QUALIFICATION FILE

Telecom Customer Care Executive - Repair Center

☒ 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: 4.0

Submitted By:

Telecom Sector Skill Council

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

Email: tssc@tsscindia.com

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Section 1: Basic Details

1.	**Qualification Name**	**Telecom Customer Care Executive - Repair Center**	
2.	**Sector/s**	**Telecom**	
3.	**Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM**	**NQR Code & version of existing/previous qualification:** *(2022/TEL/TSSC/07003, V4.0)*	**Qualification Name of existing/previous version:** Telecom Customer Care Executive - Repair Center
4.	**a. OEM Name** **b. Qualification Name** (*Wherever applicable)*		
5.	**National Qualification Register (NQR) Code &Version** (*Will be issued after NSQC approval)*	QG-04-TL-04071-2025-V2-TSSC	**6. NCrF/NSQF Level:** *4.0*
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 Telecom Customer Care Executive – Repair Center is responsible for providing in-person customer support, addressing queries, processing service requests, and resolving complaints efficiently. The role involves performing basic troubleshooting of mobile handsets and accessories, coordinating with front-end support teams for issue resolution, and escalating complex cases requiring back-end intervention.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	**a. Entry Qualification & Relevant Experience:**	

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)
1.	12th Grade Pass	
2.	Completed 2nd year of 3-year diploma (after 10th) in Customer Service Management/ Electronics and Communication Engineering/ Retail Management	
3.	10th Grade Pass	3 years of experience in handheld device repair
4.	Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th grade pass	3 years of experience in handheld device repair
5.	Previous relevant Qualification of NSQF Level 3.5	1.5 years of experience in handheld device repair

b. Age: NA

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<table>
<tr><td>10.</td><td>Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))</td><td>15</td><td colspan="2">11. Common Cost Norm Category (I/II/III) (wherever applicable): I</td></tr>
<tr><td>12.</td><td>Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)</td><td colspan="3">NA</td></tr>
<tr><td>13.</td><td>Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</td><td colspan="3">☐Offline ☐Online ☒Blended
<table>
<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>
<tr><td>Classroom (offline)</td><td>180</td><td>150</td><td>120</td><td></td><td rowspan="2">450</td></tr>
<tr><td>Online</td><td>180</td><td></td><td></td><td></td></tr>
</table>
(Refer Blended Learning Annexure for details)</td></tr>
<tr><td>14.</td><td>Aligned to NCO/ISCO Code/s (if no code is available mention the same)</td><td colspan="3">NCO-2015/5242.0301</td></tr>
<tr><td>15.</td><td>Progression path after attaining the qualification (Please show Professional and Academic progression)</td><td colspan="3">Telecom Customer Care Executive – Repair Center (NSQF Level 4) → Telecom Customer Care In-charge (NSQF Level 4.5)</td></tr>
<tr><td>16.</td><td>Other Indian languages in which the Qualification & Model Curriculum are being submitted</td><td colspan="3">Hindi</td></tr>
<tr><td>17.</td><td>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</td><td colspan="3">☐ Yes ☒ No URLs of similar Qualifications:</td></tr>
<tr><td>18.</td><td>Is the Job Role Amenable to Persons with Disability</td><td colspan="3">☒ Yes ☐ No
If “Yes”, specify applicable type of Disability: Motor Impairment, Hearing Impairments, Speech and Language Disorders</td></tr>
<tr><td>19.</td><td>How Participation of Women will be Encouraged</td><td colspan="3">Encouraging the participation of women in the role of Telecom Customer Care Executive - Repair Center 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.</td></tr>
<tr><td>20.</td><td>Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)</td><td colspan="3">☒ Yes ☐ No
NOS: TEL/N9108</td></tr>
<tr><td>21.</td><td>Is Qualification Suitable to be Offered in Schools/Colleges</td><td colspan="3">Schools ☐ Yes ☐ No Colleges ☒ Yes ☐ No</td></tr>
<tr><td>22.</td><td>Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)</td><td colspan="3">Name: Mr. Praveen Sirohi
Email: ceo@tsscindia.com Contact No.: 0124-4148029
Website: www.tsscindia.com</td></tr>
</table>

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23.	**Final Approval Date by NSQC:** *08-05-2025*	**24. Validity Duration: 3 years**	**25. Next Review Date:** *30-04-2028*

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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/NSQF 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.	Maintain workplace efficiency and personal appearance	TEL/N2217, v1.0	Core	4.0	2	20	30	10	-	60	30	50	-	20	100	15
2.	Troubleshoot basic mobile handset/accessory issues and coordinate repair or replacement	TEL/N2201, v4.0	Core	4.0	10	90	100	110	-	300	30	50	-	20	100	60
3.	Follow sustainability practices in telecom operations	TEL/N9108, v1.0	Core	4.0	1	10	20	-	-	30	30	50	-	20	100	15
4.	Employability Skills (60 Hours)	DGT/VSQ/N0102, v1.0	Non-Core	4.0	2	60	-	-	-	60	20	30	-	-	50	10
Duration (in Hours) / Total Marks					15	180	150	120	-	450	110	180	-	60	350	100

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 70 % *(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.)*

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Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline, preferably Electronics and Communication /Telecom/ Information Technology/ Computer Science and other relevant fields. **Industry & Training Experience:** Minimum 6 years of experience after Graduation in Telecom/Retail. **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)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline, preferably Electronics and Communication /Telecom/ Information Technology/ Computer Science and other relevant fields. **Industry & Training Experience:** Minimum 8 years of experience after Graduation in Telecom/Retail. **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 (*If "Yes", details to be provided in Annexure)*
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)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline, preferably Electronics and Communication /Telecom/ Information Technology/ Computer Science and other relevant fields. **Industry & Training Experience:** Minimum 6 years of experience after Graduation in Telecom/Retail. **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)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline, preferably Electronics and Communication /Telecom/ Information Technology/ Computer Science and other relevant fields. **Industry & Training Experience:** Minimum 6 years of experience after Graduation in Telecom/Retail. **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)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline, preferably Electronics and Communication /Telecom/ Information Technology/ Computer Science and other relevant fields. **Industry & Training Experience:** Minimum 8 years of experience after Graduation in Telecom/Retail.

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

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:** 12820
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** *Approved* 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 *(Mandatory)*	*Annexure 1*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Annexure 2*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Annexure 6*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Annexure 7*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*NA*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*NA*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Annexure 8*
8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Attached*

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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:**	*N0*

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	**Maintain workplace efficiency and personal appearance** • Maintain professional appearance • Organize and manage the work area **Troubleshoot basic mobile handset/accessory issues and coordinate repair or replacement** • Diagnose and troubleshoot issues • Coordinate with technical teams for repair/replacement **Follow sustainability practices in telecom operations** • Identify recyclable, reusable, and disposable components • Adhere to environmental standards • Follow sustainable repair practices • Comply with sustainability protocols	A Telecom Customer Care Executive – Repair Center at NSQF Level 4 diagnoses, troubleshoots, and coordinates the repair or replacement of mobile handsets and accessories. They ensure workplace efficiency by organizing the work area and maintaining a professional appearance to enhance customer satisfaction. The role emphasizes sustainability through identifying recyclable components, adhering to environmental standards, and following sustainable repair practices. With expertise in troubleshooting and compliance, they ensure efficient operations, customer support, and environmental responsibility.	4.0
Professional and Technical Skills/ Expertise/ Professional Knowledge	• Know how to diagnose and troubleshoot basic mobile handset and accessory issues accurately. • Understand the process of coordinating with technical teams for repair or replacement to ensure timely resolution. • Know how to maintain workplace efficiency by organizing and managing the work area effectively. • Understand the importance of maintaining a professional	A Telecom Customer Care Executive – Repair Center requires a combination of theoretical knowledge and hands-on expertise to diagnose, troubleshoot, and coordinate the repair or replacement of mobile handsets and accessories. The role emphasizes sustainability by identifying recyclable components, adhering to environmental standards, and following sustainable repair practices. Technicians must	4.0

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	appearance to deliver a positive customer experience. • Know how to identify recyclable, reusable, and disposable components in telecom operations. • Understand environmental standards and sustainability protocols relevant to telecom repair practices. • Know how to follow sustainable repair practices and ensure compliance with waste management guidelines. • Understand customer service best practices to enhance satisfaction and ensure effective communication. • Know how to document and report issues accurately to support seamless repair processes and record-keeping.	comply with health, safety, and environmental regulations while ensuring responsible resource management. Thus, this role aligns with NSQF Level 4, focusing on operational efficiency, customer satisfaction, and environmental responsibility in telecom repair services.	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Identify customer issues accurately and collaborate with technical teams for effective resolution. • Select appropriate troubleshooting methods to diagnose and resolve mobile handset and accessory problems. • Develop effective communication skills to interact with customers and provide clear, professional support. • Demonstrate the ability to organize and manage the work area for efficient operations. • Apply time management techniques to prioritize tasks and meet service deadlines. • Define sustainable practices by recognizing recyclable components and adhering to environmental standards. • Demonstrate a customer-centric approach to ensure satisfaction and maintain service quality. • Apply problem-solving skills to address technical issues and improve service efficiency. • Develop an entrepreneurial mindset by identifying opportunities for service improvement and innovation. • Demonstrate professionalism through personal appearance, workplace conduct, and ethical practices.	Employment readiness and entrepreneurship skills for a Telecom Customer Care Executive – Repair Center focus on technical expertise, customer service, and professional growth. Executives must identify issues, troubleshoot effectively, and collaborate with technical teams while maintaining workplace efficiency and professional conduct. They ensure compliance with regulations, apply sustainable practices, and optimize workflows. By enhancing problem-solving skills and fostering an entrepreneurial mindset, they support innovation and career growth. Therefore, this role is classified at Level 4.	4.0
Broad Learning Outcomes/Core Skill	The Broad Learning Outcomes/Core Skill are: • Diagnose and troubleshoot mobile handset and accessory issues accurately. • Collaborate with technical teams to coordinate	The Telecom Customer Care Executive – Repair Center role at NSQF Level 4 involves diagnosing, troubleshooting, and coordinating mobile handset and accessory repairs. Executives identify issues, collaborate with technical teams,	4.0

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	effective repair and replacement processes. • Maintain a professional appearance and organize the work area for operational efficiency. • Apply customer service skills to ensure clear communication and customer satisfaction. • Follow sustainability practices by identifying recyclable components and managing waste responsibly. • Adhere to safety, environmental, and regulatory standards in telecom operations. • Demonstrate time management and problem-solving skills to meet service deadlines. • Develop an entrepreneurial mindset to identify opportunities for service improvement and innovation. • Ensure accurate documentation of repair activities and customer interactions. • Enhance professional growth through continuous learning and adapting to emerging telecom technologies.	and ensure customer satisfaction while maintaining efficiency and professional conduct. They demonstrate problem-solving, communication, and time management skills, follow safety protocols, and adhere to sustainability practices. Working under supervision, they apply technical knowledge in familiar environments, aligning with NSQF Level 4.	
Responsibility	**The responsibilities are:** • Maintain professional appearance • Organize and manage the work area • Diagnose and troubleshoot issues • Coordinate with technical teams for repair/replacement • Identify recyclable, reusable, and disposable components • Adhere to environmental standards • Follow sustainable repair practices • Comply with sustainability protocols	A Telecom Customer Care Executive – Repair Center is responsible for providing in-person customer support, addressing queries, processing service requests, and resolving complaints efficiently. The role involves performing basic troubleshooting of mobile handsets and accessories, coordinating with front-end support teams for issue resolution, and escalating complex cases requiring back-end intervention.	4.0

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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.	Mic	Pieces	11
2.	Headsets	Pieces	11
3.	CRM Tool/Equivalent Software	Pieces	1
4.	Call Receiving & Distribution Setup (Epabx Or Server Based)	Pieces	1
5.	Voice/Accent Trainer Tool/Software	Pieces	1
6.	Cleaning Brush	Pieces	5
7.	Antistatic Gloves	Pieces	30
8.	Antistatic Mats	Pieces	5
9.	Cleaning Solution (e.g., IPA - Iso Propyl Alcohol)	Pieces	5

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

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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.	ICAII 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		anshlgu@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	

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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 - 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, 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	10th 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	

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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	3846	2692	192	96	192	96
2026	3846	2692	192	96	192	96
2027	5128	3590	256	128	256	128

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	April 2023 to March 2024	257	210	200									
4.0	April 2024 to March 2025	10000	-	-									

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.

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Content availability for previous versions of qualifications:

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

Languages in which Content is available:

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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/N2215: Maintain workplace efficiency and personal appearance	*Maintain professional appearance*	*12*	*20*	-	*8*
	PC1. adhere to prescribed uniform/dress code and grooming standards as per organizational guidelines	3	5	-	2
	PC2. maintain personal hygiene and professional etiquette in the workplace	3	5	-	2
	PC3. wear and display identification badges as per standard operating procedures	3	5	-	2
	PC4. greet customers courteously, understand their concerns, and provide relevant assistance	3	5	-	2
	Organize and manage the work area	*18*	*30*	-	*12*
	PC5. log customer queries, complaints, and service requests in Customer Relationship Management (CRM) software, registers, or other designated software	3	5	-	2
	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	3	5	-	2
	PC8. monitor turnaround time and adherence to Service Level Agreements (SLAs) for customer resolutions	3	5	-	2
	PC9. utilize digital tools and applications to streamline data entry, tracking, and customer service processes	3	5	-	2
	PC10. manage workload efficiently to meet productivity, service, and quality benchmarks	3	5	-	2
	Total Marks	**30**	**50**	**-**	**20**
TEL/N2201: Troubleshoot basic mobile handset/accessory issues and coordinate repair or replacement	*Diagnose and troubleshoot issues*	*20*	*30*	-	*15*
	PC1. engage with customers to gather information about mobile phone/accessory issues and usage conditions	2	3	-	2
	PC2. log customer issues using the token/ticket management system as per standard process	2	3	-	2
	PC3. conduct preliminary inspection and diagnostic tests on the handset/accessory	2	3	-	2
	PC4. classify the issue as front-end (Level 1) or requiring back-end (Level 2 or 3) intervention	2	3	-	2
	PC5. perform basic troubleshooting, including software/hardware resets, firmware updates, and connectivity checks	2	3	-	2
	PC6. provide guidance to customers regarding software updates, security patches, and device maintenance	2	3	-	1
	PC7. document findings and create a job sheet after receiving the handset/accessory	2	3	-	1
	PC8. verify warranty status, assess repair/replacement costs, and communicate estimated charges to the customer	2	3	-	1
	PC9. identify and process devices that qualify as Dead on Arrival (DOA) cases per company guidelines	2	3	-	1
	PC10. inform the customer about resolution timelines, provide a job sheet copy, and manage expectations on service Turnaround Time (TAT)	2	3	-	1
	Coordinate with technical teams for repair/replacement	*10*	*20*	-	*5*
	PC11. coordinate with Level 2 specialists to resolve advanced technical issues	2	4	-	1
	PC12. escalate unresolved issues to Level 3 specialists and ensure proper handover with a complete job sheet	2	4	-	1
	PC13. follow the escalation matrix to report complex cases to supervisors or technical support teams	2	4	-	1
	PC14. notify customers within the committed TAT regarding the repair/replacement status and charges	2	4	-	1
	PC15. ensure proper customer handover of the repaired/replaced handset/accessory, collect payments if applicable, and update service records	2	4	-	1
	Total Marks	**30**	**50**	**-**	**20**
TEL/N9108: Follow sustainability practices in telecom operations	*Identify recyclable, reusable, and disposable components*	*8*	*15*	-	*5*
	PC1. identify telecom components that can be recycled, refurbished, or reused during repair and maintenance	**2**	**3**	-	1
	PC2. sort materials into recyclable, reusable, and hazardous waste categories	**2**	**3**	-	1
	PC3. examine faulty components for potential refurbishment and document findings	**2**	**3**	-	1

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	PC4. label and segregate hazardous materials for specialized disposal	**1**	**3**	-	1
	PC5. evaluate dismantled parts to determine their suitability for recycling or safe disposal	**1**	**3**	-	1
	Adhere to environmental standards	*6*	*15*	-	*5*
	PC6. follow guidelines for safe handling, storage, and disposal of hazardous and non-hazardous materials	**2**	**3**	-	1
	PC7. maintain compliance with environmental regulations relevant to e-waste management	**1**	**3**	-	1
	PC8. record all e-waste disposal and recycling activities as per company policies	**1**	**3**	-	1
	PC9. use protective equipment when handling hazardous waste to prevent environmental contamination	**1**	**3**	-	1
	PC10. conduct regular audits of waste management processes to ensure alignment with sustainability standards	**1**	**3**	-	1
	Follow sustainable repair practices	*8*	*10*	-	*5*
	PC11. use repair techniques that minimize waste generation and energy consumption	**2**	**2**	-	1
	PC12. select energy-efficient and eco-friendly spare parts for repairs	**2**	**2**	-	1
	PC13. optimize material usage by reusing functional components from discarded devices	**2**	**2**	-	1
	PC14. minimize the use of single-use materials during maintenance and repair tasks	**1**	**2**	-	1
	PC15. diagnose faults accurately to avoid unnecessary replacements	**1**	**2**	-	1
	Comply with sustainability protocols	*8*	*10*	-	*5*
	PC16. follow organizational sustainability policies during repair and maintenance activities	**2**	**2**	-	1
	PC17. coordinate with certified recyclers for responsible disposal of non-recyclable waste	**2**	**2**	-	1
	PC18. ensure proper documentation of waste transfer to recycling or disposal agencies	**2**	**2**	-	1
	PC19. participate in training programs on environmental conservation and sustainability	**1**	**2**	-	1
	PC20. promote awareness of sustainable practices among team members and stakeholders	**1**	**2**	-	1
	Total Marks	**30**	**50**	**-**	**20**
DGT/VSQ/N0102: Employability Skills (60 Hours)	*Introduction to Employability Skills*	*1*	*1*	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	Constitutional values – Citizenship	*1*	*1*	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	*2*	*4*	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-

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	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	Basic English Skills	*2*	*3*	*-*	*-*
	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
	Career Development & Goal Setting	*1*	*2*	*-*	*-*
	PC10. understand the difference between job and career	-	-	-	-
	PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
	Communication Skills	*2*	*2*	*-*	*-*
	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC13. work collaboratively with others in a team	-	-	-	-
	Diversity & Inclusion	*1*	*2*	*-*	*-*
	PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
	Financial and Legal Literacy	*2*	*3*	*-*	*-*
	PC16. select financial institutions, products, and services as per requirement	-	-	-	-
	PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
	PC18. identify common components of salary and compute income, expenses, taxes, investments etc.	-	-	-	-
	PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation				
	Essential Digital Skills	*3*	*4*	*-*	*-*
	PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
	PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
	PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
	Entrepreneurship	*2*	*3*	*-*	*-*
	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	Customer Service	*1*	*2*	*-*	*-*
	PC26. identify different types of customers	-	-	-	-

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	PC27. identify and respond to customer requests and needs in a professional manner	-	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	*2*	*3*	*-*	*-*
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	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:**

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- 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.

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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
LAN	Local Area Network
WAN	Wide Area Network
GI	Galvanized Iron
RCC	Reinforced Cement Concrete
PLB	Permanently Lubricated Duct
OTDR	Optical Time-Domain Reflectometer
OHS	Occupational Health and Safety
EPR	Earth Potential Rise
AT	Acceptance Testing
NOC	Network Operations Center
OFCs	Optical Fiber Cables
STMs	Synchronous Transport Modules
VFL	Visual Fault Locator
POPs	Points of Presence
NOC	Network Operation Center
TAT	Turn Around Time
SLAs	Service Level Agreements
KPIs	Key Performance Indicators
WDM	Wavelength Division Multiplexing
FRP	Fiber Reinforced Plastic

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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