

QUALIFICATION FILE

Call Center Executive

☒ 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

3rd Floor, Plot No 126, Sector - 44, Gurgaon - 122003

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Section 1: Basic Details

1.	Qualification Name	Call Center Executive													
2.	Sector/s	Telecom													
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: (2022/TEL/TSSC/07009, V4.0)	Qualification Name of existing/previous version: Telecom Customer Care Executive - Call Center/ Relationship Center												
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-04078-2025-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	A Call Center Executive is responsible for addressing customer queries, requests, and complaints through walk-in interactions and telephonic support, ensuring timely resolution. The role also involves promoting and selling the organization's products and services while maintaining a customer-centric approach.													
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 Pass</td> <td></td> </tr> <tr> <td>2.</td> <td>8th Grade Pass</td> <td>3-year of relevant experience in Customer Service – Client Handling</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 2.5</td> <td>1.5 year of experience in Customer Service – Client Handling</td> </tr> </tbody> </table> b. Age: NA		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	10 th Grade Pass		2.	8 th Grade Pass	3-year of relevant experience in Customer Service – Client Handling	3.	Previous relevant Qualification of NSQF Level 2.5	1.5 year of experience in Customer Service – Client Handling
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	10 th Grade Pass														
2.	8 th Grade Pass	3-year of relevant experience in Customer Service – Client Handling													
3.	Previous relevant Qualification of NSQF Level 2.5	1.5 year of experience in Customer Service – Client Handling													
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="952 167 2049 343"> <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>120</td> <td>180</td> <td>120</td> <td></td> <td>420</td> </tr> <tr> <td>Online</td> <td>120</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)	120	180	120		420	Online	120				
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)	120	180	120		420																			
Online	120																							
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015/5242.0303																						
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	Call Center Executive (Level 3) → Team Leader - Call Center (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 Call Center Executive can be achieved through strategies that promote diversity, inclusivity, and gender equality. This includes offering targeted training and skill development programs tailored for female candidates interested in client handling. Additionally, fostering a workplace culture that prioritizes safety, respect, and inclusivity—free from harassment or discrimination—is essential to 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																						
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: Mr. Praveen Sirohi Email: ceo@tsscindia.com Contact No.: 0124-4148029 Website: www.tsscindia.com																						
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 Customer Service and Sales Interactions	TEL/N0101, v5.0	Core	3.0	4	30	60	30	-	120	30	50	-	20	100	25
2.	Engage Customers and Assist in Telecom Showroom Operations	TEL/N0102, v5.0	Core	3.0	4	20	60	40	-	120	30	50	-	20	100	25
3.	Monitor, Review and Improve Self-Performance	TEL/N0115, v3.0	Core	3.0	3	20	30	40	-	90	30	50	-	20	100	20
4.	Maintain Workplace Efficiency and Personal Appearance	TEL/N2217, v1.0	Core	4.0	2	20	30	10	-	60	30	50	-	20	100	20
5.	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	120	180	120	-	420	140	230	-	80	450	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. Industry & Training Experience: Minimum 5 years of experience of Client Handling. Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2601". 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. Industry & Training Experience: Minimum 7 years of experience of Client Handling. Certification: "Master Trainer" mapped to the Qualification Pack "MEP/Q2602". 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. Industry & Training Experience: Minimum 5 years of experience of Client Handling. 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. Industry & Training Experience: Minimum 5 years of experience of Client Handling. 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. Industry & Training Experience: Minimum 7 years of experience of Client Handling. 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>
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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: 92890
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>	<i>NA</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>NA</i>
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 <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	Any other document you wish to submit:	<i>NO</i>

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	- Understanding the fundamentals of customer service, including customer engagement strategies and service protocols. - Knowledge of telecom industry regulations, company policies, and compliance requirements. - Awareness of different communication channels (voice calls, emails, chat support) and their respective best practices. - Familiarity with the principles of customer relationship management (CRM) and techniques for effective customer interaction. - Understanding of telecom products, services, pricing plans, and promotions to provide accurate information. - Knowledge of call flow processes, call escalation procedures, and service level agreements (SLAs). - Basics of sales techniques, including needs-based selling and cross-selling strategies. - Understanding workplace ethics, professional conduct, and corporate policies regarding customer data protection. - Awareness of service quality parameters such as first-call resolution (FCR) and average handling time (AHT). - Understanding problem-solving frameworks to handle customer complaints and escalations effectively.	A Call Center Executive at NSQF Level 3 requires a fundamental understanding of customer service processes, sales techniques, and telecom industry protocols. The role involves handling customer queries, requests, and complaints across multiple communication channels while ensuring adherence to company policies and industry regulations. Executives must be familiar with CRM software, call handling procedures, and data management techniques to maintain accurate customer records. Additionally, they need to understand the principles of effective communication, conflict resolution, and persuasion to enhance customer experience and promote telecom products and services. The role demands a structured approach to problem-solving, multitasking, and maintaining professionalism in high-pressure situations, aligning with the expected competencies at this level.	3.0
Professional and Technical Skills/ Expertise/ Professional Knowledge	- Proficiency in handling inbound and outbound calls efficiently while maintaining high service quality. - Ability to use call center software, including CRM tools, call routing systems, and ticketing platforms. - Capability to navigate and update customer databases with accurate information. - Knowledge of using soft skills such as empathy, active	A Call Center Executive at NSQF Level 3 is equipped with technical and professional expertise in managing telecom customer interactions, assisting in showroom operations, and monitoring self-performance. The individual must be proficient in operating call distribution systems, CRM tools, and digital communication platforms to track and resolve customer queries efficiently. The role involves identifying sales opportunities, upselling telecom products, and providing	3.0

	listening, and persuasive communication in customer interactions. • Expertise in handling difficult customers, de-escalation techniques, and conflict resolution strategies. • Proficiency in scripting responses, handling objections, and maintaining a professional tone. • Technical knowledge of telecom services such as mobile plans, internet services, and value-added services (VAS). • Skills in identifying customer needs and recommending suitable products or service upgrades. • Ability to adhere to data security measures, ensuring the confidentiality of customer information. • Familiarity with troubleshooting basic telecom-related issues to assist customers effectively. • Ability to multitask between different customer interactions, documentation, and reporting.	accurate service-related information. Executives should also possess strong documentation and data entry skills to update customer interactions, maintain call logs, and monitor service levels. Additionally, they must follow standard operating procedures (SOPs) for complaint resolution and escalate issues to the appropriate departments when necessary. Their ability to manage workload, adhere to service level agreements (SLAs), and ensure workplace efficiency reflects their competency at NSQF Level 3.	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Strong problem-solving abilities to address and resolve customer concerns proactively. • Time management skills to handle multiple calls, emails, and tasks efficiently. • Goal-oriented mindset to achieve key performance indicators (KPIs) such as sales targets and customer satisfaction scores. • Adaptability to rapidly changing telecom industry trends, product updates, and customer preferences. • Self-motivation and resilience to work in a fast-paced, high-pressure environment. • Persuasive and negotiation skills to upsell products, close deals, and retain customers. • Emotional intelligence and stress management skills to handle irate customers professionally. • Entrepreneurial thinking to identify new sales opportunities and contribute to business growth. • Ability to work independently as well as in a team environment to enhance overall efficiency.	The employment readiness and entrepreneurial mindset for a Call Center Executive focus on customer engagement, sales aptitude, and adaptability in a dynamic work environment. The individual must demonstrate problem-solving skills, resilience, and goal-oriented behavior to meet performance targets. Strong communication, negotiation, and persuasion skills are critical for handling customer objections and maximizing sales opportunities. Executives must also be adaptable to different customer needs, industry trends, and evolving telecom technologies. They should exhibit time management, active listening, and decision-making abilities to enhance customer satisfaction and retention. Understanding business objectives, revenue generation, and customer relationship management further supports their ability to succeed in both employment and entrepreneurial ventures.	3.0

	Professional grooming and workplace etiquette to maintain a positive brand image.		
Broad Learning Outcomes/Core Skill	- Ability to engage with customers in a professional, courteous, and effective manner. - Development of strong verbal and written communication skills to convey information clearly. - Capacity to follow structured workflows, standard scripts, and service guidelines. - Skills in analyzing customer needs and providing relevant service solutions. - Ability to operate digital communication platforms such as chat, email, and social media for customer support. - Understanding of the importance of maintaining accuracy in documentation and record-keeping. - Adaptability to use different tools, software, and technical resources to enhance efficiency. - Ability to manage emotions and remain patient in stressful situations, ensuring service quality. - Collaboration and teamwork skills to coordinate with colleagues and supervisors. - Ability to receive constructive feedback and apply it for continuous improvement.	The Call Center Executive role at NSQF Level 3 requires the ability to handle customer interactions effectively, resolve complaints, and support telecom sales operations. Executives must demonstrate proficiency in inbound and outbound call handling, showroom assistance, and self-performance monitoring. The role emphasizes core communication skills, including active listening, empathy, and clarity in speech. Additionally, individuals should be able to manage work priorities, adhere to service quality standards, and use digital tools for reporting and documentation. They must develop skills in handling difficult customer interactions, maintaining professionalism, and working collaboratively within a team environment. By applying these core skills in a structured work setting, they contribute to enhanced customer experience and business growth.	3.0
Responsibility	- Addressing customer queries, complaints, and service requests with a problem-solving approach. - Ensuring accuracy in information provided to customers, avoiding miscommunication or misinformation. - Following established processes and company policies to maintain compliance and service quality. - Managing time effectively to handle multiple customer interactions while maintaining quality standards. - Keeping track of personal performance, identifying areas of improvement, and taking corrective actions. - Maintaining professional behavior, including personal grooming, workplace discipline, and positive interactions. - Demonstrating accountability in handling customer	A Call Center Executive is responsible for providing accurate information, resolving customer complaints, and ensuring seamless service delivery through multiple interaction channels. The individual must maintain professionalism, adhere to service standards, and handle customer queries with efficiency and courtesy. They are accountable for recording customer interactions, managing service requests, and ensuring timely resolutions while following company guidelines and escalation procedures. Additionally, they must monitor their performance, seek feedback for improvement, and align their work with business objectives. Their role demands responsibility in managing workplace efficiency, maintaining personal presentation, and	3.0

	interactions, ensuring follow-ups and issue resolution. - Upholding the company's reputation by delivering excellent customer service and promoting brand loyalty. - Documenting and reporting customer feedback to contribute to service improvements. - Complying with security protocols and safeguarding customer information to prevent data breaches.	upholding service excellence in a customer-focused environment.	
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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.	Black/White Board	Pieces	1
2.	Call Receiving & Distribution Setup (Epabx Or Server Based)	pieces	1
3.	Computers/Laptop	pieces	11
4.	Crm Tool/Equivalent Software	Pieces	1
5.	Headsets	pieces	11
6.	Mic	Pieces	11
7.	Projection System With Pc/Laptop	pieces	1
8.	Voice/Accent Trainer Tool/Software	Pieces	1

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	avadhmac@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 Khatriwal	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 - 11, New Delhi - 110048, India	amit.agarwal@hfcl.com	
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	saurabh.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,	arun.singh@edgetelecom.org	

				Gurugram, Haryana 122018			
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, Building 4, Sector 135, Noida, Uttar Pradesh 201304		rikan.singh@soprasteria.com	

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	27867	19513	1393	696	1393	696
2026	27867	19513	1393	696	1393	696
2027	37156	26000	1857	928	1857	928

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	16574	12748	11475									
4.0	April 2022 to March 2023	20213	17485	15077									
4.0	April 2023 to March 2024	21591	18024	16413									
4.0	April 2024 to March 2025	19031	12413	11639									

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
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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/N0101: Handle Telecom Customer Service and Sales Interactions	<i>Address customer queries, requests, and complaints</i>	16	20	-	10
	PC1. collect and log customer queries, requests, or complaints using the prescribed format	1	2	-	1
	PC2. assess customer details and history using Customer Relationship Management (CRM) tools to provide accurate responses	2	2	-	1
	PC3. categorize customer interactions and initiate appropriate resolution processes	2	2	-	1
	PC4. address customer queries, requests, and complaints in a timely manner	2	2	-	1
	PC5. respond courteously and efficiently to customer inquiries via phone and in person	2	2	-	1
	PC6. prioritize customer interactions based on the urgency of their queries or complaints	2	2	-	1
	PC7. provide immediate solutions where possible and communicate the estimated resolution time for pending requests	1	2	-	1
	PC8. follow escalation procedures for unresolved queries and seek guidance from supervisors	1	2	-	1
	PC9. inform customers about the status of their complaints and resolutions	1	2	-	1
	PC10. coordinate with relevant departments to ensure timely resolution of customer concerns	1	1	-	0.5
	PC11. document customer interactions and resolutions accurately in the CRM system	1	1	-	0.5
	<i>Conduct inbound and outbound calls for service and sales</i>	14	30	-	10

	PC12. follow standard calling scripts and comply with telecalling guidelines	2	4	-	1
	PC13. handle incoming and outgoing calls professionally, addressing customer needs and concerns	2	4	-	1
	PC14. adhere to organizational guidelines related to Average Call Handling Time (ACHT), Average Hold Time (AHT), and Turnaround Time (TAT)	2	5	-	2
	PC15. collect and verify customer data for service and sales interactions	2	5	-	1
	PC16. identify potential sales opportunities by analyzing customer usage patterns and preferences	2	4	-	1
	PC17. present suitable telecom products and services, highlighting Features, Advantages, and Benefits (FABs)	1	2	-	1
	PC18. offer customized solutions based on customer requirements	1	2	-	1
	PC19. document customer feedback, inquiries, and complaints in the system	1	2	-	1
	PC20. coordinate with sales and marketing teams for lead management and follow-ups	1	2	-	1
	Total Marks	30	50	-	20
TEL/N0102: Engage Customers and Assist in Telecom Showroom Operations	<i>Interact effectively with customers</i>	<i>21</i>	<i>30</i>	<i>-</i>	<i>13</i>
	PC1. attend to customers by providing personalized service in a professional manner	3	4	-	2
	PC2. inquire about customer's requirements for products and services	3	4	-	2
	PC3. provide tailored solutions by aligning customer needs with the organization's offerings	4	4	-	2
	PC4. inform customers about various promotions, loyalty programs, and bundled offers	4	4	-	2
	PC5. guide customers in selecting the right products/services based on their preferences and needs	2	4	-	2
	PC6. process sales transactions, issue invoices, and ensure accurate billing	3	5	-	2
	PC7. follow up with customers' post-purchase to ensure satisfaction and build long-term relationships	2	5	-	1
	<i>Assist in showroom upkeep and sales</i>	<i>9</i>	<i>20</i>	<i>-</i>	<i>7</i>
	PC8. maintain showroom displays clean and presentable in alignment with company branding policies	1	4	-	1
	PC9. restock products and update price tags as per company policies, through coordination with the supervisor	2	4	-	1
	PC10. track daily sales, footfall, and customer inquiries to help analyze showroom performance	2	4	-	2
	PC11. identify upselling and cross-selling opportunities to maximize sales revenue	2	4	-	2
	PC12. adhere to the recommended security measures for cash handling, inventory, and customer data privacy	2	4	-	1
	Total Marks	30	50	-	20
TEL/N0115: Monitor, Review and Improve Self-Performance	<i>Track and document work performance</i>	<i>10</i>	<i>20</i>	<i>-</i>	<i>8</i>
	PC1. record daily work-related metrics such as login hours, customer interactions, call handling time, and attendance	3	6	-	2
	PC2. maintain accurate records of completed tasks and escalate issues as per company guidelines	4	7	-	3
	PC3. compare personal performance against assigned sales, service, or operational targets	3	7	-	3

	<i>Identify areas for improvement</i>	10	20	-	8
	PC4. collect and review customer and supervisor feedback related to service quality and work efficiency	3	6	-	3
	PC5. identify strengths and areas for improvement based on feedback and audit results	4	7	-	2
	PC6. implement corrective actions suggested by supervisors to enhance work performance	3	7	-	3
	<i>Review performance improvement with supervisor</i>	10	10		4
	PC7. conduct periodic performance reviews to discuss progress and improvement areas	3	4	-	2
	PC8. seek clarifications on expectations and apply suggested strategies for better efficiency	4	3	-	1
	PC9. adapt to changes in work processes and performance requirements	3	3	-	1
	Total Marks	30	50	-	20
TEL/N2217: Maintain Workplace Efficiency and Personal Appearance	<i>Maintain professional appearance</i>	10	20	-	10
	PC1.adhere to prescribed uniform/dress code and grooming standards as per organizational guidelines	2	4	-	2
	PC2.maintain personal hygiene and professional etiquette in the workplace	2	6	-	3
	PC3.wear and display identification badges as per standard operating procedures	3	6	-	3
	PC4.greet customers courteously, understand their concerns, and provide relevant assistance	3	4	-	2
	<i>Organize and manage the work area</i>	20	30	-	10
	PC5.log customer queries, complaints, and service requests in Customer Relationship Management(CRM) software, registers, or other designated software	3	5	-	3
	PC6.record and update daily customer interactions, service requests, and unit intake for repair/replacement	3	5	-	2
	PC7.verify and validate customer documents for service processing, ensuring compliance with company policies	4	5	-	2
	PC8.monitor turnaround time and adherence to Service Level Agreements (SLAs) for customer resolutions	4	5	-	1
	PC9.utilize digital tools and applications to streamline data entry, tracking, and customer service processes	3	5	-	1
	PC10. manage workload efficiently to meet productivity, service, and quality benchmarks	3	5	-	1
	Total Marks	30	50	-	20
DGT/VSQ/N0101: Employability Skills (30 Hours)	<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	-	-	-	-
	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	140	230		80

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
TRAI	Telecom Regulatory Authority of India
CRM	Customer Relationship Management
CSAT	Customer Satisfaction Score
AHT	Average Handling Time
FCR	First Call Resolution
IVR	Interactive Voice Response
KPI	Key Performance Indicator
SLAs	Service Level Agreements
VOC	Voice of Customer
BPO	Business Process Outsourcing
SOP	Standard Operating Procedure
NPS	Net Promoter Score
LTV	Lifetime Value (of a customer)
TAT	Turnaround Time
ACD	Automatic Call Distributor
CX	Customer Experience

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

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