

QUALIFICATION FILE

In-Store Promoter

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☒ Apprenticeship

☒ Upskilling ☐ Dual/Flexi Qualification ☒ For ToT ☒ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 3.0

Submitted By:

Telecom Sector Skill Council

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Section 1: Basic Details

1.	Qualification Name	In-Store Promoter													
2.	Sector/s	Telecom													
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: (2022/TEL/TSSC/06998, V4.0)	Qualification Name of existing/previous version: In-store Promoter												
4.	a. OEM Name b. Qualification Name (Wherever applicable)														
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-03-TL-04070-2025-V2-TSSC	6. NCrf/NSQF Level: 3.0												
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate													
8.	Brief Description of the Qualification	An In-Store Promoter is responsible for effectively demonstrating and showcasing products using the Features, Advantages, and Benefits (FAB) approach. The individual engages customers by encouraging hands-on interaction with displayed products and addressing inquiries about product specifications and services.													
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>10th grade</td> <td></td> </tr> <tr> <td>2.</td> <td>8th grade pass</td> <td>3-year experience in sales and distribution</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 2.5</td> <td>1.5 years relevant experience in sales and distribution</td> </tr> </tbody> </table> b. Age: NA		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	10th grade		2.	8th grade pass	3-year experience in sales and distribution	3.	Previous relevant Qualification of NSQF Level 2.5	1.5 years relevant experience in sales and distribution
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	10th grade														
2.	8th grade pass	3-year experience in sales and distribution													
3.	Previous relevant Qualification of NSQF Level 2.5	1.5 years relevant experience in sales and distribution													
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrf))	14	11. Common Cost Norm Category (I/II/III) (wherever applicable): I												
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA													

13.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	☐ Offline ☐ Online ☒ Blended <table border="1" data-bbox="952 164 2051 339"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>150</td> <td>150</td> <td>120</td> <td></td> <td>420</td> </tr> <tr> <td>Online</td> <td>150</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	150	150	120		420	Online	150				
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)	150	150	120		420																			
Online	150																							
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015/5242.0401																						
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	In-Store Promoter (NSQF Level 3) → Team Leader- Store (NSQF Level 4)																						
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																						
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																						
18.	Is the Job Role Amenable to Persons with Disability	☒ Yes ☐ No If "Yes", specify applicable type of Disability: <i>Motor Impairment, Hearing Impairments, Speech and Language Disorders</i>																						
19.	How Participation of Women will be Encouraged	Encouraging the participation of women in the role of In-Store Promoter in the telecom sector can be achieved through strategies that foster diversity, inclusivity, and gender equality. This can include offering targeted training and skill development programs for female candidates interested in these roles. Additionally, creating a workplace culture that is safe, respectful, and inclusive, and free from harassment or discrimination, is crucial for ensuring equal opportunities for women in the telecom sector.																						
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	☒ Yes ☐ No NOS: TEL/N9106																						
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☒ Yes ☐ No Colleges ☐ Yes ☒ No																						
22.	Name and Contact Details of Submitting / Awarding Body SPOC (<i>In case of CS or MS, provide details of both Lead AB & Supporting ABs</i>)	Name: Praveen Sirohi Email: ceo@tsscindia.com Website: www.tsscindia.com Contact No.: 0124-4148029																						
23.	Final Approval Date by NSQC: 08-05-2025	24. Validity Duration: 3 years			25. Next Review Date: 30-04-2028																			

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job Training **Man.**-Mandatory **Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Handle telecom storefront and sales counter operations	TEL/N2108, v4.0	Core	3.0	6	50	70	60	-	180	30	50	-	20	100	35
2.	Assist customers in selecting and purchasing telecom products	TEL/N2109, v4.0	Core	3.0	6	60	60	60	-	180	30	50	-	20	100	35
3.	Follow sustainability practices in telecom retail and customer service operations	TEL/N9106, v1.0	Core	4.0	1	10	20	-	-	30	30	50	-	20	100	20
4.	Employability Skills (30 Hours)	DGT/VSQ/N0101, v1.0	Non-Core	2.0	1	30	-	-	-	30	20	30	-	-	50	10
Duration (in Hours) / Total Marks					14	150	150	120	-	420	110	180	-	60	350	100

Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 50 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: - % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, preferably Science/ Electrical/ Electronics/ IT and other relevant fields. Industry & Training Experience: 5 years of experience after Graduation in Telecom/Retail Domain. Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2601, v3.0". Minimum accepted score is 80% aggregate.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, preferably Science/ Electrical/ Electronics/ IT and other relevant fields. Industry & Training Experience: 7 years of experience after Graduation in Telecom/Retail Domain. Certification: "Master Trainer" mapped to the Qualification Pack "MEP/Q2602, v3.0". Minimum accepted score is 90% aggregate.
3.	Tools and Equipment Required for Training	☐ Yes ☐ No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, preferably Science/ Electrical/ Electronics/ IT and other relevant fields. Industry & Training Experience: 5 years of experience after Graduation in Telecom/Retail Domain. Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701, v3.0". Minimum accepted score is 80% aggregate.
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, preferably Science/ Electrical/ Electronics/ IT and other relevant fields. Industry & Training Experience: 7 years of experience after Graduation in Telecom/Retail Domain. Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701, v3.0". Minimum accepted score is 80% aggregate.
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, preferably Science/ Electrical/ Electronics/ IT and other relevant fields. Industry & Training Experience: Minimum 7 years of experience in Telecom/Retail Domain.

		Certification: "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702, v3.0" Minimum accepted score is 90% aggregate.
4.	Assessment Mode (<i>Specify the assessment mode</i>)	Offline/Online
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No (<i>details to be provided in Annexure-if it is different for Assessment</i>)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): NA
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): NA
3.	Government /Industry initiatives/ requirement (Yes/No): NA
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 16970
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: <i>Approved</i> If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (<i>Mandatory</i>)	<i>Annexure 1</i>
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	<i>Annexure 2</i>
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	<i>Annexure 6</i>
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	<i>Annexure 7</i>
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is "Blended Learning"</i>)	NA
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	Yes
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	<i>Annexure 8</i>
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	<i>Attached</i>

9.	Supporting Document: Career Progression (Mandatory - Public view)	Attached
10.	Supporting Document: Occupational Map (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	Attached
12.	Any other document you wish to submit:	NO

Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Handle Telecom Retail Store Operations - Organize the sales counter and product displays. - Handle billing, payments, and daily cash reconciliation. - Ensure proper inventory organization and stock replenishment. - Maintain cleanliness and orderliness of the store. - Adhere to health, safety, and security guidelines. Assist Customers with Product Selection - Understand customer needs and recommend suitable products. - Explain product features, plans, and offers. - Process sales, activations, and service requests. - Address customer queries and provide after-sales support. - Ensure customer satisfaction through personalized service. Follow Sustainable Practices - Follow digital billing and paperless transactions. - Educate customers on eco-friendly products and practices. - Handle e-waste for recycling or disposal. - Optimize store energy usage with efficient equipment. - Follow proper waste segregation and disposal protocols.	An In-Store Promoter at NSQF Level 3 is responsible for handling sales counter operations, assisting customers with product selection, and promoting sustainable practices in telecom retail. This role involves understanding standard procedures for managing product displays, processing sales transactions, and ensuring smooth customer service operations. The executive is expected to comprehend basic concepts of timely service delivery and product quality, interpret available product information, and effectively communicate with customers. Additionally, they play a role in organizing sales records, identifying common customer queries, and applying known solutions to ensure a satisfactory purchasing experience. Adherence to basic financial procedures, such as managing billing processes and handling digital payments, is also essential for this role.	3.0
Professional and Technical Skills/ Expertise/ Professional Knowledge	- Knowledge of telecom products, services, and pricing plans to assist customers in making informed choices. - Know how to handle sales counter operations,	An In-Store Promoter requires a defined range of skills to operate efficiently in a customer-facing environment. The executive handles routine sales activities, provides product recommendations, and assists customers in selecting telecom	3.0

	including billing, payment processing, and maintaining transaction records. • Understand the importance of maintaining accurate inventory records and ensuring timely stock replenishment. • Knowledge of effective customer engagement techniques to address queries, resolve complaints, and enhance satisfaction. • Know how sustainable practices, such as digital billing, energy conservation, and proper e-waste handling. • Understand the procedures for collecting, segregating, and disposing of e-waste in compliance with environmental regulations. • Know the health, safety, and security protocols for maintaining a safe retail environment. • Understanding of telecom industry regulations, company policies, and sustainability standards to ensure operational compliance.	products based on their preferences and needs. Key responsibilities include organizing product displays, maintaining store cleanliness, and ensuring the accurate handling of sales records and inventory. The role demands the ability to interpret product features, conduct basic troubleshooting, and respond to common service inquiries. Executives also apply basic digital literacy skills for processing transactions and using digital billing systems while ensuring compliance with store protocols and sustainability initiatives.	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Demonstrate effective communication skills to interact professionally with customers and team members. • Apply basic problem-solving techniques to handle customer queries and resolve common issues efficiently. • Exhibit time utilization skills to prioritize tasks, like sales and counter operations smoothly. • Maintain a positive attitude and customer-centric approach to enhance the overall service experience. • Follow organizational procedures to ensure accurate handling of cash, digital payments, and transaction records. • Adapt to new technologies and digital tools for billing, inventory organization, and product tracking. • Participate actively in team discussions and contribute ideas for improving sales and customer service processes.	Employment readiness and entrepreneurship skills for an In-Store Promoter focus on effective communication, teamwork, and customer engagement. Executives must exhibit personal motivation and a positive attitude to ensure smooth service delivery. Basic digital literacy is essential for processing payments, handling electronic records, and assisting customers with online services. They apply problem-solving skills to resolve routine customer concerns and use initiative to suggest suitable telecom products. Additionally, executives demonstrate responsibility in handling store operations, ensuring proper stock organization and replenishment, along with supporting sustainability practices. This role fosters skills that contribute to potential career growth or entrepreneurial ventures in telecom retail.	3.0

	Uphold ethical practices by promoting sustainable solutions, minimizing waste, and ensuring compliance with company policies.		
Broad Learning Outcomes/Core Skill	The Broad Learning Outcomes/Core Skill are: - Learn effective communication skills to interact effectively with customers, understand their needs, and provide suitable telecom product recommendations. - Enhance problem-solving abilities to address customer queries, resolve service issues, and ensure a smooth purchasing experience. - Build product knowledge to explain features, benefits, and pricing of telecom products and services accurately. - Improve digital literacy by using billing systems, handling digital payments, and managing customer records efficiently. - Foster a customer-centric mindset to deliver personalized service, promote sustainable practices, and maintain long-term customer relationships.	The In-Store Promoter role at NSQF Level 3 focuses on learning core skills required for handling day-to-day retail operations, assisting customers, and ensuring smooth sales processes. Executives apply standard procedures for organizing product displays, processing sales, and maintaining customer records. They demonstrate the ability to anticipate common customer queries, provide appropriate solutions, and collaborate with team members for efficient service delivery. The role also emphasizes understanding safety protocols, maintaining product quality standards, and promoting sustainable practices. Working under defined procedures, they take responsibility for the timely completion of tasks and ensure customer satisfaction in a predictable retail environment.	3.0
Responsibility	The responsibilities are: - Conduct counter operations - Handle customer interactions professionally - Process transactions and maintain records - Identify customer needs and recommend products - Guide customers in the purchasing process - Provide after-sales assistance - Use resources efficiently - Handle e-waste and waste disposal responsibly - Promote sustainable products and practices - Comply with environmental standards	An In-Store Promoter is responsible for effectively demonstrating and showcasing products using the Features, Advantages, and Benefits (FAB) approach. The individual engages customers by encouraging hands-on interaction with displayed products and addressing inquiries about product specifications and services	3.0

Annexure 2: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Various Types of Mobile Accessories	Pieces	10
2.	Various Type of Handsets (for Demonstration Purpose)	Pieces	6

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Projector
3. Computer/Laptop
4. Chairs
5. Tables
6. Whiteboard marker
7. Duster

Annexure 3: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	Ibus Network and infrastructure Pvt.Ltd.	TK Narayanan	Deputy General Manager Commercial	7th Floor Tower B, Vatika Towers Golf Crouse Road Sector 54 Gurugram ,Haryana India 122011		tk.narayanan@ibusnetworks.com	
2.	ICAI Computer & IT Skill Enhancement Institute (ICSE)	Er. Kamaljeet Kumar Sharma	Managing Director	#2266 (Site No. 24), Phase 7/Sector 61, S.A.S Nagar (Mohali) 160062, Punjab (India)		contact@icseinstitute.com kksmhl@gmail.com	
3.	JRS Global Networks Pvt.Ltd.	Arvind Yadav	Asst. Account Manager Telecom	A 22, Sector-65 Noida, UP-201307		account3@jrsgl.com	

4.	Expert Consultant & Coach for Telecom Fibre Optics, FTTx and Broadband	Dr. Anuj Shrivastava	Ex Executive Director Indian Telecom Services	Ghaziabad, UP		srianujkumar@gmail.com	
5.	Jio Platforms Limited (Jio)	Abhijay Singh Sisodia	Senior Manager	Office-101, Saffron, Nr.Centre Point, Panchwati 5 Rasta, Ambawadi, Ahmedabad-380006 Gujarat		abhijay.sisodia@ril.com	
6.	Vodafone India Shared Service Private Limited	Manmohan Sharma	Deputy General Manager	0-4th floor, Cluster D, Wing 3, EON Free Zone, Kharadi, Pune, Maharashtra 411014		manmohan.sharma@vodafone.com	
7.	Teoco	Naman Khosla Abhijay Singh Sisodia	Technical Consultant	Infotech Center -6th floor, 14/2 Old Delhi Gurgaon Road, Dundahera, Gurgaon - 122016, India		naman.khosla@teoco.com	
8.	Global Logic	Rashid Muhammad	Associate Manager	Plot No.7, Oxygen Business Park SEZ, Tower, 3, Noida-Greater Noida Expy, Sector 144, Noida, Uttar Pradesh 201304		rashid.muhammad@globallogic.com	
9.	Mahendra Technical Institute	Mahendra Brmukh	Chairman and Managing Director	1st Floor, 3/B M B Classic, Telco Road, Near Kailash Dairy, Chinchwad Station, Pune - 411019 Maharashtra, India		info.mtipune@gmail.com	
10.	Amazon	Anshul Gupta	Program Manager	Bangalore		anshigu@amazon.com	
11.	Stealth Mode Startup Company	Avadh Gupta	Founder, Co-Founder & Investor	Pune		avadhmacc@gmail.com	
12.	Ranitronics	Yakama Vijayasree Kumar	Founder & Technical Consultant	Villa 302, Namaha Rhythm, Road No. 1, Kavya Avenue, Bachupally, Hyderabad - 500090, Telangana		info@ranitronics.com	
13.	Eco Works	Deepali Sinha Khetriwal	Founder & CEO	C-601, Kalpataru Regency Phase 1, Kalyani Nagar, Pune 411006		deepali@ecowork.international	
14.	Himachal Futuristic Communications Limited (HFCL)	Amit Agarwal	VP PLM	8, Commercial Complex, Masjid Moth, Greater Kailash		amit.agarwal@hfcl.com	

				- 11, New Delhi -110048, India			
15	Tata Communication	Alka Asthana	Head of Regulatory Affairs	Next Gen Tower Outer Ring Road, GK-1, New Delhi – 110048		alka.asthanatelecom@gmail.com	
16	Reckitt Benckiser	Sachin Sharma	Demand Manager	Udyog Vihar, Phase V, Gurgaon, Haryana		sachin.sharma@rb.com	
17	Sycamore Informatics	Rahul Kumar Kaushik	Product Manager	No. 6, 2nd Floor, 2nd Main, Arekere, Off Bannerghatta Road, Bangalore 560076		rahul.kaushik@sycamoreinformatics.com	
18	Nokia	Saurabh Singh	Software Quality Engineer	L5 and L6 Building Manyata Embassy Business Park Outer Ring Road, Nagawara 560045		saaurabh.9.singh@nokia.com	
19	Edge Telecom	Arun Singh	Senior Project Engineer	9th floor, ILD Trade Centre, 904, main, Badshahpur Sohna Rd Hwy, near Subhash Chowk, Gurugram, Haryana 122018		arun.singh@edgetelecom.org	
20	Conduent	Prince Jain	Sr. Business Analyst	Plot No. 20, Candor Tech Space, Noida 201304		prince.jain@conduent.com	
21	Artificial Intelligence Technologies	Rohit Kumar Sharma	Manager – Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi,		rohit.sharma@aituniversal.com	
22	Ecom Express.in	Shekhar Poswal	Senior QA L1	10 th Floor, Ambience Corporate Tower II, Ambience Island, Gurugram 122001		Shekhar.p@ecomexpress.in	
23	Paarminder Electronics Process Consultancy	Paarminder Singh	Consultant	New Delhi		singhpaarminder@gmail.com	
24	Senryaku Consulting	Udit Kaushik	Co-founder	Senryaku Management Private Limited Address: UTC031, DLF The Ultima, Sector 81, Gurugram, HR 122004		udit.kau@gmail.com	
25	Sopra Steria	Rikan Singh Tomar	Team Leader	Plot No. 20 & 21, Seaview Special Economic Zone,		rikan.singh@soprasteria.com	

				Building 4, Sector 135, Noida, Uttar Pradesh 201304			
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Annexure 4: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2025	5091	3564	255	128	255	128
2026	5091	3564	255	128	255	128
2027	6788	4750	340	170	340	170

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
4.0	Dec 2021 to March 2022	3131	2497	2270									
4.0	April 2022 to March 2023	4810	3525	2906									
4.0	April 2023 to March 2024	3861	3324	2895									
4.0	April 2024 to March 2025	1771	1206	1163									

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

- 1.
- 2.

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure 5: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☒ Theory/ Lectures - Imparting theoretical and conceptual knowledge	LMS Portal- TSSC Telco Learning Portal will be utilized with online content/virtual lectures (Telcolearning.com)	100:100
2	☒ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	LMS Portal- TSSC Telco Learning Portal will be utilized with online content/virtual lectures (Telcolearning.com)	100:100
3	☐ Showing Practical Demonstrations to the learners		
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	☐ Tutorials/ Assignments/ Drill/ Practice		
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure 6: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
TEL/N2108: Handle telecom storefront and sales counter operations	Conduct counter operations	10	20	-	10
	PC1. adhere to grooming standards and dress code as per telecom store guidelines	2	4	-	2
	PC2. ensure the sales counter and display area are clean, organized, and visually appealing	2	4	-	2

	PC3. arrange telecom merchandise (handsets, SIM cards, accessories, etc.) to maximize visibility	2	4	-	2
	PC4. monitor stock levels and coordinate with store personnel for replenishment	2	4	-	2
	PC5. update product price tags, promotional signage, and store information boards regularly	2	4	-	2
	<i>Handle customer interactions professionally</i>	10	15	-	5
	PC6. greet and acknowledge customers professionally to ensure a welcoming experience	2	3	-	1
	PC7. respond to general customer queries regarding store policies, available products, and offers	2	3	-	1
	PC8. conduct product demonstrations for customers	2	3	-	1
	PC9. handle basic customer concerns and escalate unresolved issues to the store manager	2	3	-	1
	PC10. assist in managing customer queues and ensure orderly transactions	2	3	-	1
	<i>Process transactions and maintain records</i>	10	15	-	5
	PC11. process sales transactions, issue invoices, and handle cashless payments as per company policy	2	3	-	1
	PC12. follow proper billing procedures, ensuring accuracy in product details and pricing	2	3	-	1
	PC13. record daily sales transactions and submit reports to the store manager	2	3	-	1
	PC14. maintain updated logs for stock movement and product availability	2	3	-	1
	PC15. compile customer feedback on store experience and escalate recurring issues for resolution	2	3	-	1
Total Marks		30	50	-	20
TEL/N2109: Assist customers in selecting and purchasing telecom products	<i>Identify customer needs and recommend products</i>	11	18	-	7
	PC1. engage customers with open-ended and targeted questions to assess their telecom usage, preferences, and requirements	1.5	2.5	-	1
	PC2. explain telecom products, features, specifications, services, and offers in a clear and informative manner	2	3	-	1
	PC3. match customer needs with suitable telecom products such as smartphones, SIM cards, broadband plans, and accessories	1.5	2.5	-	1
	PC4. highlight ongoing promotional offers, discounts, and trade-in schemes	1.5	2.5	-	1
	PC5. upsell and cross-sell telecom products to maximize customer satisfaction and sales revenue	1.5	2.5	-	1
	PC6. provide information on emerging telecom technologies, including wearable devices and 5G connectivity	1.5	2.5	-	1
	PC7. educate customers on value-added services such as device protection plans and extended warranties	1.5	2.5	-	1
	<i>Guide customers in the purchasing process</i>	9	15	-	6
	PC8. assist customers in making informed purchase decisions by addressing their queries and concerns	1.5	2.5	-	1
	PC9. explain return policies, exchange options, and after-sales service support	1.5	2.5	-	1
	PC10. explain installment plans, financing options, and eligibility criteria where applicable	1.5	2.5	-	1

	PC11. ensure that customers understand product handling, activation steps, and warranty policies	1.5	2.5	-	1
	PC12. assist customers in completing necessary documentation, e.g. SIM activation and service registration	1.5	2.5	-	1
	PC13. ensure all Know Your Customer (KYC) verifications are conducted as per regulatory guidelines	1.5	2.5	-	1
	<i>Provide after-sales assistance</i>	<i>10</i>	<i>17</i>	<i>-</i>	<i>7</i>
	PC14. guide customers on activating new telecom services and troubleshooting connectivity issues	1.5	2.5	-	1
	PC15. assist customers with modifying existing plans, subscribing to add-ons, or cancelling services	1.5	2.5	-	1
	PC16. educate customers on self-service portals and mobile apps for managing their telecom	1.5	2.5	-	1
	PC17. assist customers in making online and in-store bill payments and recharges	1.5	2.5	-	1
	PC18. provide guidance on Mobile Number Portability (MNP) and service transfer procedures	1.5	2.5	-	1
	PC19. assist customers in troubleshooting common device and network-related issues	1.5	2.5	-	1
	PC20. escalate unresolved customer issues to the appropriate support team or technical personnel	1	2	-	1
Total Marks		30	50	-	20
TEL/N9106: Follow sustainability practices in telecom retail and customer service operations	<i>Use resources efficiently</i>	<i>9</i>	<i>15</i>	<i>-</i>	<i>6</i>
	PC1. use energy-efficient equipment and optimize electricity consumption by switching off unused devices	3	5	-	2
	PC2. follow water conservation measures to reduce wastage	3	5	-	2
	PC3. promote paperless operations by utilizing digital documentation and billing systems	3	5	-	2
	<i>Handle e-waste and waste disposal responsibly</i>	<i>9</i>	<i>15</i>	<i>-</i>	<i>6</i>
	PC4. follow proper procedures for collecting, segregating, and disposing of e-waste	3	5	-	2
	PC5. encourage customers to return used telecom products for recycling	3	5	-	2
	PC6. segregate biodegradable and non-biodegradable waste and ensure safe disposal of hazardous materials	3	5	-	2
	<i>Promote sustainable products and practices</i>	<i>8</i>	<i>15</i>	<i>-</i>	<i>6</i>
	PC7. offer eco-friendly and energy-efficient telecom products	3	5	-	2
	PC8. educate customers on sustainable choices and their benefits	3	5	-	2
	PC9. support responsible packaging initiatives by minimizing plastic usage	2	5	-	2
	<i>Comply with environmental standards</i>	<i>4</i>	<i>5</i>	<i>-</i>	<i>2</i>
	PC10. follow government and company-specific environmental policies	2	3	-	1
	PC11. assist in maintaining records of sustainability efforts for audits and regulatory compliance	2	2	-	1
Total Marks		30	50	-	20
DGT/VSQ/N0101: Employability Skills (30 Hours)	<i>Introduction to Employability Skills</i>	<i>1</i>	<i>1</i>	<i>-</i>	<i>-</i>
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	<i>1</i>	<i>1</i>	<i>-</i>	<i>-</i>

	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	-	-	-	-
	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	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	110	180	-	60

Annexure 7: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME verified by the other subject Matter Experts
- Questions are mapped with NOS and PC
- Question papers are prepared considering that levels 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified & trainer must be ToT Certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Center photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

The trainee will be tested for the acquired skill, knowledge and attitude through formative/ summative assessment at the end of the course and as this NOS and MC is adopted across sectors and qualifications, the respective AB can conduct the assessments as per their requirements.

Annexure 8: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
TSSC	Telecom Sector Skill Council
POS	Point-of-Sale
KYC	Know Your Customer
MNP	Mobile Number Portability

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf