees' responses on the whiteboard/flipchart. Draw cues from their answers and begin teaching the unit.

Elaborate

In this session, we will discuss the following points:

- **Types of Waste** – Hazardous (batteries, PCBs, chemicals) and non-hazardous (plastic housings, cables, metal parts).
- **Segregation & Storage** – Separate hazardous and non-hazardous waste; use labeled bins; store batteries in fire-resistant containers; keep waste in ventilated, secured areas.
- **Safe Disposal** – Dispose of waste only through certified recyclers; maintain receipts and compliance records.
- **Use of PPE** – Gloves, masks, goggles, and antistatic straps while handling batteries, circuit boards, and chemicals.
- **Containment Measures** – Use trays for spills, keep bins covered, isolate damaged batteries.
- **Record-Keeping & Audits** – Maintain logs of waste movement, disposal documents, and support audit activities.

Say

Let us participate in an activity to understand this unit better.

Activity

Waste Sorting Drill (3–4 minutes):

Instructions

1. Place three labeled bins/cards: Hazardous Waste, Non-Hazardous Waste, Requires PPE.
2. Show items (damaged battery, PCB, cracked display, cable, plastic housing).
3. Learners point to or place items into the correct category.
4. Trainer confirms the correct handling method and safety precautions.

Activity	Duration	Resources used
Role Play activity	60 minutes	Participant handbook, whiteboard, laptop, notebook, pen, pencil, marker, etc.

Do

- Ensure that all trainees participate in the class.
- Encourage the non-participating trainees to open up and speak.

Notes for Facilitation

- Ask them to answer the questions given in the participant manual.
- Ensure that all the participants answer every question.
- Answer all the doubts raised by the trainees in the class
- Discuss the proper communication technique in group discussion

UNIT 4.3: Sustainable Repair Practices

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Appropriate repair techniques to reduce waste and energy consumption.
2. Select and use energy-efficient and eco-friendly spare parts.
3. Assess, test, and catalog reusable parts for future use, reducing procurement and material waste.
4. Minimize the use of single-use materials in repairs.
5. Follow a systematic diagnosis process using appropriate tools and documentation to prevent the wastage of functional components.

Resources to be Used

Participant handbook, whiteboard, flipchart, markers, laptop, pen, notebook, multimeter, testing jig, sample spare parts, packaging materials, toolkits.

Note

In this unit, we will discuss sustainable repair practices that reduce waste, conserve energy, and promote reuse in telecom equipment handling.

Say

Good morning and welcome back to this training program on Sustainable and Environment-Friendly Repair Practices in Telecom Equipment Handling.

Ask

Ask the participants the following questions:

- How can repair techniques help reduce e-waste?
- What spare parts are considered eco-friendly or energy-efficient?
- How do you identify parts that can be reused?
- What single-use materials do you frequently see during repair work?
- Why is systematic diagnosis important before replacing any component?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

- Sustainable Repair Techniques – Repair instead of replace whenever feasible; use proper tools to avoid damage; follow energy-efficient work practices.
- Eco-Friendly Spare Parts – Choose durable, energy-efficient, and recyclable parts to reduce long-term waste.
- Reusable Parts Management – Test, clean, and catalog components such as housings, ports, cables, and minor-fault PCBs for future reuse.
- Reducing Single-Use Materials – Avoid excessive use of tapes, sleeves, packing foam, and disposable consumables.
- Systematic Diagnosis – Use proper testing tools, follow checklists, and document findings to avoid unnecessary replacement of functional parts.

Say

Let us participate in an activity to understand this unit better.

Activity

Waste Bin Match”Instructions (3–4 minutes):

1. Display different items: slightly damaged housing, working charger, scratched display, loose connector, torn packaging, burnt IC.
2. Ask learners to classify each item as: Repairable, Reusable, or Needs Replacement.
3. Encourage them to justify their choice based on sustainability principles.
4. Trainer confirms correct decisions and highlights repair techniques or reuse possibilities.

Activity	Duration	Resources used
Repair/Replace – Decision Activity	60 minutes	Participant handbook, whiteboard, laptop, notebook, pen, pencil, marker, etc.

Notes for Facilitation

- Ask them to answer the questions given in the participant manual.
- Ensure that all the participants answer every question.
- Answer all the doubts raised by the trainees in the class
- Discuss the proper communication technique in group discussion

UNIT 4.4: Sustainable Repair Practices

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Follow organizational sustainability policies in repair operations.
2. Coordinate with certified recyclers for safe e-waste disposal.
3. Document waste transfers for compliance and traceability.
4. Participate in sustainability and environmental training programs.
5. Promote sustainability awareness among colleagues and customers.

Resources to be Used

Participant handbook, whiteboard, flipchart, markers, laptop, notebook, pen, sample forms, compliance logs, recycler certificates.

Note

In this unit, we will discuss organizational sustainability procedures, documentation practices, and internal coordination for responsible e-waste management.

Say

Good morning and welcome back to this training session on Organizational Sustainability Protocols and Compliance in E-Waste Handling.

Ask

Ask the participants the following questions:

- What sustainability policies does your organization follow during repair activities?
- How do you coordinate with authorized recyclers for e-waste collection?
- What records or documents are maintained during waste transfer?
- Have you attended any environmental or sustainability training programs?
- How can you promote sustainability practices among team members or customers?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate



In this session, we will discuss the following points:

- Organizational Sustainability Policies – Follow internal guidelines on waste reduction, repair efficiency, reuse, and safe disposal.
- Coordination with Certified Recyclers – Handover waste only to approved recyclers; verify certification and maintain receipts.
- Documentation & Traceability – Record waste type, transfer date, recycler details, and maintain compliance logs.
- Training Participation – Attend periodic sustainability workshops and updates on environmental standards.
- Promoting Awareness – Encourage colleagues and customers to follow eco-friendly repair and disposal practices.

Say



Let us participate in an activity to understand this unit better.

Activity



Compliance Checkpoint

Instructions (3–4 minutes):

1. Provide sample documents (waste transfer forms, recycler receipts, sustainability guidelines).
2. Ask learners to identify:
 - Which documents are needed for compliance
 - Which reflect recycler authorization
 - Which records ensure traceability
3. Learners briefly explain why each document is important.
4. Trainer validates answers and highlights key compliance steps.

Activity	Duration	Resources used
Repair/Replace – Decision Activity	60 minutes	Participant handbook, whiteboard, laptop, notebook, pen, pencil, marker, etc.

Notes for Facilitation



- Ask them to answer the questions given in the participant manual.
- Ensure that all the participants answer every question.
- Answer all the doubts raised by the trainees in the class
- Discuss the proper communication technique in group discussion

Exercise



Answers to exercises for PHB

Multiple Choice Questions

1. b. To turn a piece of waste into a reusable asset
2. c. Lithium-ion batteries
3. b. To track hazardous waste from its point of generation to its final disposal
4. c. It reduces lead contamination and is required by many regulations.
5. a. To check for compliance with regulations and identify areas for improvement

Fill in the Blanks

1. refurbishable component.
2. recyclable
3. functional test
4. waste manifest
5. hazardous and non-hazardous waste

Short Questions (Answers)

1. Reusable, Refurbishable, and Recyclable components.
2. Lithium, lead, or other heavy metals (any one is correct).
3. To remove harmful fumes and prevent inhalation of toxic soldering smoke.
4. By using efficient tools, avoiding unnecessary rework, and following proper diagnosis before replacing parts.
5. They reduce costs, minimize waste, support sustainability, and extend component life.
6. To ensure compliance, maintain traceability, and verify proper disposal through authorized recyclers.

Notes



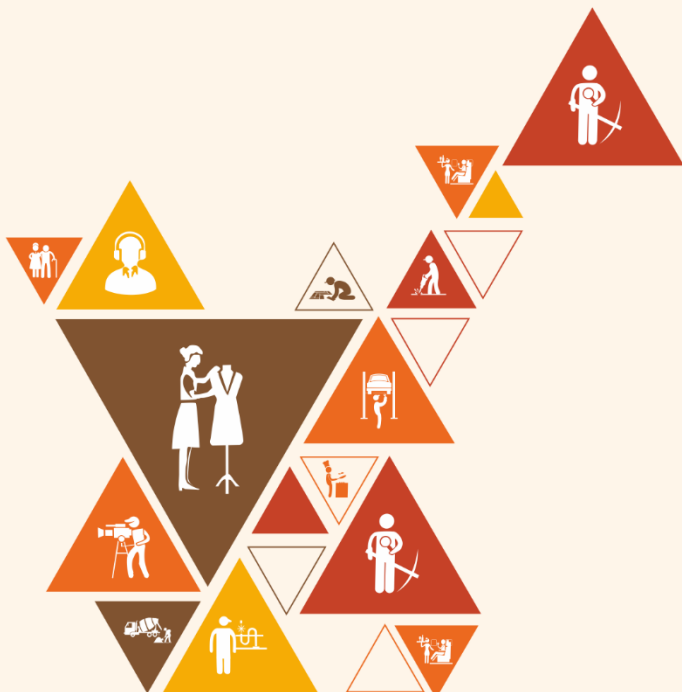
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5. Employability Skills (60 Hours)

It is recommended that all training include the appropriate. Employability Skills Module. Content for the same can be accessed
<https://www.skillindiadigital.gov.in/content/list>



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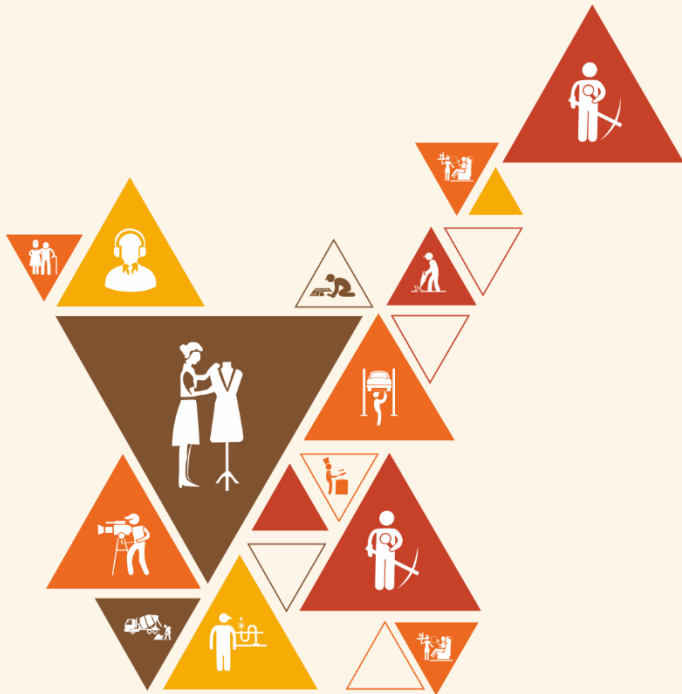


6. Annexure

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: List of QR Codes used in PHB



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Telecom Customer Care Executive(Repair Centre)		
Qualification Pack Name & Ref. ID	Telecom Customer Care Executive(Repair Centre) (TEL/Q2200)		
Version No.	Version 5.0	Version Update Date	08-05-2025
Pre-requisites to Training	NA		
Training Outcomes	<p>After the completion of this module, the participant will be able to:</p> <ul style="list-style-type: none"> • Explain how maintaining workplace efficiency and personal appearance impacts customer satisfaction in the telecom industry. • Describe the process of troubleshooting basic mobile handset or accessory issues and how to coordinate repair or replacement effectively. • Discuss the importance of following sustainability practices in telecom operations and their impact on the environment. • Discuss the Employability and Entrepreneurship Skills. 		

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
1	Introduction to the sector and the job role of a Telecom Customer Care Executive - Repair Center Theory- 05:00 Hours Practical- 00:00 Hours	Introduction to telecom sector	<ul style="list-style-type: none"> • Describe the size and scope of the Telecom industry and its various sub-sectors 	Bridge module	Classroom lecture / PowerPoint Presentation / Question & Answer / Group Discussion	Laptop with software like MS Office and internet, White-board, Marker, Projector	T- 01:00 P- 00:00
		Introduction to the job role	<ul style="list-style-type: none"> • Discuss the role and responsibilities of a Telecom Customer Care Executive - Repair Center. • Elucidate the essential skills and technical knowledge required for a Telecom Customer Care Executive working in a repair center. 				T- 04:00 P- 00:00

2	Maintain workplace efficiency and personal appearance (Theory: 15:00 Hours Practical: 30:00 hours)	Professional Appearance & Grooming	<ul style="list-style-type: none"> Understand organizational dress code, grooming standards, and personal hygiene requirements 	TEL/N2217 PC1–PC3, KU1	Theory + Demonstration	Uniform samples, Grooming kits, Posters on dress code & etiquette	T- 02:30 P- 05:00
		Customer Interaction & Etiquette	<ul style="list-style-type: none"> Understand proper customer interaction techniques and professional workplace behavior 	TEL/N2217 PC4, KU2–KU3	Roleplay + Scenario-Based Learning	Customer interaction scripts, Roleplay sheets, Video examples	T- 02:30 P- 05:00
		Work Area Organization	<ul style="list-style-type: none"> Identify ways to organize and manage the work area efficiently 	TEL/N2217 PC5, PC6, KU2	Demonstration + Hands-on Practice	Workstation setup guides, Desk organizers, Visual checklist	T- 02:30 P- 05:00
		Documentation & Data Management	<ul style="list-style-type: none"> Understand procedures for logging, recording, and updating customer queries and service requests 	TEL/N2217 PC5–PC7, KU2	Hands-on Practice + Simulation	CRM software demo, Sample registers, Excel sheets	T- 02:30 P- 05:00
		Monitoring SLA & Productivity	<ul style="list-style-type: none"> Understand how to monitor turnaround time, SLAs, and workload for productivity 	TEL/N2217 PC8–PC10, KU4	Case Study + Group Discussion	SLA monitoring charts, KPI dashboards, Time-tracking tools	T- 02:30 P- 05:00
		Digital Tools & Process Streamlining	<ul style="list-style-type: none"> Identify and apply digital tools to streamline data entry, tracking, and customer service processes 	TEL/N2217 PC9–PC10, KU5	Practical Session + Demonstration	CRM software, Productivity apps, Digital workflow guides	T- 02:30 P- 05:00
3	Troubleshoot basic mobile handset/accessory issues and coordinate repair or replacement Theory- 00:00 hours Practical- 100:00 HOURS)	Customer Engagement Techniques	<ul style="list-style-type: none"> Understand the importance of representing the organization and ensuring customer satisfaction 	TEL/N2201 PC1, KU1	Theory + Roleplay	Customer interaction scripts, Video examples	T- 04:00 P- 04:00

		Gathering Issue Information	<ul style="list-style-type: none"> Identify effective ways to gather details on mobile/accessory issues using open and closed questions 	PC1, KU6	Roleplay + Scenario-Based Learning	Questioning guides, Roleplay sheets	T- 04:00 P- 04:00
		Token/Ticket Management	<ul style="list-style-type: none"> Understand token and ticket management processes for tracking customer queries 	PC2, KU2	Demonstration + Hands-on Practice	CRM system demo, Sample tickets	T- 04:00 P- 04:00
		Preliminary Inspection	<ul style="list-style-type: none"> Identify key steps for initial physical inspection of mobile devices/accessories 	PC3, KU5	Demonstration + Hands-on Practice	Sample handsets, Inspection checklists	T- 04:00 P- 04:00
		Diagnostic Tests	<ul style="list-style-type: none"> Apply basic diagnostic procedures to identify device issues 	PC3, KU5	Hands-on Lab	Diagnostic tools, Test devices, Software checklists	T- 04:00 P- 04:00
		Issue Classification	<ul style="list-style-type: none"> Understand how to classify issues as front-end (Level 1) or requiring back-end intervention 	PC4, KU11	Case Study + Group Discussion	Flowcharts, Issue classification guides	T- 04:00 P- 04:00
		Software Troubleshooting	<ul style="list-style-type: none"> Apply basic software troubleshooting: resets, updates, and connectivity checks 	PC5, KU4, KU5	Hands-on Practice	Sample devices, Firmware update tools	T- 04:00 P- 04:00
		Hardware Troubleshooting	<ul style="list-style-type: none"> Apply basic hardware troubleshooting techniques 	PC5, KU4, KU5	Hands-on Lab	Device components, Multimeter, Screwdriver kits	T- 04:00 P- 04:00
		Customer Guidance	<ul style="list-style-type: none"> Understand how to guide customers on software updates, security patches, and device maintenance 	PC6, KU4, KU5	Roleplay + Scenario-Based Learning	Customer manuals, Video tutorials	T- 04:00 P- 04:00
		Job Sheet Documentation	<ul style="list-style-type: none"> Apply procedures to document findings and create accurate job sheets 	PC7, KU7	Hands-on Practice	Sample job sheets, CRM system	T- 04:00 P- 04:00
		Warranty Verification	<ul style="list-style-type: none"> Understand warranty policies and assess repair/replacement costs 	PC8, KU8, KU13	Theory + Demonstration	Warranty policy documents, Sample devices	T- 04:00 P- 04:00
		DOA Assessment	<ul style="list-style-type: none"> Identify devices that qualify as Dead on Arrival (DOA) and follow assessment criteria 	PC9, KU9	Demonstration + Hands-on Practice	Sample DOA devices, Checklist	T- 04:00 P- 04:00

		Communicating Resolution Timelines	<ul style="list-style-type: none"> Understand how to manage customer expectations regarding TAT 	PC10, KU12, KU13	Roleplay + Case Study	Sample job sheets, Customer scripts	T- 04:00 P- 04:00
		Coordination with Level 2 Specialists	<ul style="list-style-type: none"> Understand procedures for coordinating with technical teams for advanced issue resolution 	PC11, KU10, KU11	Case Study + Group Discussion	Workflow charts, Communication templates	T- 04:00 P- 04:00
		Escalation to Level 3	<ul style="list-style-type: none"> Identify escalation procedures and handover requirements for unresolved issues 	PC12, KU10, KU11, KU12	Scenario-Based Learning	Escalation matrix, Job sheet templates	T- 04:00 P- 04:00
		Supervisor/Support Reporting	<ul style="list-style-type: none"> Apply escalation matrix to report complex cases to supervisors/technical support 	PC13, KU10, KU12	Roleplay + Case Study	Escalation forms, Communication guides	T- 04:00 P- 04:00
		Customer Notification for Status	<ul style="list-style-type: none"> Understand how to notify customers regarding repair/replacement status and charges 	PC14, KU12, KU13	Roleplay + Demonstration	Notification templates, CRM software	T- 04:00 P- 04:00
		Customer Handover	<ul style="list-style-type: none"> Apply procedures to ensure proper handover of repaired/replaced devices 	PC15, KU10, KU13	Hands-on Practice + Roleplay	Sample devices, Payment collection mockups	T- 04:00 P- 04:00
		Payment Processing	<ul style="list-style-type: none"> Understand service charges and apply payment procedures 	PC15, KU13	Practical Session	Billing software, Mock payments	T- 04:00 P- 04:00
		Using Digital Tools for Service Tracking	<ul style="list-style-type: none"> Identify and apply digital tools for tracking service requests 	PC2, PC5, PC9, KU2, KU5	Hands-on Practice	CRM software, Productivity apps	T- 04:00 P- 04:00
		Maintaining Service Records	<ul style="list-style-type: none"> Apply procedures to update service records accurately 	PC7, PC15, KU7	Hands-on Practice	Sample registers, Excel sheets	T- 03:00 P- 05:00
		Troubleshooting Across OS & Devices	<ul style="list-style-type: none"> Understand common issues across different mobile OS and device types 	KU3, KU4, PC5	Theory + Demonstration	Sample devices, OS manuals	T- 03:00 P- 05:00
		Performance Metrics & SLA	<ul style="list-style-type: none"> Understand service KPIs, TAT, and quality benchmarks 	PC10, KU4, KU12	Case Study + Group Discussion	SLA charts, KPI dashboards	T- 02:00 P- 05:00

		Review & Assessment	<ul style="list-style-type: none"> Apply knowledge of troubleshooting, coordination, and service procedures in a simulation 	All PCs & KUs	Practical Test + Roleplay	Sample devices, CRM software, Scenario sheets	T- 02:00 P- 05:00
4	Follow sustainability practices in telecom operations Theory- 10:00 Hours Practical- 20:00 Hours	Identifying Recyclable, Reusable & Disposable Components	<ul style="list-style-type: none"> Identify recyclable, reusable, hazardous, and disposable telecom components 	PC1–PC5, KU2, KU7	Demonstration + Hands-on Sorting + Visual Briefing	Sample telecom components, Sorting bins, Hazard labels, E-waste posters	T- 02:30 P- 05:00
		Environmental Standards & E-Waste Compliance	<ul style="list-style-type: none"> Understand environmental regulations, hazardous material handling, and documentation requirements 	PC6–PC10, KU1, KU4, KU6	Theory + Case Studies + Safety Walkthrough	PPE samples, Hazardous waste containers, Compliance guidelines, Audit checklist	T- 02:30 P- 05:00
		Sustainable Repair Practices	<ul style="list-style-type: none"> Apply sustainable repair techniques to minimize waste, energy consumption, and material usage 	PC11–PC15, KU3, KU8, KU9	Practical Lab + Demonstration + Scenario-Based Learning	Repair tools, Eco-friendly parts, Sample discarded devices, Energy-efficient component list	T- 02:30 P- 05:00
		Sustainability Protocols & Collaboration with Recyclers	<ul style="list-style-type: none"> Understand sustainability protocols, documentation, and coordination with certified recyclers 	PC16–PC20, KU5, KU6, KU8	Theory + Group Discussion + Roleplay	Sustainability policy handbook, Waste transfer forms, Recycler coordination templates	T- 02:30 P- 05:00

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES






Assessment Criteria for	
Job Role	Telecom Customer Care Executive - Repair Center
Qualification Pack	TEL/Q2200
Sector Skill Council	Telecom Sector Skill Council




S. No.	Guidelines for Assessment
1	The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
2	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/ Set of NOS.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.
5	To pass the Qualifications File, every trainee should score a minimum of 70% of aggregate marks.
6	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification File.

National Occupational Standards	NOS Code & Version	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Maintain workplace efficiency and personal appearance	TEL/N2300, v5.0	30	50	-	20	100	15
Troubleshoot basic mobile handset/accessory issues and coordinate repair or replacement	TEL/N2301, v5.0	30	50	-	20	100	60
Follow sustainability practices in telecom operations	TEL/N2302, v5.0	30	50	-	20	100	15
Employability Skills (60 Hours)	TEL/N9110, v1.0	20	30	-	-	50	10
Total		110	180	-	60	350	100

Annexure-III

QR Codes –Video Links

Module No.	Unit No.	Topic Name	Link for QR Code (s)	QR code (s)
1. Introduction to the Telecom Sector and the Role of Telecom Customer Care Executive - Repair Center	Unit 1.2 - Roles of a Telecom Customer Care Executive - Repair Center	Understanding Your Customer	https://www.youtube.com/watch?v=Rpx1dOgkeq4	
	Unit 1.3- Basics of a Mobile Handset	Top Mobile Handset Players in India	https://www.youtube.com/watch?v=TO-kUr7K-Og&feature=youtu.be	
2. Maintain Workplace Efficiency and Personal Appearance	Unit 2.1: Maintaining Professional Appearance and Workplace Etiquette	Plano-grams	https://www.youtube.com/watch?v=9Ti4EH1owQ0	
	Unit 2.2: Organizing and Managing the Work Area Efficiently	What is CRM ?	https://www.youtube.com/watch?v=u_6mryURubQ	
		Customer Service	https://www.youtube.com/watch?v=tWfVthcnwdE	

Module No.	Unit No.	Topic Name	Link for QR Code (s)	QR code (s)
3. Troubleshoot Basic Mobile Handset/ Accessory Issues and Coordinate Repair or Replacement	Unit 3.1: Device Diagnostics and Basic Troubleshooting	What is Hardware and Software	https://www.youtube.com/watch?v=FIMt1kotHfo	
	Unit 3.3: Interpersonal Skills for Effective Customer Service	Interpersonal Skills	https://www.youtube.com/watch?v=tDcwWo4WP6w	
4 Sustainability Practices in Telecom Operations	Unit 4.1: Identification and Categorization of Recyclable, Reusable, and Disposable Components	Sustainability in telecom: From ambition to action	https://www.youtube.com/watch?v=CwddRdVm3ms	





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सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



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