

Qualification Pack



Remote Helpdesk Operator (Electronics Product)

QP Code: ELE/Q4604

Version: 4.0

NSQF Level: 3

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ELE/Q4604: Remote Helpdesk Operator (Electronics Product)

Brief Job Description

The individual in this job role receives, understands and resolves customer's technical queries through telephone and interacts with customer to identify the problem, understand the cause, to trouble shoot and resolve the queries.

Personal Attributes

The job requires the individual to have: ability to develop customer confidence while talking on phone patience and positive attitude towards work to listen to diverse set of customers

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N3186: Proactive Customer Engagement and Issue Resolution](#)
2. [ELE/N3187: Smart Troubleshooting and Resolution for Customer Queries](#)
3. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	3
Credits	13
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5244.0302

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Minimum Educational Qualification & Experience	10th grade pass (Or equivalent) OR 8th grade pass with 3 Years of experience Relevant Experience in Consumer Electronics & IT Hardware OR Grade 8 pass with 2 years of (NTC/ NAC) after 8th OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience Relevant Experience in Consumer Electronics & IT Hardware
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	30/04/2028
NSQC Approval Date	08/05/2025
Version	4.0
Reference code on NQR	QG-03-EH-03976-2025-V4-ESSCI
NQR Version	4.0

Remarks:

NA

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ELE/N3186: Proactive Customer Engagement and Issue Resolution

Description

This NOS unit is about handle customer interactions over the phone efficiently by addressing queries, collecting and documenting accurate information, using digital tools, and meeting productivity and service quality targets

Scope

The scope covers the following :

- Understand the work requirement
- Engaging with the customer on phone
- Collect customer information on phone
- Start interacting with customer on phone
- Record the customer details and document the call
- Achieve productivity targets set by the company

Elements and Performance Criteria

Understand the work requirement

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

- PC1.** Perform to receive the instructions on daily target from superior and handling specific customer with unresolved queries
- PC2.** Access real-time customer data from cloud-based systems to check the number of calls and query types.
- PC3.** Determine to coordinate with repair centre or field technician for specific queries and perform to receive training on latest versions of products/ technology and software

Engaging with the customer on phone

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

- PC4.** Perform to call and greet the customer comfortable, welcome the customer or receive the customer call for customer care centre as per company's script
- PC5.** Prepare to introduce about yourself and enquire about customer's queries to be polite and patient
- PC6.** Implement automated call monitoring to ensure adherence to telephone etiquette and company policies.
- PC7.** Use real-time transcription tools to accurately record customer queries and confirm engagement satisfaction.

Collect customer information on phone

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

- PC8.** Perform to collect the customer related information such as name, account number, name, date of birth, e-mail, phone no. and reference no. of annual maintenance contract (AMC) hardware serial no.
- PC9.** Enable secure digital document sharing for identity verification if details do not match the database.

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PC10. Provide estimated wait times through automated voice systems or chatbots while checking customer details.

Start interacting with customer on phone

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

PC11. Perform to educate customer on relevant customer care policy of company

PC12. Notify customers of new policies, benefits, or schemes via omnichannel communication (SMS, email, app notifications)

PC13. Use screen-sharing or co-browsing tools to summarize and confirm information collected from customers.

Record the customer details and document the call

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

PC14. Check customer record and call details as per company policy

PC15. Prepare document the customer details in the company's ERP software for future tracking and reference

PC16. Determine query reference number to customer for future references

PC17. Prepare to create no mistakes in capturing customer's details

PC18. Verify incorrect details in existing database to extent allowed by company policy

Achieve productivity targets set by the company

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

PC19. Determine to achieve the target set for number of calls to attend in a period of time and to be closed successfully

PC20. Use customer feedback analysis tools to ensure confidence in the company's service standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of daily work targets, unresolved query handling, and escalation procedures.

KU2. Understanding how to access and interpret real-time customer data from CRM or cloud-based systems.

KU3. Familiarity with common customer queries, product updates, and troubleshooting techniques.

KU4. Awareness of company communication scripts and telephone etiquette guidelines.

KU5. Knowledge of tools like automated call monitoring and real-time transcription systems.

KU6. Understanding of customer identity verification processes and secure digital document handling.

KU7. Knowledge of customer care policies, AMC details, and service schemes.

KU8. Familiarity with ERP systems and procedures for call and data documentation.

KU9. Awareness of the importance of data accuracy and protocols for correcting customer information

KU10. Understanding of productivity metrics and how feedback tools are used to measure service quality.



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Generic Skills (GS)

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

- GS1.** Strong verbal communication skills to engage clearly and courteously with customers.
- GS2.** Active listening to understand customer concerns and gather necessary details.
- GS3.** Problem-solving ability to handle specific and unresolved customer queries efficiently.
- GS4.** Patience and empathy in dealing with frustrated or confused customers.
- GS5.** Time management to handle a large volume of calls within the required timeframe.
- GS6.** Technical literacy to use CRM tools, cloud systems, chatbots, and ERP platforms.
- GS7.** Attention to detail when entering or verifying customer information.
- GS8.** Adaptability to learn about new product updates, technology, and customer policies.
- GS9.** Data handling and documentation skills to maintain accurate records of customer interactions.
- GS10.** Analytical skills to interpret customer feedback and align service delivery with quality standards.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand the work requirement</i>	6	11	-	-
PC1. Perform to receive the instructions on daily target from superior and handling specific customer with unresolved queries	-	-	-	-
PC2. Access real-time customer data from cloud-based systems to check the number of calls and query types.	-	-	-	-
PC3. Determine to coordinate with repair centre or field technician for specific queries and perform to receive training on latest versions of products/technology and software	-	-	-	-
<i>Engaging with the customer on phone</i>	8	14	-	-
PC4. Perform to call and greet the customer comfortable, welcome the customer or receive the customer call for customer care centre as per company's script	-	-	-	-
PC5. Prepare to introduce about yourself and enquire about customer's queries to be polite and patient	-	-	-	-
PC6. Implement automated call monitoring to ensure adherence to telephone etiquette and company policies.	-	-	-	-
PC7. Use real-time transcription tools to accurately record customer queries and confirm engagement satisfaction.	-	-	-	-
<i>Collect customer information on phone</i>	6	11	-	-
PC8. Perform to collect the customer related information such as name, account number, name, date of birth, e-mail, phone no. and reference no. of annual maintenance contract (AMC) hardware serial no.	-	-	-	-
PC9. Enable secure digital document sharing for identity verification if details do not match the database.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Provide estimated wait times through automated voice systems or chatbots while checking customer details.	-	-	-	-
<i>Start interacting with customer on phone</i>	6	8	-	-
PC11. Perform to educate customer on relevant customer care policy of company	-	-	-	-
PC12. Notify customers of new policies, benefits, or schemes via omnichannel communication (SMS, email, app notifications)	-	-	-	-
PC13. Use screen-sharing or co-browsing tools to summarize and confirm information collected from customers.	-	-	-	-
<i>Record the customer details and document the call</i>	10	11	-	-
PC14. Check customer record and call details as per company policy	-	-	-	-
PC15. Prepare document the customer details in the company's ERP software for future tracking and reference	-	-	-	-
PC16. Determine query reference number to customer for future references	-	-	-	-
PC17. Prepare to create no mistakes in capturing customer's details	-	-	-	-
PC18. Verify incorrect details in existing database to extent allowed by company policy	-	-	-	-
<i>Achieve productivity targets set by the company</i>	4	5	-	-
PC19. Determine to achieve the target set for number of calls to attend in a period of time and to be closed successfully	-	-	-	-
PC20. Use customer feedback analysis tools to ensure confidence in the company's service standards	-	-	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3186
NOS Name	Proactive Customer Engagement and Issue Resolution
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	3
Credits	5
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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ELE/N3187: Smart Troubleshooting and Resolution for Customer Queries

Description

This NOS unit is about efficiently handle, diagnose, and resolve customer queries related to electronic appliances through remote support, accurate documentation, interdepartmental coordination, and customer-focused communication to ensure timely resolution and high satisfaction.

Scope

The scope covers the following :

- Receive the customer query
- Diagnose the problem by interacting with customer
- Identify the cause of problem
- Provide possible solutions for the query and close the call
- Interact with other departments regarding customer query
- Record and document the call

Elements and Performance Criteria

Receive the customer query

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

- PC1.** Perform to receive the customer query details from Customer Care Centre and develop basic understanding about the customer's query
- PC2.** Retrieve customer details, equipment references, and warranty/service coverage through automated systems.
- PC3.** Prepare to use the company's system (internal ERP software) to get customer details and update the query in querlog
- PC4.** Use automated speech recognition tools to gather information accurately.
- PC5.** Identify the problem at first time to close the call within specified turnaround time (TAT) and check whether the issue is software or hardware related

Diagnose the problem by interacting with customer

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

- PC6.** Prepare to ask both open-ended and close-ended questions to the customer to understand concerns related to the registered complaint regarding electronic appliances, while actively listening to their responses.
- PC7.** Examine the symptoms reported in the electronic appliance, identify potential problem areas, and ask diagnostic questions to the customer to assist in identifying the issue
- PC8.** Determine whether the malfunction in the electronic appliance is software- or hardware-related, and analyze the root cause to provide an appropriate and effective solution.

Identify the cause of problem

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

- PC9.** Determine to record all the symptoms and identify problems such as cooling fan not working, SMPS fault, Print head problem, broken switch

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- PC10.** Guide customers using step-by-step instructions delivered via screen-sharing or AR apps.
- PC11.** Use IoT-enabled devices to remotely monitor system performance and identify issues.
- PC12.** Prepare to ask relevant questions to understand the software level issues faced such as operating system corrupted, mistakenly installing a malware
- PC13.** Ensure to understand customer operating environment such as voltage fluctuation, customer negligence while handling the system

Provide possible solutions for the query and close the call

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

- PC14.** Identify to decide whether the query can be closed or resolved on phone
- PC15.** Determine to provide technical assistance such as reinstalling the operating system, uninstalling the malware, modifying the system configuration settings, reinstalling the driver software for software and system related issues
- PC16.** Use diagnostic software to guide customers through configuration settings or system checks.
- PC17.** Educate customers about cybersecurity practices, including avoiding pirated software and enabling regular updates.
- PC18.** Identify hardware-related issues in electronic home appliances and escalate to the field service team if resolution requires on-site inspection or repair.
- PC19.** Share estimated resolution timelines using automated notification systems.
- PC20.** Ensure to close the problems during the first call and avoid repeat / multiple calls for closure
- PC21.** Manage to resolve problems for the targeted number of calls per day or month within specified time per customer without wasting time of unrelated questioning or remote operations
- PC22.** Determine to avoid rework or further complaints from customer on the same technical issue
- PC23.** Collect customer feedback using post-call surveys and sentiment analysis tools.
- PC24.** Identify the document of the resolution for future references and achieve the target on number of call closures.

Interact with other departments regarding customer query

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

- PC25.** Determine to coordinate with field team and assign them on the query by providing all details on component failure, spares to be carried, etc
- PC26.** Identify to interact with customer care centre department to get customer and basic query details if there are any wrong transfer and educate them
- PC27.** Manage to decide accurately on requirement transferring the query to field service team
- PC28.** Understand to avoid wrong transfer of queries to another department
- PC29.** Provide detailed technician briefs via digital platforms for efficient resolution.

Record and document the call

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

- PC30.** Identify to check with customer about problems resolved
- PC31.** Determine to achieve 100% customer on satisfaction and rework if necessary
- PC32.** Educate customers using video tutorials or knowledge-base articles for proper equipment usage.
- PC33.** Determine to provide query reference number to customer for future references
- PC34.** Prepare the problems resolved documents and transferred to field service

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- PC35.** Prepare the record call status: open or closed, any specific external environment that may help identify cause of problems recurring in future, any query/ detail for which customer has to be called back
- PC36.** Understand to provide clear picture of problems encountered earlier on the same product and resolution provided
- PC37.** Perform accurately document all customer and query details for future reference

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding of customer query handling process, including call reception, query categorization, and turnaround time (TAT) goals.
- KU2.** Knowledge of ERP systems, customer databases, and querlog tools used to document and update customer issues.
- KU3.** Familiarity with common hardware and software problems in electronic appliances (e.g., SMPS fault, malware, OS issues).
- KU4.** Awareness of automated tools such as speech recognition, transcription systems, and IoT monitoring.
- KU5.** Knowledge of diagnostic procedures and methods to determine the root cause of appliance issues.
- KU6.** Understanding of cybersecurity practices and basic troubleshooting like OS reinstallation and driver updates.
- KU7.** Awareness of escalation processes and coordination requirements with field technicians for hardware-related issues.
- KU8.** Knowledge of company policies on data recording, resolution tracking, and customer satisfaction metrics.
- KU9.** Familiarity with omnichannel communication tools and methods for sharing estimated timelines and updates.
- KU10.** Understanding of documentation standards for call closures, recurring issues, and environmental factors impacting devices.

Generic Skills (GS)

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

- GS1.** Effective verbal communication to guide and support customers remotely during troubleshooting.
- GS2.** Active listening and questioning techniques (open and closed) to understand customer concerns accurately.
- GS3.** Problem-solving ability to distinguish between software and hardware issues and suggest appropriate solutions.
- GS4.** Time management skills to resolve queries within defined TAT and meet daily/monthly call targets.

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- GS5.** Technical proficiency in using ERP systems, diagnostic software, and remote access tools like screen-sharing.
- GS6.** Collaboration skills to coordinate with field service teams and other departments effectively.
- GS7.** Attention to detail while documenting query information, resolution steps, and customer data.
- GS8.** Adaptability to use new technologies like AR, IoT monitoring, and sentiment analysis tools.
- GS9.** Customer service orientation with focus on first-call resolution, customer satisfaction, and avoiding rework.
- GS10.** Analytical thinking to interpret system symptoms, customer environment, and past issues for accurate problem resolution.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive the customer query</i>	6	10	-	-
PC1. Perform to receive the customer query details from Customer Care Centre and develop basic understanding about the customer's query	-	-	-	-
PC2. Retrieve customer details, equipment references, and warranty/service coverage through automated systems.	-	-	-	-
PC3. Prepare to use the company's system (internal ERP software) to get customer details and update the query in querlog	-	-	-	-
PC4. Use automated speech recognition tools to gather information accurately.	-	-	-	-
PC5. Identify the problem at first time to close the call within specified turnaround time (TAT) and check whether the issue is software or hardware related	-	-	-	-
<i>Diagnose the problem by interacting with customer</i>	3	7	-	-
PC6. Prepare to ask both open-ended and close-ended questions to the customer to understand concerns related to the registered complaint regarding electronic appliances, while actively listening to their responses.	-	-	-	-
PC7. Examine the symptoms reported in the electronic appliance, identify potential problem areas, and ask diagnostic questions to the customer to assist in identifying the issue	-	-	-	-
PC8. Determine whether the malfunction in the electronic appliance is software- or hardware-related, and analyze the root cause to provide an appropriate and effective solution.	-	-	-	-
<i>Identify the cause of problem</i>	6	10	-	-
PC9. Determine to record all the symptoms and identify problems such as cooling fan not working, SMPS fault, Print head problem, broken switch	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Guide customers using step-by-step instructions delivered via screen-sharing or AR apps.	-	-	-	-
PC11. Use IoT-enabled devices to remotely monitor system performance and identify issues.	-	-	-	-
PC12. Prepare to ask relevant questions to understand the software level issues faced such as operating system corrupted, mistakenly installing a malware	-	-	-	-
PC13. Ensure to understand customer operating environment such as voltage fluctuation, customer negligence while handling the system	-	-	-	-
<i>Provide possible solutions for the query and close the call</i>	12	17	-	-
PC14. Identify to decide whether the query can be closed or resolved on phone	-	-	-	-
PC15. Determine to provide technical assistance such as reinstalling the operating system, uninstalling the malware, modifying the system configuration settings, reinstalling the driver software for software and system related issues	-	-	-	-
PC16. Use diagnostic software to guide customers through configuration settings or system checks.	-	-	-	-
PC17. Educate customers about cybersecurity practices, including avoiding pirated software and enabling regular updates.	-	-	-	-
PC18. Identify hardware-related issues in electronic home appliances and escalate to the field service team if resolution requires on-site inspection or repair.	-	-	-	-
PC19. Share estimated resolution timelines using automated notification systems.	-	-	-	-
PC20. Ensure to close the problems during the first call and avoid repeat / multiple calls for closure	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. Manage to resolve problems for the targeted number of calls per day or month within specified time per customer without wasting time of unrelated questioning or remote operations	-	-	-	-
PC22. Determine to avoid rework or further complaints from customer on the same technical issue	-	-	-	-
PC23. Collect customer feedback using post-call surveys and sentiment analysis tools.	-	-	-	-
PC24. Identify the document of the resolution for future references and achieve the target on number of call closures.	-	-	-	-
<i>Interact with other departments regarding customer query</i>	5	7	-	-
PC25. Determine to coordinate with field team and assign them on the query by providing all details on component failure, spares to be carried, etc	-	-	-	-
PC26. Identify to interact with customer care centre department to get customer and basic query details if there are any wrong transfer and educate them	-	-	-	-
PC27. Manage to decide accurately on requirement transferring the query to field service team	-	-	-	-
PC28. Understand to avoid wrong transfer of queries to another department	-	-	-	-
PC29. Provide detailed technician briefs via digital platforms for efficient resolution.	-	-	-	-
<i>Record and document the call</i>	8	9	-	-
PC30. Identify to check with customer about problems resolved	-	-	-	-
PC31. Determine to achieve 100% customer on satisfaction and rework if necessary	-	-	-	-
PC32. Educate customers using video tutorials or knowledge-base articles for proper equipment usage.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. Determine to provide query reference number to customer for future references	-	-	-	-
PC34. Prepare the problems resolved documents and transferred to field service	-	-	-	-
PC35. Prepare the record call status: open or closed, any specific external environment that may help identify cause of problems recurring in future, any query/ detail for which customer has to be called back	-	-	-	-
PC36. Understand to provide clear picture of problems encountered earlier on the same product and resolution provided	-	-	-	-
PC37. Perform accurately document all customer and query details for future reference	-	-	-	-
NOS Total	40	60	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3187
NOS Name	Smart Troubleshooting and Resolution for Customer Queries
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	3
Credits	7
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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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

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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

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- 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

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Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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 : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N3186.Proactive Customer Engagement and Issue Resolution	40	60	-	-	100	40
ELE/N3187.Smart Troubleshooting and Resolution for Customer Queries	40	60	-	-	100	40
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	100	150	-	-	250	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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