

QUALIFICATION FILE

Remote Helpdesk Operator (Electronics Product)

☒ 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

Submitted By:

Electronics Sector Skills Council of India (ESSCI)

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New Delhi – 110020

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Section 1: Basic Details

1.	Qualification Name	Remote Helpdesk operator (Electronics Product)																
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/06644 & V3.0	Qualification Name of existing/previous version: Remote Helpdesk operator															
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA																
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-03-EH-03976-2025-V4-ESSCI	6. NCrF/NSQF Level: 3															
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 role receives, understands and resolves customer technical queries through telephone and interacts with customers to identify the problem, understand the cause, to trouble shoot and resolve the queries.																
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 or equivalent</td> <td>NA</td> </tr> <tr> <td>2</td> <td>8th grade</td> <td>3 years relevant experience.</td> </tr> <tr> <td>3</td> <td>8th</td> <td>2-year NTC/NAC.</td> </tr> <tr> <td>4</td> <td>Previous relevant Qualification of NSQF Level (2.5)</td> <td>1.5 Years of relevant experience</td> </tr> </tbody> </table> # Relevant Experience in Consumer Electronics & IT Hardware. b. Age: NA		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	10th grade or equivalent	NA	2	8 th grade	3 years relevant experience.	3	8 th	2-year NTC/NAC.	4	Previous relevant Qualification of NSQF Level (2.5)	1.5 Years of relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																
1	10th grade or equivalent	NA																
2	8 th grade	3 years relevant experience.																
3	8 th	2-year NTC/NAC.																
4	Previous relevant Qualification of NSQF Level (2.5)	1.5 Years of relevant experience																
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	13	11. Common Cost Norm Category (I/II/III) (wherever applicable): I															

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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>120:00</td> <td>150:00</td> <td>00:00</td> <td rowspan="2">390:00</td> </tr> <tr> <td>Online</td> <td>120:00</td> <td>00:00</td> <td>00:00</td> <td>00:00</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	120:00	150:00	00:00	390:00	Online	120:00	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	120:00	150:00	00:00	390:00																		
Online	120:00	00:00	00:00	00:00																			
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/5244.0302																					
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Customer Care Executive																					
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: 07.05.2025	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 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.	Proactive Customer Engagement and Issue Resolution	ELE/N3186 & V1.0	Core	3	5	45	45	60	00	150	40	60	00	00	100	40
2.	Smart Troubleshooting and Resolution for Customer Queries	ELE/N3187 & V1.0	Core	3	7	45	75	90	00	210	40	60	00	00	100	40
3.	Employability Skills (30 hours)	DGT/VSQ/N0101 & V1.0	Non-core	2	1	30	00	00	00	30	20	30	00	00	50	20
Duration (in Hours) / Total Marks					13	120	120	150	00	390	100	150	00	00	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.																
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 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) (as per NCVET guidelines)	Diploma/ITI (Electrical/ Mechanical/ Electronics) with 1 years industrial and 1 year training experience in the field of IT hardware and networking. 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 (Electrical/ Mechanical/ Electronics) with 2 years industrial and 1 years training experience in the field of IT hardware and networking. 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 (Electrical/ Mechanical/ Electronics) with 2 years industrial and 1 years assessment experience in the field of IT hardware and networking. Or Certified in relevant CITS Trade
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ITI (Electrical/ Mechanical/ Electronics) with 3 years industrial and 1 years assessment experience in the field of IT hardware and networking. 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 (Electrical/ Mechanical/ Electronics) with 3 years industrial and 1 years assessment experience in the field of IT hardware and networking. 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: 1000

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)	Attached
2.	Annexure: List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Attached
3.	Annexure: Detailed Assessment Criteria (Mandatory)	Attached
4.	Annexure: Assessment Strategy (Mandatory)	Attached
5.	Annexure: Blended Learning (Mandatory, in case selected Mode of delivery is "Blended Learning")	Filled
6.	Annexure: Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	Filled
7.	Annexure: Acronym and Glossary (Optional)	Attached
8.	Supporting Document: Model Curriculum (Mandatory – Public view)	Attached
9.	Supporting Document: Career Progression (Mandatory - Public view)	Attached
10.	Supporting Document: Occupational Map (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	
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	Decision Making, Plan & organise, Customer centricity, Problem solving, analytical & critical thinking.	Co-ordinate with the seniors and handle database Hence Level 3	3

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Professional and Technical Skills/ Expertise/ Professional Knowledge	- Follow safety regulations at work place - Work along with colleagues and supervisors - Effective skill in writing, reading and oral communication (listening and speaking skills) with required clarity	Skill to communicate written or oral with required clarity, but not to manage/supervise others. Hence Level 3	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Decision Making, Plan & organise, Customer centricity, Problem solving, analytical & critical thinking	Co-ordinate with the seniors and handle database Hence Level 3	3
Broad Learning Outcomes/Core Skill	- Follow safety regulations at work place - Work along with colleagues and supervisors Effective skill in writing, reading and oral communication (listening and speaking skills) with required clarity	Skill to communicate written or oral with required clarity, but not to manage/supervise others. Hence Level 3	3
Responsibility	- Responsibility of completing the work assigned and reporting the same as per standards - Understand the job role and follow the organisational policy Record and report about the work status	Accountable for own work and customer's enquiries. Hence Level 3	3

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	Cable	Nos	50
2	Crimping Tool	Nos	6
3	Desktop	Nos	6
4	Digital Multimeter	Nos	6
5	Dot Matrix Printer	Nos	2
6	ESD Gloves	Pair	6
7	Ink Jet Printer	Nos	3
8	Insulation Tape	Nos	6
9	Lan Tester	Nos	6
10	Laptop	Nos	5

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11	Lead Solder	Nos	6
12	Multi-Function Laser Printer	Nos	3
13	Network Switch	Nos	6
14	Post Cards	Nos	6
15	Router	Nos	6
16	Screw Driver Set	Nos	6
17	Soldering Flux	Nos	6
18	Soldering Iron	Nos	6
19	Mobile Phone	Nos	6
20	Remote Desktop Third Party Software Tool like Anydesk, Ammy Admin, TeamViewer etc	Nos	6
21	WiFi Device	Nos	6

Classroom Aids

The aids required to conduct sessions in the classroom are:

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

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	Nagdeo Education Welfare Society	Vijay Nagdeo	General Manager	Ward No. 11 Junnardeo Dist. Chhindwara M.P. 480551	9425461093	Vijaynagdeo02@gmail.com	
2	Access Edutech Pvt. Ltd.	Sanjay Kumar Mishra	Director	96, Vrindavan Nagar Ayodhya Bypass Road Bhopal	7000650224	sanjaymishra@accessedutech.com	
3	SHIV SHAKTI TECKNIKI EVAM SAMANAYA SHIKSHAN SANSTHAN	Jitendra Kumar Garg	President	B 32 MAHESH NAGAR JAIPUR RAJASTHAN-302015	9782912782	jitendra.garg303@gmail.com	

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4	YADUVANSHI PRIVATE ITI	YADVENDRA	PRINCIPAL	TC229199 - YADUVANSHI PVT ITI, HASAMPUR The-NEEMKATHANA DIST-SIKAR RAJASTHAN PIN CODE NO - 332718	8432882688	yaduvanshicollege2008@gmail.com	
5	Balaji Private ITI	Rakesh Kumar	PRINCIPAL	Moonpur Mundawar Alwar Rajasthan	9829745313	rakeshiti@gamil.com	
6	EdgeFX Technologies Pvt. Ltd	Tarun Agarwal	COO	105, Liberty Plaza, Himayatnagar Hedrabad Telangana 500029		info@edgefxkits.in	
7	Cambium Networks	Mohit Kalra	Trainer		9916993953	mohitkalera@gmail.com	
8	Cisco System Pvt. Ltd	Anurag Joshi	Director		9322205080	canuragjoshi@cisco.com	
9	Rastriya Khushali Sansthan	Ramkaran Sinsinwar	President	VOP Tajsar Fatehpur Rajasthan	6350658040	Rkstajsar1998@gmail.com	
10	Apex IIT (OPC) Private Limited	Amit	Director	461, Phase V, Udyog Vihar Gurgaon 122016 Haryana India	9784868951	info@apex.com	
11	Apollo into ways	Prakesh	CEO	B 28 Sector 65 Noida	9457306691	fbvidgo@gmail.com	
12	Manav Shiksha			Vill+Post – OIE, Dis. Mathura			
13	Annur Industrial Training Institute	Shridevikr	Director		9489675146	skill@gmail.com	
14	Involute Automation Pvt. Ltd	Vijaya Chandra	Operational Charge	Plot No. 12 Tecgnocrats Industrial Estate Balanaga, Hyderabad, Telangna 500037 india		Vijaya.chandra@involutetraining.in	
15	Jnana Ganga Vidya Pith	Jagdish Parsad Yadav	Manager		9448467800	jagdishprasadyadav@gmail.com	

16	PYARI DEVI MEMORIAL TRUST	Priti Maurya	Managing director	SALARPUR, RASULGARH, VARANASI 221007, UTTAR PRADESH	8318322379	pdmt.upsdm@gmail.co m	
17	Apex Institute	Anil Sharma	Proprietor		7737589125	Apexisd97@gmail.com	
18	Varujh Infotech Pvt. Ltd	Gaurav Prakash	M.D.	Kanpur Uttar Pradesh	8886634504	Skill.akyone@gmail.co m	
19	Vedh Narayan Singh Sheva Sansthan	Manoj Kumar	Director	Dholpur Rajasthan	9216692269	Msharmadhholpur1@gm ail.com	
20	Vedham Academy Madurai	Sundar Rajan	Admin	Tamilnadu	9787551862		
21	Shiv Education Society	Manoj Dhir	CEO	20/75 Thapper Colony,Near Fountain Chownk,Yamunanagar ,Haryana 135001	9996027022	Shiveducation2002@g mail.com	

Training and Employment Projections:

Year	Total Candidates	Women	People with Disability
	Estimated Training # Total	Estimated Training # Women	Estimated Training # PwD
2025-26	250	NA	NA
2026-27	250	NA	NA
2027-28	500	NA	NA

Data to be provided year-wise for next 3 years

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

Qualifica tion Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assesse d	Certifie d	Placed	Trained	Assessed	Certifie d	Placed	Trained	Assessed	Certified	Placed
3.0	2022-23	0	0	0	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2023-24	33	3	3	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2024-25	485	309	299	NA	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
2. Hindi

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 Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
ELE/N3186 – Proactive Customer Engagement and Issue Resolution	<i>Understand the work requirement</i>	6	11	-	-
	PC1. perform to receive the instructions on daily target from superior and handling specific customer with unresolved queries	2	4	-	-
	PC2. access real-time customer data from cloud-based systems to check the number of calls and query types.	2	4	-	-
	PC3. determine to coordinate with repair centre or field technician for specific queries and perform to receive training on latest versions of products/ technology and software	2	3	-	-
	<i>Engaging with the customer on phone</i>	8	14	-	-
	PC4. perform to call and greet the customer comfortable, welcome the customer or receive the customer call for customer care centre as per company's script	2	4	-	-
	PC5. prepare to introduce about yourself and enquire about customer's queries to be polite and patient	2	4	-	-
	PC6. Implement automated call monitoring to ensure adherence to telephone etiquette and company policies.	2	3	-	-
	PC7. Use real-time transcription tools to accurately record customer queries and confirm engagement satisfaction.	2	3	-	-
	<i>Collect customer information on phone</i>	6	11	-	-
	PC8. perform to collect the customer related information such as name, account number, name, date of birth, e-mail, phone no. and reference no. of annual maintenance contract (AMC) hardware serial no.	2	4	-	-
	PC9. enable secure digital document sharing for identity verification if details do not match the database.	2	4	-	-
	PC10. Provide estimated wait times through automated voice systems or chatbots while checking customer details.	2	3	-	-
	<i>Start interacting with customer on phone</i>	6	8	-	-
	PC11. perform to educate customer on relevant customer care policy of company	2	3	-	-
	PC12. notify customers of new policies, benefits, or schemes via omnichannel communication (SMS, email, app notifications)	2	3	-	-
	PC13. Use screen-sharing or co-browsing tools to summarize and confirm information collected from customers.	2	2	-	-

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					-
	<i>Record the customer details and document the call</i>	10	11	-	-
	PC14. check customer record and call details as per company policy	2	2	-	-
	PC15. prepare document the customer details in the company's ERP software for future tracking and reference	2	2	-	-
	PC16. determine query reference number to customer for future references	2	2	-	-
	PC17. prepare to create no mistakes in capturing customer's details	2	2	-	-
	PC18. verify incorrect details in existing database to extent allowed by company policy	2	3		-
	<i>Achieve productivity targets set by the company</i>	4	5	-	-
	PC19. determine to achieve the target set for number of calls to attend in a period of time and to be closed successfully	2	2	-	-
	PC20. Use customer feedback analysis tools to ensure confidence in the company's service standards	2	3	-	-
	Total Marks	40	60	-	-
ELE/N3187 – Smart Troubleshooting and Resolution for Customer Queries	<i>Receive the customer query</i>	6	10	-	-
	PC1. perform to receive the customer query details from Customer Care Centre and develop basic understanding about the customer's query	1	2	-	-
	PC2. Retrieve customer details, equipment references, and warranty/service coverage through automated systems.	1	2	-	-
	PC3. prepare to use the company's system (internal ERP software) to get customer details and update the query in querlog	1	2	-	-
	PC4. Use automated speech recognition tools to gather information accurately.	1	2	-	-
	PC5. identify the problem at first time to close the call within specified turnaround time (TAT) and check whether the issue is software or hardware related	2	2	-	-
	<i>Diagnose the problem by interacting with customer</i>	3	7	-	-
	PC6. Prepare to ask both open-ended and close-ended questions to the customer to understand concerns related to the registered complaint regarding electronic appliances, while actively listening to their responses.	1	3	-	-
	PC7. Examine the symptoms reported in the electronic appliance, identify potential problem areas, and ask diagnostic questions to the customer to assist in identifying the issue.	1	2	-	-
	PC8. Determine whether the malfunction in the electronic appliance is software- or hardware-related, and analyze the root cause to provide an appropriate and effective solution.	1	2	-	-
	<i>Identify the cause of problem</i>	6	10	-	-

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PC9. determine to record all the symptoms and identify problems such as cooling fan not working, SMPS fault, Print head problem, broken switch	1	2	-	-
PC10. Guide customers using step-by-step instructions delivered via screen-sharing or AR apps.	1	2	-	-
PC11. use IoT-enabled devices to remotely monitor system performance and identify issues.	1	2	-	-
PC12. prepare to ask relevant questions to understand the software level issues faced such as operating system corrupted,mistakenly installing a malware	1	2	-	-
PC13. ensure to understand customer operating environment such as voltage fluctuation, customer negligence while handling the system	2	2	-	-
<i>Provide possible solutions for the query and close the call</i>	12	17	-	-
PC14 identify to decide whether the query can be closed or resolved on phone	1	2	-	-
PC15. determine to provide technical assistance such as reinstalling the operating system, uninstalling the malware, modifying the system configuration settings, reinstalling the driver software for software and system related issues	1	2	-	-
PC16 Use diagnostic software to guide customers through configuration settings or system checks.	1	1	-	-
PC17.Educate customers about cybersecurity practices, including avoiding pirated software and enabling regular updates.	1	1	-	-
PC18. Identify hardware-related issues in electronic home appliances and escalate to the field service team if resolution requires on-site inspection or repair.	1	2	-	-
PC19. Share estimated resolution timelines using automated notification systems.	1	2	-	-
PC20. ensure to close the problems during the first call and avoid repeat / multiple calls for closure	1	1	-	-
PC21. manage to resolve problems for the targeted number of calls per day or month within specified time per customer without wasting time of unrelated questioning or remote operations	1	1	-	-
PC22. determine to avoid rework or further complaints from customer on the same technical issue	1	1	-	-
PC23. Collect customer feedback using post-call surveys and sentiment analysis tools.	1	2	-	-
PC24. identify the document of the resolution for future references and achieve the target on number of call closures.	2	2	-	-
<i>Interact with other departments regarding customer query</i>	5	7	-	-
PC25. determine to coordinate with field team and assign them on the query by providing all details on component failure, spares to be carried, etc	1	1	-	-
PC26. identify to interact with customer care centre department to get customer and basic query details if there are any wrong transfer and educate them	1	2	-	-
PC27. manage to decide accurately on requirement transferring the query to field service team	1	2	-	-
PC28. understand to avoid wrong transfer of queries to another department	1	1	-	-

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	PC29. Provide detailed technician briefs via digital platforms for efficient resolution.	1	1	-	-
	<i>Record and document the call</i>	8	9	-	-
	PC30. identify to check with customer about problems resolved	1	1	-	-
	PC31. determine to achieve 100% customer on satisfaction and rework if necessary	1	1	-	-
	PC32. Educate customers using video tutorials or knowledge-base articles for proper equipment usage.	1	1	-	-
	PC33. determine to provide query reference number to customer for future references	1	1	-	-
	PC34. prepare the problems resolved documents and transferred to field service	1	1	-	-
	PC35. prepare the record call status: open or closed, any specific external environment that may help identify cause of problems recurring in future, any query/ detail for which customer has to be called back	1	1	-	-
	PC36. understand to provide clear picture of problems encountered earlier on the same product and resolution provided	1	2	-	-
	PC37. perform accurately document all customer and query details for future reference	1	1	-	-
	Total Marks	40	60	-	-
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 & 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	100	150	-	-

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

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- 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 Remote Helpdesk operator (Electronics Product)) 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 theoretical concept of helpdesk technician
 - Understand practical aspect of identify the problems
 - Perform troubleshooting of the problems
 - Work effectively at the workplace

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