



QUALIFICATION FILE

IT Customer Care Executive

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

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

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

NCrF/NSQF Level: 3.0

Submitted By:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

Plot No. – 7, 8, 9 & 10

Sector – 126, Noida, Uttar Pradesh - 201303

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
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 1: Evidence of Level.....	8
Annexure 2: Tools and Equipment (Lab Set-Up)	13
Annexure 3: Industry Validations Summary	14
Annexure 4: Training & Employment Details	16
Annexure 5: Blended Learning	17
Annexure 6: Detailed Assessment Criteria	17
Annexure 7: Assessment Strategy	22
Annexure 8: Acronym and Glossary	25

Section 1: Basic Details

1.	Qualification Name	IT Customer Care Executive										
2.	Sector/s	IT/ITeS										
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification:	Qualification Name of existing/previous version:									
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA IT Customer Care Executive										
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-03-IT-03654-2025-V2-NASSCOM & v1.0	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 IT Customer Care Executive is responsible for addressing customer queries through voice and non-voice channels. They use basic generative artificial intelligence (Gen AI)-based tools and BPM platforms in both voice and non-voice processes. The individual answers customer inquiries, resolves problems, records complaints and collects customer feedback.										
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin-top: 10px;"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>10th Grade Pass</td> <td></td> </tr> <tr> <td>2.</td> <td>8th Grade Pass</td> <td>1.5-year relevant experience</td> </tr> </tbody> </table> *Relevant Experience: Customer Service domain The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	10th Grade Pass		2.	8th Grade Pass	1.5-year relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)										
1.	10th Grade Pass											
2.	8th Grade Pass	1.5-year relevant experience										
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	Min: 9 Max: 11	11. Common Cost Norm Category (I/II/III) (wherever applicable): II									
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA										

13.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	Minimum: ☒ Offline ☐ Online ☐ Blended																			
<table border="1"> <thead> <tr> <th data-bbox="952 231 1220 327">Training Delivery Modes</th> <th data-bbox="1220 231 1377 327">Theory (Hours)</th> <th data-bbox="1377 231 1534 327">Practical (Hours)</th> <th data-bbox="1534 231 1691 327">OJT Mandatory (Hours)</th> <th data-bbox="1691 231 1915 327">OJT Recommended (Hours)</th> <th data-bbox="1915 231 2049 327">Total (Hours)</th> </tr> </thead> <tbody> <tr> <td data-bbox="952 327 1220 367">Classroom (offline)</td> <td data-bbox="1220 327 1377 367">90</td> <td data-bbox="1377 327 1534 367">120</td> <td data-bbox="1534 327 1691 367">60</td> <td data-bbox="1691 327 1915 367"></td> <td data-bbox="1915 327 2049 367">270</td> </tr> <tr> <td data-bbox="952 367 1220 406">Online</td> <td data-bbox="1220 367 1377 406"></td> <td data-bbox="1377 367 1534 406"></td> <td data-bbox="1534 367 1691 406"></td> <td data-bbox="1691 367 1915 406"></td> <td data-bbox="1915 367 2049 406"></td> </tr> </tbody> </table>		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	90	120	60		270	Online						(Refer Blended Learning Annexure for details)	
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																
Classroom (offline)	90	120	60		270																
Online																					
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015/5244.0101																			
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	This entry should refer to one or more of the following: Professional progression: access to related qualification(s) at the next NSQF level: Associate Customer Care (Voice)																			
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																			
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																			
18.	Is the Job Role Amenable to Persons with Disability	☒ Yes ☐ No If "Yes", specify applicable type of Disability: <i>Locomotor Disability</i>																			
19.	How Participation of Women will be Encouraged	To encourage women to participate in Customer Relationship Management (CRM) job roles, it is important to provide education, mentorship, and networking opportunities, as well as training and development programs. Flexible work arrangements and promoting successful women in CRM job roles can also inspire and encourage women to pursue careers in this field. Creating a culture of inclusion and diversity can help women feel welcome and valued in CRM job roles, through policies and practices that support work-life balance, equal pay and promotion opportunities, and a safe and respectful workplace.																			
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	☒ Yes ☐ No (Covered in DGT/VSQ/N0102)																			
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: Namrata Kapur Email: standards@nasscom.in Website: https://nasscom.in Contact No.: 0120-4990111																			
23.	Final Approval Date by NSQC: 18-02-2025	24. Validity Duration: 3 Years	25. Next Review Date: 18-02-2028																		

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

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

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

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Build and Maintain Positive Relationship with Customer	SSC/N2201, v1.0	Core	3.0	6	30	90	60	-	180	30	50	-	20	100	40
2.	Employability Skills (30 Hours)	DGT/VSQ/N 0101, v1.0	Non-Core	2.0	1	30	-	-	-	30	20	30	-	-	50	20
Duration (in Hours) / Total Marks					7	60	90	60		210	50	80	-	20	150	60

Elective NOS/s:

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

Elective 1: Voice

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Make Outbound Calls to Customers	SSC/N3020 v4.0	Core	3.0	1.5	20	25	-	-	45	30	50	-	20	100	20
2.	Use Basic Gen AI and BPM Platforms in Voice Customer Services	SSC/N2202, v1.0	Core	3.0	0.5	10	5	-	-	15	30	50	-	20	100	20
Duration (in Hours) / Total Marks					2	30	30	-	-	60	60	100	-	40	200	40

Elective 2: Non-Voice

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Deal remotely with customer queries – Domestic Non-Voice	SSC/N3021, v4.0	Core	3.0	1.5	20	25	-	-	45	30	50	-	20	100	20
2.	Usage of basic Gen AI and BPM Platforms in Non-Voice Customer Support	SSC/N2203, v1.0	Core	3.0	0.5	10	5	-	-	20	30	50	-	20	100	20
Duration (in Hours) / Total Marks					2	30	30	-	-	60	60	100	-	40	200	40

Assessment - Minimum Qualifying PercentagePlease 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.)**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 Industry & Training Experience: 2 years of industry experience in customer support roles Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2602 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 Industry & Training Experience: 4 years of industry experience in customer support roles Certification: "Master Trainer" mapped to the Qualification Pack "MEP/Q2602" Minimum accepted score is 90% aggregate.
3.	Tools and Equipment Required for Training	☒ Yes ☐ No (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) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, Industry & Training Experience: 2 years of industry experience in customer support roles Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, Industry & Training Experience: 2 years of industry experience in customer support roles Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline Industry & Training Experience: 4 years of industry experience in customer support roles Certification: "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.
4.	Assessment Mode <i>(Specify the assessment mode)</i>	The assessment will consist of a blend of hands-on practical evaluations, viva-voce, and online proctored scenario-based multiple-choice questions ensuring a thorough evaluation of the individual's proficiency in learning outcomes, practical understanding, and real-world application of concepts.
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
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: 30
5.	Estimated nos. of persons to be trained and employed: 1000
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 (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
9.	Supporting Document: Career Progression (Mandatory - Public view)	Attached
10.	Supporting Document: Occupational Map (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	Attached
12.	Any other document you wish to submit:	NO

Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Building and Maintaining Positive Customer Relationships - Understand company products and services. - Initiate customer contact per guidelines. - Provide clear purpose of the call and introduce professionally. Make Outbound Customer Calls - Understand company products and services. - Initiate customer contact per guidelines. - Provide clear purpose of the call and introduce professionally.	As detailed, the entire process followed by a IT Customer Care Executive is to build and maintain positive customer relationships, make outbound calls to customers, use basic generative artificial intelligence in voice customer services, customer queries over email and chat and use artificial intelligence in non-voice customer support. As the work is routine and is repeated multiple times, the work becomes predictable.	3.0

	• Gather information to identify customer needs. • Handle objections, upsell/cross-sell, and follow scripts as needed. • Complete sales and confirm customer understanding. Log Customer Interactions • Accurately record all interactions in CRM. • Document inquiries, complaints, and resolutions. • Follow company policies and guidelines. • Collect feedback for product/service improvement. Use Basic Gen AI Tools to Improve Service • Apply Gen AI chatbots for routine queries. • Use speech analytics for sentiment insights and language support. • Implement call summarization and dynamic scripts for tailored responses. • Ensure secure customer ID with voice biometrics. Optimize with BPM Systems • Use cloud BPM for accounts-related tasks. • Automate repetitive tasks with RPA tools. • Apply AI/ML in BPM for specialized service needs. • Track and manage customer requests using ticketing systems. Respond to Customer Queries Over Email and Chat • Understand customer concerns and accurately categorize queries. • Provide clear, empathetic responses and guide customers through troubleshooting steps. • Document interactions as per organizational standards. Use Basic Gen AI-Driven Tools for Customer Support • Navigate Basic Gen AI systems to streamline responses and personalize communication. • Utilize Basic Gen AI sentiment analysis to adjust tone appropriately. • Ensure data privacy while using Basic Gen AI tools.	As the IT Customer Care Executive are required to perform the task as per the required codes and standards following the method statement available for the task, they have a clear work situation.	
--	---	---	--

	Utilize Business Process Management (BPM) Platforms • Operate BPM platforms to organize tasks and prioritize customer responses. • Track resolution times and ensure compliance with SLAs. • Document processes to maintain service consistency. Maintain Effective Written Communication • Use clear, professional language tailored to customer needs. • Adapt tone based on customer context and maintain empathy. • Employ positive language to enhance satisfaction. Safeguard Customer Information • Follow data privacy protocols and verify information securely. • Handle sensitive data with confidentiality. • Adhere to organizational standards for information security.		
Professional and Technical Skills/ Expertise/ Professional Knowledge	• Knowledge of in-depth information about the products or services. • Knowledge of accessing and updating the customer database or CRM system. • Knowledge of appropriate verbal communication skills for outbound calls. • Knowledge of strategies to handle customer queries and concerns. • Understanding goals of outbound calling, such as lead generation and sales. • Knowledge of fundamentals of Basic Gen AI tools. • Knowledge of voice recognition technologies and APIs available in the market. • Knowledge of chatbot tools designed for voice interactions. • Knowledge of speech analytics tools for insights and sentiment analysis. • Knowledge of data management practices, including privacy considerations.	The knowledge required for IT Customer Care Executive-Domestic- Voice role is factual, as it is specific to in-depth understanding of products and services, accessing and updating customer databases or CRM systems, and effective verbal communication for outbound calls. It includes strategies for handling customer inquiries, the goals of outbound calling (e.g., lead generation and sales), and fundamentals of generative AI, such as machine learning and natural language processing (NLP). Additionally, knowledge of the products or services, accessing and updating the customer database or CRM system, email and chat communication channels, effective written communication to be used in customer support, strategies to handle customer queries and concerns, fundamentals of Basic AI including machine learning and NLP, basic generative AI tools, business process management (BPM) platforms, voice recognition technologies and APIs available in the market, chatbot tools designed for non-voice interactions, resolving or escalating customer complaints in a non-voice setting, and	3.0

	• Understanding of various customer interaction platforms, including cloud-based ticketing systems and ERP integrations, to streamline and monitor customer service processes • Understand the process of responding to customer queries through email and chat in a clear, concise, and professional manner. • Know how to effectively use CRM systems to access, update, and maintain customer records with accuracy. • Know the fundamentals of artificial intelligence applications in non-voice customer support, including chatbots and automated response tools. • Knowledge of data privacy principles and guidelines to ensure secure handling of customer information. • Understanding of various techniques to manage and de-escalate customer concerns or complaints in a non-voice setting. • Know how to interpret and respond to diverse customer needs and inquiries, customizing responses appropriately. • Knowledge of basic troubleshooting techniques to assist customers with common product or service issues. • Understand the importance of maintaining service quality and adhering to set standards and response timeframes in all interactions.	data management practices including privacy considerations, etc. Therefore, their knowledge is applicable to their field of work only.	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Develop strong interpersonal skills to build rapport and maintain positive interactions with customers. • Apply effective time management techniques to handle multiple calls efficiently and meet daily targets. • Adapt communication style and tone based on customer needs and preferences, ensuring a personalized experience. • Demonstrate resilience and patience when handling challenging customer interactions or objections. • Identify and seize opportunities to up-sell or cross-sell products/services, enhancing customer value and business outcomes. • Select appropriate communication strategies based on the customer's inquiry and urgency. • Identify key customer concerns and resolve them efficiently while maintaining professionalism.	As indicated the skill set is required to effectively engage with customers by communicating clearly and professionally, identifying opportunities for sales enhancement through up-selling or cross-selling, delivering compelling sales pitches using standard scripts, promptly resolving customer issues and complaints, gathering feedback for continuous improvement, and seamlessly integrating AI-driven technologies such as knowledge management systems, chatbots, virtual assistants, speech analytics, predictive analytics, and voice biometrics to enhance overall customer service and satisfaction, identify and suggest appropriate solutions to address customer concerns, promptly resolving customer issues and complaints, using the appropriate support tools, CRM systems, and knowledge bases to assist customers, manage multiple chat or email conversations, adapt the tone of written communication to suit the	3.0

	• Apply problem-solving techniques to address customer queries and ensure satisfaction. • Develop effective written communication skills to convey clear, concise, and accurate information. • Adapt communication style to match the tone and nature of customer interactions in a non-voice environment. • Implement time management techniques to meet deadlines and manage multiple customer interactions simultaneously. • Demonstrate critical thinking skills when using Basic Gen AI tools to interpret customer issues and offer suitable solutions. • Foster a customer-centric mindset by focusing on delivering exceptional service and maintaining a positive customer experience.	situation, and customer personalities and maintain professionalism, collect feedback from customers to identify areas for improvement, using basic AI-driven customer support systems in chat and email support processes.	
Broad Learning Outcomes/Core Skill	• Master effective communication techniques to engage customers professionally and clearly in every interaction. • Demonstrate proficiency in CRM and database management for accurate documentation and efficient handling of customer information. • Apply conflict resolution strategies to manage and resolve customer complaints effectively, maintaining customer satisfaction. • Utilize basic generative AI tools and BPM platforms to streamline interactions, improve efficiency, and deliver personalized responses. • Understand and adhere to privacy and compliance standards in handling customer data, ensuring confidentiality and legal compliance. • Handle customer queries effectively through email and chat with clear and concise communication. • Apply Basic Gen AI tools like chatbots and machine learning to manage non-voice customer support tasks. • Identify and resolve customer issues, escalating when necessary for further action. • Update and manage customer data in CRM systems while maintaining privacy and security.	The job holder is expected to excel in customer support through voice channels, handle outbound calls effectively, manage inbound calls proficiently, solve problems efficiently, gather feedback for improvement, use documentation skills, navigate basic AI integration challenges, manage customer interactions through email and chat channels, addressing queries, and resolving issues with precision and empathy. Executives are expected to understand and utilize Basic Gen AI tools to support non-voice interactions, enhancing response accuracy and efficiency. They should demonstrate a working knowledge of customer database systems, maintain accurate records, and follow data privacy protocols. Proficiency in written communication is essential to ensure clarity and professionalism in responses, etc. These skills align with Level 3, as they involve familiar processes and routine tasks where the executive exercises limited judgment, working within established protocols and standards.	3.0
Responsibility	The individual in this job role will be responsible for the below-mentioned activities: • Establish and Build Customer Rapport	The IT Customer Care Executive is responsible for addressing customer queries through voice and non-voice channels. They use basic generative artificial intelligence (Gen AI)-based tools and BPM platforms in both voice and non-voice	3.0

	• Provide Consistent and Empathetic Customer Service • Resolve Customer Complaints and Queries • Maintain Ongoing Customer Relationships • Undertake outbound calling • Log and escalate complaints • Collect customer feedback • Use basic generative artificial intelligence (Gen AI) • Integrate and Manage BPM Platforms • Provide customer service over email and chat • Ensure effective written communication • Assist in improving the quality of service • Utilize Basic Gen AI in email and chat support • Utilize BPM Platforms in Non-Voice Customer Support	processes. The individual answers customer inquiries, resolves problems, records complaints and collects customer feedback.	
--	--	---	--

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.	Email and chat platforms	Nos	
2.	BPM platforms	Nos	
3.	VoIP Softphone	Nos	
4.	Headsets	Nos	
5.	Generative AI-Powered Chatbots (e.g., ChatterBot, Botpress, etc.)	Nos	

Classroom Aids

The aids required to conduct sessions in the classroom are:

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

Annexure 3: Industry Validations Summary

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

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	EY (Ernst and Young)	Dilip Kumar Ramathota	Manager	Gurugram	80994640	dilip.kumar.ramathota@gds.ey.com	
2.	FIS Global Business Solutions India Pvt. Ltd.	Mangal Deep Patel	Sr. Software Developer	Gurugram	9718146851	mangal.deeppatel@fisglobal.com	
3.	Conduent	Prince Jain	Sr. Business Analyst	Noida	8439385780	prince.jain@conduent.com	
4.	Ephicity Lifescience Analytics	Rahul Kumar Kaushaik	Product Manager	Bangalore	8859885973	rahul.kaushik@ephicity.com	
5.	GlobalLogic	Rashid Muhammad	Associate Manager	Noida	8881474420	rashid.muhammad@globallogic.com	
6.	Sopra Steria India	Rikan Singh Tomar	Team Leader	Bangalore	9899507957	rikan.singh@soprasteria.com	
7.	Deloitte	Utkarsh Shukla	Manager	Hyderabad	7838043191	utkarshshukla@deloitte.com	
8.	HCL Technologies	Rishabh Sharma	Manager	Noida	9557346709	Rishabh.sharma@hcl.com	
9.	Artificial Intelligence Technologies	Rohit Kumar Sharma	Manager-Development	New Delhi	9927564461	rohit.sharma@aituniversal.com	
10.	Reckitt Benckiser	Sachin Sharma	Demand Manager	Gurgaon	9758573077	sachin.sharma@rb.com	
11.	PwC	Yatharth Bhatnagar	Software Engineer	Pune	7276325777	yatharth23@gmail.com	
12.	Siemens Digital Industries Software	Snehal Pandey	Software Engineer	Pune	7387151993	snehalpande93@gmail.com	
13.	Dell Technologies	Ariba Syed	Software Engineer	Surat		ariba.syed2017@gmail.com	
14.	TCS	Ankit Garg	Assistant Consultant	Gurgaon	9808254808	ankit.garg8@tcs.com	
15.	Tick Software Ltd.	Ankit Sharma	Manager (Implementation)	Delhi	9457306691	sales@ticksoftwares.com	
16.	Nagarro	Firoz Zaidi	Senior Developer	Noida	8218191014	firoz@nagarro.com	
17.	Publicis Sapien	Sekhar Poswal	Senior QA L1	Gurgaon	8368379106	shekhar.poswal@publicissapien.com	
18.	HCL Technologies	Tushar Sharma	Project Manager	Noida		tushar-sharma@hcl.com	
19.	TCS	Sheepara Kaushik	Associate Consultant	Mumbai	8433595090	sheepara.sharma@tcs.com	
20.	Protiviti Global Business Consulting	Sakshi Samtani	Senior Manager	Mumbai	8080536463	sakshi3192@gmail.com	

21.	Michelin India Private Ltd.	Himanshu Sharma	Business Analyst/Product Owner	Kharadi, Pune		sharmaaz.himanshu@gmail.com	
22.	Capgemini	Shruti Gupta	Manager	Chennai, Tamil Nadu, India	9004343572	shrutivijendra@gmail.com	
23.	Deloitte Support Services Private Limited	Shreya Sharma	Senior Analyst (PMO)	Hyderabad Deloitte Towers, Mindspace Road, P Janardhan Reddy Nagar, Gachibowli, Hyderabad, Telangana 500032	8999530108	shreyasharma5@deloitte.com	
24.	HCL Tech	Sheeloo Sachan	Technical Specialist	Plot No 3A, Sector 126, Noida, Uttar Pradesh 201301	9717036547	sachan.sheeloo@gmail.com	
25.	T-Systems ICT India Pvt Ltd	Monica Sharma	Sr. Consultant	Panchshil business park, Balewadi High St, Laxman Nagar, Baner, Pune, Maharashtra 411045	7389777739	monica.sharma@t-systems.com	
26.	Nasdaq Inc	Alfiya Khan	Software Engineer	Unit 201 and 203, Akruti Center Point, MIDC Road, Andheri (East) Mumbai: 400-093, India.	8109690056	alfiya.Khan@Nasdaq.com	
27.	Infosys Ltd	Shraddha Sethiya	Technology Analyst	No. 44 & 97/A, Infosys Avenue, Next SBI Bank, Hosur Road, Electronic City- Bengaluru 560100, Karnataka, India	99267854201	shraddha.sethiya@infosys.com	
28.	Globant	Rishi Kumar	Analytics	Wing A & B, Level 5, Tower IV, Cybercity, Magarpatta City, Hadapsar, Pune - 411 013. Pune	9717036547	rishi.kumar@globant.com	
29.	Temenos India Pvt Ltd	Yash Kumawat	Senior product engineer	Bengaluru	8319749784	yash120997@gmail.com	
30.	PWC	Ruchita Panchal	Senior Consultant	Gurgaon	7354047944	ruchita.panchal@pwc@gmail.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
2024	200	75	10	5	5	5
2025	300	100	15	10	10	10
2026	500	200	25	10	10	10

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
v2.0	2024												
v2.0	2023												
v2.0	2022												

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

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

1.
2.

Content availability for previous versions of qualifications:

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

Languages in which Content is available: Hindi

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	- Books/ e-books - Presentations - Reference Material - Audio / Video Modules	
2	☒ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	- Self-Learning Videos (optional) - Mobile Learning	
3	☒ Showing Practical Demonstrations to the learners	Video Content (optional)	
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	- Training tools (tools list attached) - Video Play - Presentations	
5	☒ Tutorials/ Assignments/ Drill/ Practice	- Online Question Bank - MCQ based tests	
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☒ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	- Online tests - Offline assessments	

Annexure 6: Detailed Assessment Criteria

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

Proctor online assessment and case study base questions are included.

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
SSC/N2201: Build and Maintain Positive Relationship with Customer	<i>Establish and Build Customer Rapport</i>	8	15	-	6
	PC1. greet customers warmly, using polite language to establish rapport	2	4	-	1
	PC2. actively listen to customers' needs and concerns, displaying understanding and empathy	2	4	-	2
	PC3. use clear, professional, and friendly communication to create a welcoming atmosphere	2	4	-	2
	PC4. identify customer needs and offer relevant support, information, or solutions	2	3	-	1

	<i>Provide Consistent and Empathetic Customer Service</i>	8	15	-	6
	PC5. maintain a positive tone and attitude throughout all customer interactions	2	4	-	1
	PC6. respond promptly and effectively to customer inquiries, ensuring customer satisfaction	2	4	-	2
	PC7. recognize and address potential customer issues before they escalate, showing proactive support	2	4	-	2
	PC8. demonstrate patience and understanding when dealing with challenging situations or complaints	2	3	-	1
	<i>Resolve Customer Complaints and Queries</i>	8	10	-	4
	PC9. investigate complaints or issues thoroughly, seeking relevant information to resolve them.	2	3	-	1
	PC10. provide clear, accurate, and timely resolutions to customer problems or concerns.	2	3	-	1
	PC11. escalate unresolved or complex issues to the appropriate authority while keeping the customer informed.	2	2	-	1
	PC12. ensure that customers are satisfied with the resolution and follow up when necessary.	2	2	-	1
	<i>Maintain Ongoing Customer Relationships</i>	6	10	-	4
	PC13. engage with customers regularly through follow-up communications, ensuring satisfaction and trust.	2	3	-	1
	PC14. keep customers informed about relevant updates, changes, or new products/services.	2	3	-	1
	PC15. encourage feedback to understand customer satisfaction levels and identify areas for improvement.	1	2	-	1
	PC16. use customer feedback to improve service delivery and relationship-building strategies.	1	2	-	1
	Total Marks	30	50	-	20
DGT/VSQ/N0101: Employability Skills (30 Hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	1	-	-

	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	<i>Financial and Legal Literacy</i>	3	4	-	-
	PC9. use various financial products and services safely and securely	-	-	-	-
	PC10. calculate income, expenses, savings etc.	-	-	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	<i>Essential Digital Skills</i>	4	6	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
	PC13. use internet and social media platforms securely and safely	-	-	-	-
	<i>Entrepreneurship</i>	3	5	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	<i>Customer Service</i>	2	2	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
	Total Marks	20	30	-	-
SSC/N3020: Make outbound calls to customers	<i>Undertake Outbound Calling</i>	22	36	-	14
	PC1. develop a good understanding of the company's products or services to provide accurate information to customers.	1	3	-	1
	PC2. establish contact with customers, following the organization's procedures.	2	3	-	1
	PC3. communicate clearly and professionally with customers using appropriate language and tone.	1	3	-	1
	PC4. provide an appropriate introduction to the customer and explain the purpose of the call, following standard scripts.	2	3	-	1.5
	PC5. listen actively and obtain relevant information from customers to identify their product or service requirements.	2	3	-	1
	PC6. provide accurate and up-to-date information to customers about relevant products, services, policies, and procedures.	2	3	-	1.5
	PC7. handling customer calls to address their queries, objections, and concerns with empathetic tone while adhering to standard scripts.	2	3	-	1.5
	PC8. adapt the approach and style to customer preferences, within the limits of competence and authority.	2	3	-	1
	PC9. identify and act on opportunities to up-sell or cross-sell other products/services to customers.	2	3	-	1.5
	PC10. close sales with confirmation from customers, ensuring they have all the necessary information about the products/services being marketed to them.	2	3	-	1

	PC11. obtain required financial information from customers, following organizational procedures.	2	3	-	1
	PC12. complete the organization's post-sales procedures to finalize sales	2	3	-	1
	<i>Manage Customer Interaction</i>	8	14	-	6
	PC13. ensure high-quality customer service in every interaction.	1	3	-	1
	PC14. maintain accurate and detailed records concerning customer interactions and transactions.	1	2	-	1
	PC15. comply with the relevant standards, policies, procedures, and guidelines when making outbound telesales calls.	2	3	-	0.5
	PC16. collect customer feedback to identify areas for improvement in products or services.	1	2	-	0.5
	PC17. identify and resolve customer complaints in a timely manner, escalating unresolved issues to the appropriate department	1	2	-	1
	PC18. handling calls from furious customers with strong call handling skills, addressing their complaints with empathy, and ensuring timely resolution to maintain customer satisfaction	1	1	-	1
	PC19. managing service requests through effective multi-tasking, ensuring all customer needs are met in a timely manner	1	1	-	1
	Total Marks	30	50	-	20
SSC/N2202: Use Basic Gen AI and BPM Platforms in Voice Customer Services	<i>Use basic generative artificial intelligence (Gen AI)</i>	17	26	-	10
	PC1. use basic Gen AI tools, such as chatbots or virtual assistants, to handle routine customer inquiries and provide simple solutions.	3	4	-	1.5
	PC2. apply basic Gen AI language features to assist with understanding customer concerns and responding in different languages.	3	4.5	-	2
	PC3. use basic Gen AI tools to identify common customer issues and suggest appropriate responses based on provided guidelines.	3	4.5	-	1.5
	PC4. utilize basic Gen AI features to summarize customer interactions and support basic scripting for consistent communication.	3	4.5	-	1.5
	PC5. follow instructions to use basic Gen AI tools for identifying customers securely and tracking performance data with guidance.	3	4.5	-	1.5
	PC6. follow Gen AI ethical standards to ensure fairness, safeguard data privacy, and maintain transparency.	2	4	-	2
	<i>Integrate and Manage BPM Platforms</i>	13	24	-	10
	PC7. use Accounts Payable on Cloud (APOC) to streamline customer-related accounts payable processes when applicable	2	4	-	2
	PC8. Use pre-configured features in BPM systems to handle complex, domain-specific customer service requirements	3	4	-	1.5
	PC9. use cloud computing platforms for secure data storage, backup, and processing of customer information	2	4	-	1.5
	PC10. use simple data tracking tools in BPM systems to view and report service metrics and improve decision-making in real time	2	4		1.5
	PC11. use ticketing platforms to log and track customer queries, complaints, and service requests in an organized manner.	2	4		1.5

	PC12. perform basic data entry and validation tasks using ERP systems integrated with BPM platforms.	2	4		2
	Total Marks	30	50	-	20
SSC/N3021: Deal remotely with customer queries – Domestic Non-Voice	<i>Provide customer service over email and chat</i>	<i>22</i>	<i>36</i>	<i>-</i>	<i>14</i>
	PC1. greet customers and verify their details, following the organizational procedures, ensuring the security of account-specific information.	1	3	-	1
	PC2. Understand customer queries by reading messages carefully and asking relevant questions to gather necessary information.	2	3	-	1
	PC3. Record and categorize queries accurately according to standards for efficient tracking and resolution.	1	3	-	1
	PC4. empathize with customers, acknowledging their feelings and concerns	2	3	-	1.5
	PC5. analyze customer issues, identify root causes and suggest appropriate solutions providing accurate and up-to-date information on relevant products and services.	2	3	-	1
	PC6. use the appropriate support tools, CRM systems, ticketing tools such as Zoho Desk, and knowledge bases to assist customers	2	3	-	1
	PC7. guide customers through troubleshooting steps as needed, ensuring clarity and effectiveness in technical support.	2	3	-	1
	PC8. deliver responses within the defined response time targets	2	3	-	1
	PC9. manage multiple chat or email conversations simultaneously while maintaining quality	2	3	-	1.5
	PC10. carry out appropriate documentation concerning customer interactions, as per the organizational processes	2	3	-	1
	PC11. comply with the applicable standards, policies, procedures and guidelines when dealing with customer queries	2	3	-	1
	PC12. Resolve or escalate complaints based on the defined Limits of Authority (LoA) and SLAs, coordinating with relevant departments as necessary.	1	1.5	-	1
	PC13. Maintain a typing speed of at least 35-40 words per minute with accuracy to manage email and chat communication effectively.	1	1.5	-	1
	<i>Ensure effective written communication</i>	<i>4</i>	<i>7</i>	<i>-</i>	<i>3</i>
	PC14. communicate clearly and professionally in emails and chats, using correct grammar and spelling.	2	3.5	-	1.5
	PC15. Use positive language and adapt the tone appropriately to maintain empathy and professionalism in all customer interactions	2	3.5	-	1.5
	<i>Assist in improving the quality of service</i>	<i>4</i>	<i>7</i>	<i>-</i>	<i>3</i>
	PC16. identify the areas of improvement in customer service processes by collecting customer feedback	1	2	-	1
	PC17. share insights and best practices with the team to enhance the quality of service	1	2	-	1
	PC18. Leverage analytics from CRM or ticketing tools like Zoho Desk to identify trends in customer issues and recommend improvements.	2	3	-	1

	Total Marks	30	50	-	20
SSC/N2203: Usage of basic Gen AI and BPM Platforms in Non-Voice Customer Support	<i>Utilize Basic Gen AI in email and chat support</i>	<i>16</i>	<i>26</i>	<i>-</i>	<i>12</i>
	PC1. operate Basic Gen AI tools to assist with drafting customer responses in chat and email support to ensure effective customer interaction.	2.5	3.5	-	1.5
	PC2. use Basic Gen AI tools to automate routine tasks and draft responses, ensuring messages are personalized and relevant.	2.5	3.5	-	1.5
	PC3. apply Basic Generative AI to suggest customer issues and generate appropriate solutions tailored to individual needs.	2	4	-	1.5
	PC4. identify customer emotions using Basic Gen AI sentiment features and adjust responses accordingly.	2	4	-	1.5
	PC5. follow organizational guidelines to ensure data privacy while using Basic Gen AI tools.	2	3.5	-	1
	PC6. use Basic Gen AI-powered search features to find relevant information for addressing customer queries.	2	3.5	-	2
	PC7. identify basic updates in Basic Gen AI technologies to improve support services with guidance.	1	2	-	1
	PC8. follow Gen AI ethical standards to ensure fairness, safeguard privacy, and maintain transparency	1	1	-	1
	PC9. utilize AI-assisted ticketing tools to streamline customer query resolution and categorize issues for efficient handling	1	1	-	1
	<i>Utilize BPM Platforms in Non-Voice Customer Support</i>	<i>14</i>	<i>24</i>	<i>-</i>	<i>8</i>
	PC10. learn to use BPM platforms to streamline workflows, automating and managing tasks to ensure prompt responses in non-voice support.	3	5	-	2
	PC11. use BPM tools to track response times for email and chat support, ensuring adherence to simple guidelines.	3	5	-	1.5
	PC12. document and follow standardized processes in BPM platforms, ensuring consistency in responses across email and chat channels.	2	5	-	1.5
	PC13. utilize BPM dashboards to track key performance indicators (KPIs) related to response times, accuracy, and customer satisfaction.	2	4	-	1
	PC14. follow BPM instructions to document resolution outcomes for routine tasks.	2	3	-	1
	PC15. Incorporate data from BPM platforms and Zoho CRM to monitor overall customer satisfaction and suggest service improvements.	2	2	-	1
	Total Marks	30	50	-	20
Grand Total		170	280	-	100

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.

Assessment Process Overview**Batch Creation & Assessment Request:**

Training Providers (TP) or Training Centers (TC), including any other authorized partner of Ministry/ Department create batches / push batches on the SIDH portal. Assessment requests are submitted through the SIDH portal or via email or other media as authorized from time to time. For NON-SIDH schemes, assessment requests are received electronically or through respective State Skill Mission portals. TP/TC initiates the assessment request through the InSDMS portal and processes the payment (where applicable).

Batch Alignment & Confirmation:

Upon payment confirmation, batches are assigned to the Assessment Agency based on factors like:

- Assessment readiness
- Availability of certified assessors for the specific job role
- Assessment capping to an assessment agency as prescribed from time to time for an AB An email communication / prescribed mode communication is sent to TP/TC for confirmation of the assessment date, with IT-ITeS SSC in the loop. Once confirmation is received, the Assessment Agency designates a TOA-certified assessor to conduct or facilitate the assessment.
- Batches are only formed when the Qualification is active.

Candidate Verification & Assessment Execution:

Candidate details are verified and documented at the beginning of the assessment by a certified assessor. A Quality Assurance (QA) mechanism is enforced, requiring an undertaking from the TC. Regular feedback is collected from TP/TC to ensure continuous improvement.

Evidence Collection & Validation:

Proctors or assessors capture date/time-stamped and geo-tagged photographs of the assessment location during the process. Attendance is also ensured offline. A PC-wise result analysis is conducted to refine assessment standards.

Monitoring & Compliance:

Batch monitoring follows established protocols, ensuring adherence to assessment guidelines. Sample based surprise visits are conducted at TC locations during both training and assessments to verify compliance. This structured approach ensures transparency, quality control, and validation throughout the assessment process.

Testing Environment:

- Check the Assessment location, date and time
- 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.

Assessment Quality Assurance levels/Framework:

IT-ITeS SSC nasscom is responsible for the development and periodic review of the question bank developed for a specific job role. We publish an openly accessible sample /model question paper on our website for all stakeholders. The quality of the Question Bank created by the assessment designer is validated by a Subject matter experts on the following parameters:

- Appropriateness of the Question Bank in terms of facts, data and information.
- Checks for grammar, spellings, scripting and formatting.
- The information provided should be specific enough to remove any ambiguity in answers/solutions to the question.
- Relevance – Assessing the topic well w.r.t. the job role.
- Check if the difficulty level of each question is as per the matrix.
- Check if the images used in the question are clear and relevant.
- All variables, symbols and abbreviations used must be declared.
- The correct answer option should be unique, and the options should not be overlapping

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
NASSCOM	National Association of Software and Service Companies
IT-ITeS	Information Technology and Information Technology Enabled Services
Gen AI	Generative Artificial Intelligence
CRM	Customer Relationship Management
BPM	Business Process Management
APOC	Accounts Payable on Cloud
RPA	Robotic Process Automation
ML	Machine Learning
NLP	Natural Language Processing
ERP	Enterprise Resource Planning

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