

QUALIFICATION FILE

Customer Service Executive - Electronic Products

☒ 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

Submitted By:

Electronics Sector Skills Council of India (ESSCI)

155, 2nd Floor, ESC House

Okhla Industrial Area - Phase 3,

New Delhi – 110020

Tel: 011 – 8447738501

Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary	5
NOS/s of Qualifications	5
Mandatory NOS/s:	5
Elective NOS/s:	5
Optional NOS/s:	6
Assessment - Minimum Qualifying Percentage	6
Section 3: Training Related	6
Section 4: Assessment Related	7
Section 5: Evidence of the need for the Qualification	7
Section 6: Annexure & Supporting Documents Check List	8
Annexure: Evidence of Level	9
Annexure: Tools and Equipment (Lab Set-Up)	10
Annexure: Industry Validations Summary	11
Annexure: Training Details	13
Annexure: Detailed Assessment Criteria	16
Annexure: Assessment Strategy	23
Annexure: Acronym and Glossary	25

Section 1: Basic Details

1.	Qualification Name	Customer Service Executive - Electronic Products													
2.	Sector/s	Electronics													
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: (change to previous, once approved)- 2022/EHW/ESSC/06643 & V3.0	Qualification Name of existing/previous version: Customer Care Executive												
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA													
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-04-EH-044862025-V2-ESSCI	6. NCrF/NSQF Level: 4												
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	The individual in this job is responsible for receiving, understanding and responding to customer queries through telephone or e-mail. The individual records the complaints for follow up, coordinates with other departments to resolve technical problems and closes non-technical issues raised by customers on the call itself.													
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>12th grade or equivalent</td> <td>NA</td> </tr> <tr> <td>2</td> <td>10th grade or equivalent</td> <td>3 years relevant experience</td> </tr> <tr> <td>3</td> <td>Certificate-NSQF (Level- 3 in relevant domain)</td> <td>3 years of relevant experience</td> </tr> </tbody> </table> # Relevant Experience in Customer Service. b. Age: NA		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	12th grade or equivalent	NA	2	10th grade or equivalent	3 years relevant experience	3	Certificate-NSQF (Level- 3 in relevant domain)	3 years of relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1	12th grade or equivalent	NA													
2	10th grade or equivalent	3 years relevant experience													
3	Certificate-NSQF (Level- 3 in relevant domain)	3 years of relevant experience													
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	17	11. Common Cost Norm Category (I/II/III) (wherever applicable): I												

12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	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"> <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>00:00</td> <td>210:00</td> <td>120:00</td> <td>00:00</td> <td>510:00</td> </tr> <tr> <td>Online</td> <td>180:00</td> <td>00:00</td> <td>00:00</td> <td>00:00</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)	00:00	210:00	120:00	00:00	510:00	Online	180:00	00:00	00:00	00:00	
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)	00:00	210:00	120:00	00:00	510:00																			
Online	180:00	00:00	00:00	00:00																				
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/5242.0201																						
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Executive Customer Care																						
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:																						
19.	How Participation of Women will be Encouraged	No gender sensitization																						
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	☒ Yes ☐ No Employability Skills (DGT/VSQ/N0101)																						
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: Saleem Ahmed Email: ceo@essc-india.org Contact No.: 011 – 8447738501 Website: https://www.essc-india.org/																						
23.	Final Approval Date by NSQC: 07.10.2025	24. Validity Duration: 3 Years			25. Next Review Date: 07.10.2025																			

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 to the curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory Training **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	Interact with customers on telephone to resolve non-technical and technical issues	ELE/N4606 & V4.0	Core	4	8	90	90	60	0	240	40	50	0	10	100	40
2	Profile the customer and register complaint	ELE/N4607 & V2.0	Core	4	8	60	120	60	0	240	40	60	0	0	100	40
3	Employability Skills (30 hours)	DGT/VSQ/N0101 & V1.0	Non-core	2	1	30	0	0	0	30	20	30	0	0	50	20
Duration (in Hours) / Total Marks					17	180	210	120	0	510	100	140	0	10	250	100

Elective NOS/s:

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.																
2.																

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)
Duration (in Hours) / Total Marks																

Optional NOS/s:

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.																
2.																
Duration (in Hours) / Total Marks																

Assessment - Minimum Qualifying PercentagePlease 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.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma/ITI (Electrical/Mechanical/Electronics/Computer Science) with 2 years industrial and 1 year training experience in the field of Customer Care Executive. Or Certified in relevant CITS Trade
----	---	--

2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma/ITI/Degree (Electrical/Mechanical/Electronics/ Computer Science) with 3 years industrial and 2 years training experience in the field of Customer Care Executive. Or Certified in relevant CITS Trade
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)	Diploma/ITI/Degree (Electrical/Mechanical/Electronics/Computer Science) with 3 years industrial and 2 years training experience in the field of Customer Care Executive. Or Certified in relevant CITS Trade
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ITI/Degree (Electrical/Mechanical/Electronics/Computer Science) with 3 years industrial and 2 years training experience in the field of Customer Care Executive. Or Certified in relevant CITS Trade
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ITI/Degree (Electrical/Mechanical/Electronics/Computer Science) with 4 years industrial and 3 years training experience in the field of Customer Care Executive. Or Certified in relevant CITS Trade
4.	Assessment Mode (Specify the assessment mode)	Blended
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): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 10000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: <i>In process</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>Attached</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Attached</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Attached</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Attached</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>Filled</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Filled</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Attached</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>	

12.	Any other document you wish to submit:	
-----	--	--

Annexure: 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	Demands a wide range of specialized technical skill, clarity of knowledge and practice in broad range of activity involving standard and non-standard practices. - Perform tele calling to customer for after sales support. - Perform customer complaint handling. - Record customer data in CRM system as per the guidelines and instructions. - Adhere to industry work practices to achieve productivity and quality standards.	A Customer Service Executive - Electronic Products is responsible for receiving, understanding and responding to customer queries through telephone or e-mail.	4
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual and theoretical knowledge in broad contexts within a field of work or study. - Knowledge of customer calling process and customer complaint handling. - Know the instructions and guidelines to achieve productivity and quality standards	A Customer Service Executive - Electronic Products should know the customer calling process, customer complaint handling and guidelines to resolve customer complaints. Hence Level 4	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study. - Communicate with customer, team and supervisor to understand the work requirement - Maintain customer data	A Customer Service Executive - Electronic Products should be able to use basic software tools in correct way to handle customer queries and maintain their data. He/she works after getting work requirements from supervisor or other team members. Hence Level 4	4

	Complete the documentation of customer handling		
Broad Learning Outcomes/Core Skill	- Customer calling process and customer complaint handling - Use of CRM software - Guidelines and instructions for tele- calling	A Customer Service Executive - Electronic Products needs to know the calling and tele sales process. Hence Level 4	4
Responsibility	Responsibility of completing the work assigned and reporting the same as per standards. - Understand the job role and follow the organizational policy - Record and report about the work status - Follow safety regulations at work place - Work along with colleagues and supervisors	A Customer Service Executive - Electronic Products should record the issues and report about the same to supervisor and also update the status of the work as per organizations policy. Hence Level 3	4

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specifications	Quantity for specified Batch size
1	Computers (Laptop/Desktop)	With latest operating system	15
2	Headsets	Standard	15
3	Mic	Standard	15
4	CRM (e.g., Zoho, HubSpot, or SAP)	Licensed	15
5	Voice /Accent Trainer Tool	Licensed	1
6	EPBX or Server	Licensed	1
7	Projector	Standard	1
8	ERP Software(SAP, and Oracle)	Licensed	1
9	MS Office	Licensed	15
10	Whiteboard	Standard	2
11	Marker	Standard	10

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

Annexure: 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	Access Edutech Pvt. Ltd.	Sanjay Kumar Mishra	Director	96, Vrindavan Nagar Ayodhya Bypass Road Bhopal	7000650224	sanjaymishra@accesse dutech.com	
2	Shiv shakti teckniki evam samanaya shikshan sansthan	Jitendra Kumar Garg	President	B 32 Mahesh nagar jaipur rajasthan-302015	9782912782	jitendra.garg303@gmai l.com	
3	Yaduvanshi private iti	YADVENDRA	PRINCIPAL	TC229199 - Yaduvanshi pvt iti, hasampur the- neemkathana dist-sikar RAJASTHAN PIN CODE NO -332718	8432882688	yaduvanshicollege2008 @gmail.com	
4	Sri Venkateswara College of Engineering	Dr C Chandrasekhar	Head R &D & Professor in ECE	Karakmbadi Road,Tirupati 517507	9177217190	dr.chandrasekhar.c@sv colleges.edu.in	
5	Nagravision India Pvt. Ltd	Avinash Yadav	System Administrator	RMZ Centennial, Tower C unit 301 and 302, Opp. Graphite India, Mahadevapura Post ITPL Road, 560048 Bangalore, India	9808326626	avinash.yadav@nagra.c om	

6	Rastriya Khushali Sansthan	Ramkaran Sinsinwar	President	VOP- Tajsar, Fatehpur Shekhawati, Sikar, Rajasthan-332301	6350658040	rkstajsar1998@gmail.com	
7	Ephicity Lifescience Analytics	Rahul Kumar Kaushik	Senior Software Engineer	2nd Main Rd, Sarvobhogam Nagar, Arekere, Bengaluru, Karnataka 560076	8859885973	Rahul.Kaushik@ephicity.com	
8	Conduent- https://www.conduent.com	Prince Jain	Senior Business Analyst	7 to 9th Floor & 6 to 9th Floor, Building No.5 & 6, Plot No 20&21, Candor Tech Space, IT/ITES SEZ., Noida, Uttar Pradesh 201304	8439385780	prince.jain@conduent.com	
9	Artificial Intelligence Technologies	Rohit Kumar Sharma	Manager – Product Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi	9927564461	rohit.sharma@aituniversitysal.com	
10	IIAE Educational Society	Barinder Singh	President		9829745313	ivyindiaprojects@gmail.com	
11	Bergen Associates Pvt Ltd.	Soubam Sunil	Manager	305-306, Magnum House-I, Commercial Complex, Karampura, New Delhi – 110015	9311780832	s.soubam@bergengroupindia.com	
12	Nexgen- http://www.nexgenexhibitions.com/	Saurabh Purwar	Director	1201/1206 Pragati Tower, 26 Rajendra Place, New Delhi-110008, India	9457306691	fbvidgo@gmail.com	
13	Evergreen education trust nsdc training partner	Rakesh gupta	Chairman		7889858306	arenaskillindia@gmail.com	
14	Sri Venkateswara College of Engineering	Dr C Chandrasekhar	Head R &D & Professor in ECE	Sri Venkateswara College of Engineering	9177217190	dr.chandrasekhar.c@svcolleges.edu.in	

15	National Pvt ITI	KK Updhaya	Principal	Agra	9149158684	kku@gmail.com	
16	Ramyash P.V.T. ITI	Yashvant Yadav	Principal	Jamalpur	9454738298	yashvantyadav964@gmail.com	
17	Bhaskar Education Society	Surendra Singh	Director	Rajasthan	9587826721	suresh@gmail.com	
18	Siemens Limited	Manoj Belgaonkar	Head – Regulations, Standards and QM	Navi Mumbai	98206 82825	manoj.belgaonkar@siemens.com	
19	YADUVANSHI PRIVATE ITI	YADVENDRA	Principal	RAJASTHAN	8432882688	yaduvanshicollege2008@gmail.com	
20	Cisco System Pvt. Ltd	Anurag Joshi	Director	Noida	9322205060	anuragjoshi@cisco.com	
21	Apollointo ways	Prakesh	CEO	B 28 Sector 65 Noida	9457306691	fbvidgo@gmail.com	

Annexure: Training Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training # Total		Estimated Training # Women		Estimated Training # PwD	
2025-26	2000		NA		NA	
2026-27	3000		NA		NA	
2027-28	5000		NA		NA	

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
3.0	2022-23	10	10	7		NA	NA	NA	NA	NA	NA	NA	NA
3.0	2023-24	4719	3948	3701		NA	NA	NA	NA	NA	NA	NA	NA
3.0	2024-25	31496	24458	23101		NA	NA	NA	NA	NA	NA	NA	NA

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. PMKVY
- 2.

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

1. English

NSQC Approved

Annexure: 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	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	30:70
2	☒ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	30:70
3	☒ Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	30:70
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	30:70
5	☒ Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	30:70
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	30:70
7	☒ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Online tests • Offline assessments	30:70

Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
ELE/N4606: Interact with customers on telephone to resolve non-technical and technical issues	Introduction and Compile work requirements	5	4		1
	PC1. Describe the role and responsibilities of Customer Care Jr. Executive – Consumer Goods is responsible for handling customer queries, complaints, and service requests in a professional and timely manner.	1			
	PC2. Coordinate with supervisors and team leads to understand daily call volume targets and escalate unresolved or critical issues.	1	1	-	-
	PC3. Review updated customer support logs or dashboards to assess the number and type of calls scheduled for the day.	1	1	-	-
	PC4. Attend regular training sessions on newly launched products, updated technologies, and customer service tools.	1	1	-	-
	PC5. Liaise with service centers or field technicians for resolution of complex queries that require external support.	1	1	-	1
	Collect customer information	7	12		3
	PC6. Initiate or attend customer calls, greet as per standard company protocol, introduce oneself, and ask the customer to state their concern clearly.	1	2	-	1
	PC7. Verify the nature of the query to determine if it falls under the company's service scope and is actionable.	1	2	-	-
	PC8. Accurately collect customer identification details including full name, date of birth, contact information, product serial number, and AMC reference (if applicable).	1	2	-	-
	PC9. Listen actively to assess customer needs and ensure clear communication to avoid misinterpretation or dissatisfaction.	1	2	-	-
	PC10. Request relevant documentation when discrepancies in customer identity or address arise, as per company verification procedures.	1	1	-	-

PC11. Identify the category of service request and map it to the appropriate internal department or support team.	1	1	-	-
PC12. Probe the customer to obtain clarity on the issue, differentiating between hardware and software-related concerns.	1	1	-	1
PC13. Use a mix of open- and close-ended questions to capture detailed issue descriptions (e.g., display issue, sound distortion, power failure) and note all symptoms shared by the customer.	-	1	-	1
Interact with the customer and record interaction details	8	8		1
PC14. Collect additional information on the frequency, duration, and context in which the issue arises.	1	1	-	-
PC15. Inform the customer about any updated service channels or value-added options like app-based support or SMS query registration.	2	2	-	-
PC16. Recap the gathered information to the customer for mutual confirmation of the issue, ensuring clarity and shared understanding.	2	2	-	-
PC17. Accurately record the call details and customer information into the company's case management or CRM system for traceability and future reference.	2	2	-	1
PC18. Share a system-generated reference number with the customer for tracking their query status.	1	1	-	-
Assess hardware problem from customer	5	9		3
PC19. Make corrections to customer details in the support system, within the permitted scope defined by company policy.	1	2	-	-
PC20. Forward all collected case details to the relevant department for further resolution, ensuring completeness of information.	1	2	-	1
PC21. Analyze the root cause of the issue to determine if it is due to external conditions like power fluctuation, misuse, or other environmental factors.	2	4	-	1
PC22. Immediately resolve general queries such as billing issues, service coverage, or AMC status, wherever possible.	1	1	-	1
Close the call	9	12		1
PC23. Determine whether the issue can be resolved during the same call or needs redirection to a specialized team (e.g., field service, technical desk).	2	3	-	-

	PC24. Inform the customer about the next steps, the department handling the query, and the expected resolution timeline.	2	3	-	-
	PC25. Address standard issues such as software loading errors, expired warranties, user handling faults, or missing components.	2	2	-	1
	PC26. Maintain professional and empathetic interaction to ensure high customer satisfaction and encourage positive service feedback.	1	2	-	-
	PC27. Ensure all assigned calls are resolved or appropriately transferred within the time frame defined in the Service Level Agreement (SLA).	2	2	-	-
	Coordinate with other departments to resolve the query	6	5		1
	PC28. Log or route the call to the remote technical support desk if issue resolution requires specialized attention.	2	1	-	-
	PC29. Pass all documented query details accurately to the remote technical support team for follow-up.	1	1	-	-
	PC30. Route the case to the field support team for onsite resolution when required.	2	2	-	1
	PC31. Notify the designated team as per internal protocols and provide them with all necessary customer and issue information.	1	1	-	-
	NOS Total	40	50	-	10
ELE/N4607: Profile the customer and register complaint	Profiling the Customer Query	10	10		
	PC1. Receive customer details accurately through call or system-generated inputs and ensure voice clarity, consistent volume, neutral accent, recording, categorizing, transferring and correct pacing in alignment with call quality assurance (QA) standards.	2	2	-	
	PC2. Retrieve customer data such as name and date of birth using the company's internal ERP system.	2	2	-	
	PC3. Identify whether the customer is retail or corporate, and check warranty or AMC status along with relevant reference numbers.	2	2	-	
	PC4. Profile the customer and the query systematically to route them to the appropriate service channel.	2	2	-	
	PC5. Record complete customer and query details in line with the organization's data entry standards and policy.	2	2	-	
	Understanding the Problem Encountered	11	12		

PC6. Engage with the customer to understand their query and distinguish between hardware and software issues.	1	2	-	-
PC7. Log the customer's query into the internal CRM/ticketing platforms (e.g., Zoho, HubSpot, or SAP C4C) accurately.	2	2	-	-
PC8. Verify whether the query falls under the company's service scope and can be resolved internally.	2	2	-	-
PC9. Correctly identify the root area of the issue.	2	2	-	-
PC10. Determine the type of support required and allocate it to the most suitable department or expert.	2	2	-	-
PC11. Ensure the concerned department receives all essential preliminary information to address the issue efficiently.	2	2	-	-
Assessing Hardware Problem	8	18		
PC12. Use a combination of open- and close-ended questions to narrow down the problem location (e.g., display, audio, booting, operating system failure, printer issues).	1	2	-	
PC13. Record detailed symptoms and customer-reported faults such as malfunctioning cooling fans, SMPS issues, print head errors, or broken switches.	1	3	-	
PC14. Determine whether the issue is recent or recurring and understand its timeline.	1	3	-	
PC15. Evaluate external environmental factors contributing to the problem, such as voltage fluctuations or customer mishandling.	1	2	-	
PC16. Offer immediate solutions for general non-technical queries wherever possible.	1	2	-	
PC17. Aim to provide a satisfying resolution that results in positive customer feedback.	1	2	-	
PC18. Ensure resolution or escalation of queries within the defined time limits set by the Service Level Agreement (SLA).	1	2	-	
PC19. Meet the defined targets for the number of successful call closures.	1	2	-	

	Closing the Call	5	10		
	PC20. Decide whether the issue can be resolved during the current interaction or requires escalation.	1	2	-	-
	PC21. Redirect the case to the appropriate department such as the remote technical helpdesk or field service team, if needed.	1	2	-	-
	PC22. Inform the customer about the department that will handle the query and provide the estimated resolution timeframe.	1	2	-	-
	PC23. Address and resolve common queries such as software loading issues, expired warranties, customer negligence, or missing system disks.	1	2	-	-
	PC24. Confirm the customer's level of satisfaction with the support provided.	1	2	-	-
	Coordinate with Other Departments to Resolve the Query	4	8		
	PC25. Document or transfer the query to the remote technical helpdesk for further assistance.	1	2	-	-
	PC26. Share all relevant details with the remote helpdesk technician to ensure seamless resolution.	1	2	-	-
	PC27. Log or escalate the issue to the field service team when on-site support is required.	1	2	-	-
	PC28. Notify the appropriate department as per organizational protocol, ensuring proper communication flow.	1	2	-	-
	Apply Health and Safety Measures at the workplace	2	2		
	PC29. Follow standard health and safety procedures while handling customer queries related to electronic devices.	1	1		
	PC30. Maintain a safe and organized work environment as per company guidelines during customer interaction and complaint registration.	1	1		
	NOS Total	40	60	-	-
	Introduction to Employability Skills	1	1	-	-

DGT/VSQ/N0101 - Employability Skills (30 hours)	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	PC3.explain 21st Century Skills such as Self Awareness, Behaviour Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.				
	Basic English Skills	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	Communication Skills	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	Diversity & Inclusion	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	Financial & Legal Literacy	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	-	-	-	-
	Essential Digital Skills	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	-	-	-	-
Entrepreneurship	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & jobs	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-
Grand Total	100	140	-	10

Annexure: 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 SDMS/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 level 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
 - Centre 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

On the Job:

1. Each module (which covers the job profile of Customer Service Executive - Electronic Products) will be assessed separately.
2. The candidate must score 50% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and performing Soft Skills effectively:
 - Videos of Trainees during OJT
 - Answer Sheets of Question Banks
 - Assessing the Log Book entries of Trainees at Employer location
 - Employer Performance Feedback.
4. Assessment of each Module will ensure that the candidate is able to:
 - Understand the importance of understanding production requirements.
 - Understand the practical aspect of the process used on the Assembly line.
 - Basic health and safety practice.

Annexure: 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

Glossary

Term	Description
National Occupational Standards (NOS)	NOS defines 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