

## Qualification Pack



# Customer Service Executive - Electronic Products

QP Code: ELE/Q4603

Version: 4.0

NSQF Level: 4

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## Qualification Pack

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### ELE/Q4603: Customer Service Executive - Electronic Products

#### Brief Job Description

The individual in this job is responsible for receiving, understanding and responding to customer queries through telephone or e-mail. The individual records the complaints for follow up, coordinates with other departments to resolve technical problems and closes non-technical issues raised by customers on the call itself.

#### Personal Attributes

The individual in this job needs to be customer friendly and target oriented. The individual must have patience and should be able to work with a positive attitude while attending to diverse customers.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [ELE/N4606: Interact with customers on telephone to resolve non-technical and technical issues](#)
2. [ELE/N4607: Profile the customer and register complaint](#)
3. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

|                                      |                                    |
|--------------------------------------|------------------------------------|
| <b>Sector</b>                        | Electronics                        |
| <b>Sub-Sector</b>                    | Consumer Electronics & IT Hardware |
| <b>Occupation</b>                    | After Sales Service                |
| <b>Country</b>                       | India                              |
| <b>NSQF Level</b>                    | 4                                  |
| <b>Credits</b>                       | 17                                 |
| <b>Aligned to NCO/ISCO/ISIC Code</b> | NCO-2015/5242.0201                 |

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|                                                           |                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Minimum Educational Qualification &amp; Experience</b> | 12th grade Pass (12th grade or equivalent) with NA of experience<br>OR<br>10th grade pass (10th grade or equivalent) with 3 Years of experience Relevant Experience in Customer Service<br>OR<br>Previous relevant Qualification of NSQF Level (Level-3 in relevant domain) with 3 Years of experience Relevant Experience in Customer Service. |
| <b>Minimum Level of Education for Training in School</b>  | 10th Class                                                                                                                                                                                                                                                                                                                                      |
| <b>Pre-Requisite License or Training</b>                  | NA                                                                                                                                                                                                                                                                                                                                              |
| <b>Minimum Job Entry Age</b>                              | 16 Years                                                                                                                                                                                                                                                                                                                                        |
| <b>Last Reviewed On</b>                                   | NA                                                                                                                                                                                                                                                                                                                                              |
| <b>Next Review Date</b>                                   | 07/10/2028                                                                                                                                                                                                                                                                                                                                      |
| <b>NSQC Approval Date</b>                                 | 07/10/2025                                                                                                                                                                                                                                                                                                                                      |
| <b>Version</b>                                            | 4.0                                                                                                                                                                                                                                                                                                                                             |
| <b>Reference code on NQR</b>                              | QG-04-EH-044862025-V2-ESSCI                                                                                                                                                                                                                                                                                                                     |
| <b>NQR Version</b>                                        | 2                                                                                                                                                                                                                                                                                                                                               |

### Remarks:

NA

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### ELE/N4606: Interact with customers on telephone to resolve non-technical and technical issues

#### Description

This NOS unit is about engaging with customers who call the customer care centre for registering complaints on concerns relating to their hardware equipment and then understanding the queries, suggesting possible solutions for non-technical ones, recording technical complaints and coordinating with field support or remote helpdesk teams for resolution.

#### Scope

The scope covers the following :

- Introduction and Compile work requirements
- Collect customer information
- Interact with the customer and record interaction details
- Assess hardware problem from customer
- Close the call
- Coordinate with other departments to resolve the query

#### Elements and Performance Criteria

##### *Introduction and Compile work requirements*

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

- PC1.** Describe the role and responsibilities of Customer Care Jr. Executive – Consumer Goods is responsible for handling customer queries, complaints, and service requests in a professional and timely manner
- PC2.** Coordinate with supervisors and team leads to understand daily call volume targets and escalate unresolved or critical issues.
- PC3.** Review updated customer support logs or dashboards to assess the number and type of calls scheduled for the day
- PC4.** Attend regular training sessions on newly launched products, updated technologies, and customer service tools
- PC5.** Liaise with service centers or field technicians for resolution of complex queries that require external support

##### *Collect customer information*

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

- PC6.** Initiate or attend customer calls, greet as per standard company protocol, introduce oneself, and ask the customer to state their concern clearly.
- PC7.** Verify the nature of the query to determine if it falls under the company's service scope and is actionable
- PC8.** Accurately collect customer identification details including full name, date of birth, contact information, product serial number, and AMC reference (if applicable).
- PC9.** Listen actively to assess customer needs and ensure clear communication to avoid misinterpretation or dissatisfaction.

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- PC10.** Request relevant documentation when discrepancies in customer identity or address arise, as per company verification procedures
- PC11.** Identify the category of service request and map it to the appropriate internal department or support team.
- PC12.** Probe the customer to obtain clarity on the issue, differentiating between hardware and software-related concerns.
- PC13.** Use a mix of open- and close-ended questions to capture detailed issue descriptions (e.g., display issue, sound distortion, power failure) and note all symptoms shared by the customer

### *Interact with the customer and record interaction details*

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

- PC14.** Collect additional information on the frequency, duration, and context in which the issue arises
- PC15.** Inform the customer about any updated service channels or value-added options like app-based support or SMS query registration
- PC16.** Recap the gathered information to the customer for mutual confirmation of the issue, ensuring clarity and shared understanding
- PC17.** Accurately record the call details and customer information into the company's case management or CRM system for traceability and future reference
- PC18.** Share a system-generated reference number with the customer for tracking their query status

### *Assess hardware problem from customer*

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

- PC19.** Make corrections to customer details in the support system, within the permitted scope defined by company policy
- PC20.** Forward all collected case details to the relevant department for further resolution, ensuring completeness of information
- PC21.** Analyze the root cause of the issue to determine if it is due to external conditions like power fluctuation, misuse, or other environmental factors.
- PC22.** Immediately resolve general queries such as billing issues, service coverage, or AMC status, wherever possible
- PC23.** Determine whether the issue can be resolved during the same call or needs redirection to a specialized team (e.g., field service, technical desk).

### *Close the call*

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

- PC24.** Inform the customer about the next steps, the department handling the query, and the expected resolution timeline
- PC25.** Address standard issues such as software loading errors, expired warranties, user handling faults, or missing components
- PC26.** Maintain professional and empathetic interaction to ensure high customer satisfaction and encourage positive service feedback
- PC27.** Ensure all assigned calls are resolved or appropriately transferred within the time frame defined in the Service Level Agreement (SLA).

### *Coordinate with other departments to resolve the query*

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

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- PC28.** Log or route the call to the remote technical support desk if issue resolution requires specialized attention
- PC29.** Pass all documented query details accurately to the remote technical support team for follow-up
- PC30.** Route the case to the field support team for onsite resolution when required.
- PC31.** Notify the designated team as per internal protocols and provide them with all necessary customer and issue information.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand the roles, responsibilities, and workflow of a Customer Care Jr. Executive in consumer goods support.
- KU2.** Know customer service protocols, CRM systems, and standard operating procedures for call handling and documentation.
- KU3.** Understand verification processes for customer identification, product details, and AMC or warranty validation.
- KU4.** Have knowledge of escalation procedures, departmental coordination, and service level agreements (SLAs).
- KU5.** Understand basic technical aspects of consumer goods to differentiate between hardware, software, and user-related issues.

## Generic Skills (GS)

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

- GS1.** Communicate effectively and empathetically with customers to ensure satisfaction and trust.
- GS2.** Use CRM software and digital dashboards to record, update, and track customer interactions accurately.
- GS3.** Analyze customer issues to identify root causes and provide first-level troubleshooting
- GS4.** Coordinate efficiently with cross-functional teams for timely query resolution and follow-up.
- GS5.** Demonstrate active listening, patience, and professionalism while managing call targets and maintaining service quality.

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes                                                                                                                                                                                      | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Introduction and Compile work requirements</i>                                                                                                                                                                     | <b>5</b>     | <b>4</b>        | -             | <b>1</b>   |
| <b>PC1.</b> Describe the role and responsibilities of Customer Care Jr. Executive – Consumer Goods is responsible for handling customer queries, complaints, and service requests in a professional and timely manner | -            | -               | -             | -          |
| <b>PC2.</b> Coordinate with supervisors and team leads to understand daily call volume targets and escalate unresolved or critical issues.                                                                            | -            | -               | -             | -          |
| <b>PC3.</b> Review updated customer support logs or dashboards to assess the number and type of calls scheduled for the day                                                                                           | -            | -               | -             | -          |
| <b>PC4.</b> Attend regular training sessions on newly launched products, updated technologies, and customer service tools                                                                                             | -            | -               | -             | -          |
| <b>PC5.</b> Liaise with service centers or field technicians for resolution of complex queries that require external support                                                                                          | -            | -               | -             | -          |
| <i>Collect customer information</i>                                                                                                                                                                                   | <b>7</b>     | <b>12</b>       | -             | <b>3</b>   |
| <b>PC6.</b> Initiate or attend customer calls, greet as per standard company protocol, introduce oneself, and ask the customer to state their concern clearly.                                                        | -            | -               | -             | -          |
| <b>PC7.</b> Verify the nature of the query to determine if it falls under the company's service scope and is actionable                                                                                               | -            | -               | -             | -          |
| <b>PC8.</b> Accurately collect customer identification details including full name, date of birth, contact information, product serial number, and AMC reference (if applicable).                                     | -            | -               | -             | -          |
| <b>PC9.</b> Listen actively to assess customer needs and ensure clear communication to avoid misinterpretation or dissatisfaction.                                                                                    | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes                                                                                                                                                                     | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <b>PC10.</b> Request relevant documentation when discrepancies in customer identity or address arise, as per company verification procedures                                                         | -            | -               | -             | -          |
| <b>PC11.</b> Identify the category of service request and map it to the appropriate internal department or support team.                                                                             | -            | -               | -             | -          |
| <b>PC12.</b> Probe the customer to obtain clarity on the issue, differentiating between hardware and software-related concerns.                                                                      | -            | -               | -             | -          |
| <b>PC13.</b> Use a mix of open- and close-ended questions to capture detailed issue descriptions (e.g., display issue, sound distortion, power failure) and note all symptoms shared by the customer | -            | -               | -             | -          |
| <i>Interact with the customer and record interaction details</i>                                                                                                                                     | <b>8</b>     | <b>8</b>        | -             | <b>1</b>   |
| <b>PC14.</b> Collect additional information on the frequency, duration, and context in which the issue arises                                                                                        | -            | -               | -             | -          |
| <b>PC15.</b> Inform the customer about any updated service channels or value-added options like app-based support or SMS query registration                                                          | -            | -               | -             | -          |
| <b>PC16.</b> Recap the gathered information to the customer for mutual confirmation of the issue, ensuring clarity and shared understanding                                                          | -            | -               | -             | -          |
| <b>PC17.</b> Accurately record the call details and customer information into the company's case management or CRM system for traceability and future reference                                      | -            | -               | -             | -          |
| <b>PC18.</b> Share a system-generated reference number with the customer for tracking their query status                                                                                             | -            | -               | -             | -          |
| <i>Assess hardware problem from customer</i>                                                                                                                                                         | <b>5</b>     | <b>9</b>        | -             | <b>3</b>   |
| <b>PC19.</b> Make corrections to customer details in the support system, within the permitted scope defined by company policy                                                                        | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes                                                                                                                                  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <b>PC20.</b> Forward all collected case details to the relevant department for further resolution, ensuring completeness of information                           | -            | -               | -             | -          |
| <b>PC21.</b> Analyze the root cause of the issue to determine if it is due to external conditions like power fluctuation, misuse, or other environmental factors. | -            | -               | -             | -          |
| <b>PC22.</b> Immediately resolve general queries such as billing issues, service coverage, or AMC status, wherever possible                                       | -            | -               | -             | -          |
| <b>PC23.</b> Determine whether the issue can be resolved during the same call or needs redirection to a specialized team (e.g., field service, technical desk).   | -            | -               | -             | -          |
| <i>Close the call</i>                                                                                                                                             | <b>9</b>     | <b>12</b>       | -             | <b>1</b>   |
| <b>PC24.</b> Inform the customer about the next steps, the department handling the query, and the expected resolution timeline                                    | -            | -               | -             | -          |
| <b>PC25.</b> Address standard issues such as software loading errors, expired warranties, user handling faults, or missing components                             | -            | -               | -             | -          |
| <b>PC26.</b> Maintain professional and empathetic interaction to ensure high customer satisfaction and encourage positive service feedback                        | -            | -               | -             | -          |
| <b>PC27.</b> Ensure all assigned calls are resolved or appropriately transferred within the time frame defined in the Service Level Agreement (SLA).              | -            | -               | -             | -          |
| <i>Coordinate with other departments to resolve the query</i>                                                                                                     | <b>6</b>     | <b>5</b>        | -             | <b>1</b>   |
| <b>PC28.</b> Log or route the call to the remote technical support desk if issue resolution requires specialized attention                                        | -            | -               | -             | -          |
| <b>PC29.</b> Pass all documented query details accurately to the remote technical support team for follow-up                                                      | -            | -               | -             | -          |
| <b>PC30.</b> Route the case to the field support team for onsite resolution when required.                                                                        | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes                                                                                                      | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <b>PC31.</b> Notify the designated team as per internal protocols and provide them with all necessary customer and issue information. | -            | -               | -             | -          |
| <b>NOS Total</b>                                                                                                                      | <b>40</b>    | <b>50</b>       | <b>-</b>      | <b>10</b>  |

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### National Occupational Standards (NOS) Parameters

|                            |                                                                                    |
|----------------------------|------------------------------------------------------------------------------------|
| <b>NOS Code</b>            | ELE/N4606                                                                          |
| <b>NOS Name</b>            | Interact with customers on telephone to resolve non-technical and technical issues |
| <b>Sector</b>              | Electronics                                                                        |
| <b>Sub-Sector</b>          | Consumer Electronics & IT Hardware                                                 |
| <b>Occupation</b>          | After Sales Support                                                                |
| <b>NSQF Level</b>          | 4                                                                                  |
| <b>Credits</b>             | 8                                                                                  |
| <b>Version</b>             | 4.0                                                                                |
| <b>Last Reviewed Date</b>  | 07/10/2025                                                                         |
| <b>Next Review Date</b>    | 07/10/2028                                                                         |
| <b>NSQC Clearance Date</b> | 07/10/2025                                                                         |

## Qualification Pack

### ELE/N4607: Profile the customer and register complaint

#### Description

This NOS unit is about suggesting possible solutions for non-technical queries, recording technical complaints and coordinating with field support or remote helpdesk teams for resolution

#### Scope

The scope covers the following :

- Profiling the Customer Query
- Understanding the Problem Encountered
- Assessing Hardware Problem
- Closing the Call
- Coordinate with Other Departments to Resolve the Query
- Apply Health and Safety Measures at the workplace

#### Elements and Performance Criteria

##### *Profiling the Customer Query*

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

- PC1.** Receive customer details accurately through call or system-generated inputs and ensure voice clarity, consistent volume, neutral accent, recording, categorizing, transferring and correct pacing in alignment with call quality assurance (QA) standards.
- PC2.** Retrieve customer data such as name and date of birth using the company's internal ERP system.
- PC3.** Identify whether the customer is retail or corporate, and check warranty or AMC status along with relevant reference numbers.
- PC4.** Profile the customer and the query systematically to route them to the appropriate service channel.
- PC5.** Record complete customer and query details in line with the organization's data entry standards and policy.

##### *Understanding the Problem Encountered*

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

- PC6.** Engage with the customer to understand their query and distinguish between hardware and software issues.
- PC7.** Log the customer's query into the internal CRM/ticketing platforms (e.g., Zoho, HubSpot, or SAP C4C) accurately.
- PC8.** Verify whether the query falls under the company's service scope and can be resolved internally.
- PC9.** Correctly identify the root area of the issue.
- PC10.** Determine the type of support required and allocate it to the most suitable department or expert.

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- PC11.** Ensure the concerned department receives all essential preliminary information to address the issue efficiently.

### *Assessing Hardware Problem*

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

- PC12.** Use a combination of open- and close-ended questions to narrow down the problem location (e.g., display, audio, booting, operating system failure, printer issues).
- PC13.** Record detailed symptoms and customer-reported faults such as malfunctioning cooling fans, SMPS issues, print head errors, or broken switches.
- PC14.** Determine whether the issue is recent or recurring and understand its timeline.
- PC15.** Evaluate external environmental factors contributing to the problem, such as voltage fluctuations or customer mishandling.
- PC16.** Offer immediate solutions for general non-technical queries wherever possible.
- PC17.** Aim to provide a satisfying resolution that results in positive customer feedback.
- PC18.** Ensure resolution or escalation of queries within the defined time limits set by the Service Level Agreement (SLA).
- PC19.** Meet the defined targets for the number of successful call closures.

### *Closing the Call*

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

- PC20.** Decide whether the issue can be resolved during the current interaction or requires escalation.
- PC21.** Redirect the case to the appropriate department such as the remote technical helpdesk or field service team, if needed.
- PC22.** Inform the customer about the department that will handle the query and provide the estimated resolution timeframe.
- PC23.** Address and resolve common queries such as software loading issues, expired warranties, customer negligence, or missing system disks.
- PC24.** Confirm the customer's level of satisfaction with the support provided.

### *Coordinate with Other Departments to Resolve the Query*

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

- PC25.** Document or transfer the query to the remote technical helpdesk for further assistance.
- PC26.** Share all relevant details with the remote helpdesk technician to ensure seamless resolution.
- PC27.** Log or escalate the issue to the field service team when on-site support is required.
- PC28.** Notify the appropriate department as per organizational protocol, ensuring proper communication flow.

### *Apply Health and Safety Measures at the workplace*

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

- PC29.** Follow standard health and safety procedures while handling customer queries related to electronic devices.
- PC30.** Maintain a safe and organized work environment as per company guidelines during customer interaction and complaint registration.

## Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** Understand customer profiling techniques, data entry standards, and call quality assurance (QA) parameters.
- KU2.** Know how to use CRM/ERP systems (e.g., SAP C4C, Zoho, HubSpot) for logging and tracking customer queries
- KU3.** Understand product categories, warranty/AMC verification, and service scope policies.
- KU4.** Know methods for identifying hardware vs. software problems and diagnosing common electronic device issues.
- KU5.** Be aware of organizational escalation protocols, SLA timelines, and workplace health and safety guidelines.

## Generic Skills (GS)

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

- GS1.** Communicate clearly and professionally with customers while maintaining empathy and active listening
- GS2.** Use analytical and problem-solving skills to identify the root cause of customer issues and provide suitable solutions.
- GS3.** Operate digital tools efficiently for data retrieval, profiling, and ticket management
- GS4.** Collaborate effectively with technical and field teams for seamless issue resolution.
- GS5.** Maintain accuracy, speed, and professionalism while managing multiple customer calls and ensuring compliance with service standards

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### Assessment Criteria

| Assessment Criteria for Outcomes                                                                                                                                                                                                                                       | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Profiling the Customer Query</i>                                                                                                                                                                                                                                    | <b>10</b>    | <b>10</b>       | -             | -          |
| <b>PC1.</b> Receive customer details accurately through call or system-generated inputs and ensure voice clarity, consistent volume, neutral accent, recording, categorizing, transferring and correct pacing in alignment with call quality assurance (QA) standards. | -            | -               | -             | -          |
| <b>PC2.</b> Retrieve customer data such as name and date of birth using the company's internal ERP system.                                                                                                                                                             | -            | -               | -             | -          |
| <b>PC3.</b> Identify whether the customer is retail or corporate, and check warranty or AMC status along with relevant reference numbers.                                                                                                                              | -            | -               | -             | -          |
| <b>PC4.</b> Profile the customer and the query systematically to route them to the appropriate service channel.                                                                                                                                                        | -            | -               | -             | -          |
| <b>PC5.</b> Record complete customer and query details in line with the organization's data entry standards and policy.                                                                                                                                                | -            | -               | -             | -          |
| <i>Understanding the Problem Encountered</i>                                                                                                                                                                                                                           | <b>11</b>    | <b>12</b>       | -             | -          |
| <b>PC6.</b> Engage with the customer to understand their query and distinguish between hardware and software issues.                                                                                                                                                   | -            | -               | -             | -          |
| <b>PC7.</b> Log the customer's query into the internal CRM/ticketing platforms (e.g., Zoho, HubSpot, or SAP C4C) accurately.                                                                                                                                           | -            | -               | -             | -          |
| <b>PC8.</b> Verify whether the query falls under the company's service scope and can be resolved internally.                                                                                                                                                           | -            | -               | -             | -          |
| <b>PC9.</b> Correctly identify the root area of the issue.                                                                                                                                                                                                             | -            | -               | -             | -          |
| <b>PC10.</b> Determine the type of support required and allocate it to the most suitable department or expert.                                                                                                                                                         | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes                                                                                                                                                 | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <b>PC11.</b> Ensure the concerned department receives all essential preliminary information to address the issue efficiently.                                                    | -            | -               | -             | -          |
| <i>Assessing Hardware Problem</i>                                                                                                                                                | <b>8</b>     | <b>18</b>       | -             | -          |
| <b>PC12.</b> Use a combination of open- and close-ended questions to narrow down the problem location (e.g., display, audio, booting, operating system failure, printer issues). | -            | -               | -             | -          |
| <b>PC13.</b> Record detailed symptoms and customer-reported faults such as malfunctioning cooling fans, SMPS issues, print head errors, or broken switches.                      | -            | -               | -             | -          |
| <b>PC14.</b> Determine whether the issue is recent or recurring and understand its timeline.                                                                                     | -            | -               | -             | -          |
| <b>PC15.</b> Evaluate external environmental factors contributing to the problem, such as voltage fluctuations or customer mishandling.                                          | -            | -               | -             | -          |
| <b>PC16.</b> Offer immediate solutions for general non-technical queries wherever possible.                                                                                      | -            | -               | -             | -          |
| <b>PC17.</b> Aim to provide a satisfying resolution that results in positive customer feedback.                                                                                  | -            | -               | -             | -          |
| <b>PC18.</b> Ensure resolution or escalation of queries within the defined time limits set by the Service Level Agreement (SLA).                                                 | -            | -               | -             | -          |
| <b>PC19.</b> Meet the defined targets for the number of successful call closures.                                                                                                | -            | -               | -             | -          |
| <i>Closing the Call</i>                                                                                                                                                          | <b>5</b>     | <b>10</b>       | -             | -          |
| <b>PC20.</b> Decide whether the issue can be resolved during the current interaction or requires escalation.                                                                     | -            | -               | -             | -          |
| <b>PC21.</b> Redirect the case to the appropriate department such as the remote technical helpdesk or field service team, if needed.                                             | -            | -               | -             | -          |
| <b>PC22.</b> Inform the customer about the department that will handle the query and provide the estimated resolution timeframe.                                                 | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes                                                                                                                   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <b>PC23.</b> Address and resolve common queries such as software loading issues, expired warranties, customer negligence, or missing system disks. | -            | -               | -             | -          |
| <b>PC24.</b> Confirm the customer's level of satisfaction with the support provided.                                                               | -            | -               | -             | -          |
| <i>Coordinate with Other Departments to Resolve the Query</i>                                                                                      | <b>4</b>     | <b>8</b>        | -             | -          |
| <b>PC25.</b> Document or transfer the query to the remote technical helpdesk for further assistance.                                               | -            | -               | -             | -          |
| <b>PC26.</b> Share all relevant details with the remote helpdesk technician to ensure seamless resolution.                                         | -            | -               | -             | -          |
| <b>PC27.</b> Log or escalate the issue to the field service team when on-site support is required.                                                 | -            | -               | -             | -          |
| <b>PC28.</b> Notify the appropriate department as per organizational protocol, ensuring proper communication flow.                                 | -            | -               | -             | -          |
| <i>Apply Health and Safety Measures at the workplace</i>                                                                                           | <b>2</b>     | <b>2</b>        | -             | -          |
| <b>PC29.</b> Follow standard health and safety procedures while handling customer queries related to electronic devices.                           | -            | -               | -             | -          |
| <b>PC30.</b> Maintain a safe and organized work environment as per company guidelines during customer interaction and complaint registration.      | -            | -               | -             | -          |
| <b>NOS Total</b>                                                                                                                                   | <b>40</b>    | <b>60</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                             |
|----------------------------|---------------------------------------------|
| <b>NOS Code</b>            | ELE/N4607                                   |
| <b>NOS Name</b>            | Profile the customer and register complaint |
| <b>Sector</b>              | Electronics                                 |
| <b>Sub-Sector</b>          | Consumer Electronics & IT Hardware          |
| <b>Occupation</b>          | After Sales Support                         |
| <b>NSQF Level</b>          | 4                                           |
| <b>Credits</b>             | 8                                           |
| <b>Version</b>             | 2.0                                         |
| <b>Last Reviewed Date</b>  | 07/10/2025                                  |
| <b>Next Review Date</b>    | 07/10/2028                                  |
| <b>NSQC Clearance Date</b> | 07/10/2025                                  |

## 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>                                                                                                                                                                                                                    | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC1.</b> understand the significance of employability skills in meeting the job requirements                                                                                                                                                                | -            | -               | -             | -          |
| <i>Constitutional values – Citizenship</i>                                                                                                                                                                                                                     | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices                                                                                                                         | -            | -               | -             | -          |
| <i>Becoming a Professional in the 21st Century</i>                                                                                                                                                                                                             | <b>1</b>     | <b>3</b>        | -             | -          |
| <b>PC3.</b> 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>                                                                                                                                                                                                                                    | <b>2</b>     | <b>3</b>        | -             | -          |
| <b>PC4.</b> speak with others using some basic English phrases or sentences                                                                                                                                                                                    | -            | -               | -             | -          |
| <i>Communication Skills</i>                                                                                                                                                                                                                                    | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC5.</b> follow good manners while communicating with others                                                                                                                                                                                                | -            | -               | -             | -          |
| <b>PC6.</b> work with others in a team                                                                                                                                                                                                                         | -            | -               | -             | -          |
| <i>Diversity &amp; Inclusion</i>                                                                                                                                                                                                                               | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC7.</b> communicate and behave appropriately with all genders and PwD                                                                                                                                                                                      | -            | -               | -             | -          |
| <b>PC8.</b> report any issues related to sexual harassment                                                                                                                                                                                                     | -            | -               | -             | -          |
| <i>Financial and Legal Literacy</i>                                                                                                                                                                                                                            | <b>3</b>     | <b>4</b>        | -             | -          |
| <b>PC9.</b> use various financial products and services safely and securely                                                                                                                                                                                    | -            | -               | -             | -          |

## Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                 |
|----------------------------|---------------------------------|
| <b>NOS Code</b>            | DGT/VSQ/N0101                   |
| <b>NOS Name</b>            | Employability Skills (30 Hours) |
| <b>Sector</b>              | Cross Sectoral                  |
| <b>Sub-Sector</b>          | Professional Skills             |
| <b>Occupation</b>          | Employability                   |
| <b>NSQF Level</b>          | 2                               |
| <b>Credits</b>             | 1                               |
| <b>Version</b>             | 1.0                             |
| <b>Last Reviewed Date</b>  | 17/12/2024                      |
| <b>Next Review Date</b>    | 17/12/2027                      |
| <b>NSQC Clearance Date</b> | 17/12/2024                      |

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

## Qualification Pack

**Minimum Aggregate Passing % at QP Level : 70**

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

## Assessment Weightage

Compulsory NOS

| National Occupational Standards                                                              | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage  |
|----------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|-------------|------------|
| ELE/N4606.Interact with customers on telephone to resolve non-technical and technical issues | 40           | 50              | -             | 10         | 100         | 40         |
| ELE/N4607.Profile the customer and register complaint                                        | 40           | 60              | -             | -          | 100         | 40         |
| DGT/VSQ/N0101.Employability Skills (30 Hours)                                                | 20           | 30              | -             | -          | 50          | 20         |
| <b>Total</b>                                                                                 | <b>100</b>   | <b>140</b>      | <b>-</b>      | <b>10</b>  | <b>250</b>  | <b>100</b> |

## Qualification Pack

### Acronyms

|             |                                                 |
|-------------|-------------------------------------------------|
| <b>NOS</b>  | National Occupational Standard(s)               |
| <b>NSQF</b> | National Skills Qualifications Framework        |
| <b>QP</b>   | Qualifications Pack                             |
| <b>TVET</b> | Technical and Vocational Education and Training |

## Qualification Pack

### Glossary

|                                              |                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Sector</b>                                | 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.                                                                      |
| <b>Sub-sector</b>                            | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.                                                                                                                                                                                     |
| <b>Occupation</b>                            | Occupation is a set of job roles, which perform similar/ related set of functions in an industry.                                                                                                                                                                                                |
| <b>Job role</b>                              | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.                                                                                                                                                                                |
| <b>Occupational Standards (OS)</b>           | 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. |
| <b>Performance Criteria (PC)</b>             | Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.                                                                                                                                                                    |
| <b>National Occupational Standards (NOS)</b> | NOS are occupational standards which apply uniquely in the Indian context.                                                                                                                                                                                                                       |
| <b>Qualifications Pack (QP)</b>              | 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.                                                                                                                       |
| <b>Unit Code</b>                             | Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'                                                                                                                                                                                                        |
| <b>Unit Title</b>                            | Unit title gives a clear overall statement about what the incumbent should be able to do.                                                                                                                                                                                                        |
| <b>Description</b>                           | 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.                                                                                                                   |
| <b>Scope</b>                                 | Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.                                                                                            |

## Qualification Pack

|                                         |                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Knowledge and Understanding (KU)</b> | 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.                                                                                                                                               |
| <b>Organisational Context</b>           | 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.                                                                                                                                                                       |
| <b>Technical Knowledge</b>              | Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.                                                                                                                                                                                                                                                               |
| <b>Core Skills/ Generic Skills (GS)</b> | 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. |
| <b>Electives</b>                        | 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.                                                                            |
| <b>Options</b>                          | 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.                                                                                                                                                          |