

QUALIFICATION FILE

IT Technical Support 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: 4.0

Submitted By:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

Plot No. - 7, 8, 9 & 10

Sector - 126, Noida, Uttar Pradesh - 201303

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Section 1: Basic Details

1.	Qualification Name	IT Technical Support Executive													
2.	Sector/s	IT/ITeS													
3.	Type of Qualification: ☐ New ☒ Revised ☒ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: 2022/ITES/ITSSC/05257, v3.0	Qualification Name of existing/previous version: IT Technical Support Executive-Voice IT Technical Support Executive-Non-Voice												
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA IT Technical Support Executive													
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-04-IT-03647-2025-V2-NASSCOM & v1.0	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	An IT Technical Support Executive resolves customer queries and technical issues across various channels, such as voice, non-voice (chat, email), or hybrid formats. The role involves troubleshooting hardware/software problems, providing remote support, documenting resolutions, and ensuring a seamless customer experience. Adherence to organizational protocols, strong communication skills, and the use of technology, including Generative AI, are critical for success.													
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 Pass*</td> <td></td> </tr> <tr> <td>2.</td> <td>10th Grade Pass</td> <td>1.5-year relevant experience**</td> </tr> <tr> <td>3.</td> <td>Previous Relevant qualification of NSQF level 3</td> <td>3-year relevant experience**</td> </tr> </tbody> </table> *With Computer Knowledge **Relevant Experience: Product Development/ IT Services/BPM The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications. b. Age:		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th Grade Pass*		2.	10th Grade Pass	1.5-year relevant experience**	3.	Previous Relevant qualification of NSQF level 3	3-year relevant experience**
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	12th Grade Pass*														
2.	10th Grade Pass	1.5-year relevant experience**													
3.	Previous Relevant qualification of NSQF level 3	3-year relevant experience**													
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	Minimum: 11 Maximum: 17	11. Common Cost Norm Category (I/II/III) (wherever applicable): II												

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>	Minimum: ☐ 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>120</td> <td>150</td> <td>60</td> <td></td> <td>330</td> </tr> <tr> <td>Online</td> <td>120</td> <td>150</td> <td>60</td> <td></td> <td>330</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	120	150	60		330	Online	120	150	60		330
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)															
Classroom (offline)	120	150	60		330															
Online	120	150	60		330															
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/4222.0102																		
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: Academic progression: access to other qualifications at the same NSQF level – Team Lead - Customer Support																		
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>Visual, Hearing or Speech impairment, Locomotor Disability</i>																		
19.	How Participation of Women will be Encouraged	To encourage women to participate 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/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: Namrata Kapur Email: standards@nasscom.in Website: https://www.sscnasscom.com/ 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
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Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

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

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

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/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.	Assist and Support Customers with Basic IT and Service Queries	SSC/N7202, v1.0	Core	4.0	4	30	30	60	-	120	30	50	-	20	100	70
2.	Employability Skills (30 Hours)	DGT/VSQ/N 0101, v1.0	Non-Core	2.0	1	30	-	-	-	30	20	30	-	-	50	10
Duration (in Hours) / Total Marks					5	60	30	60	-	150	50	80	-	20	150	80

Elective 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

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.	Incident and Request Management through Voice Support	SSC/N7301, v4.0	Core	4.0	6	60	120	-	-	180	30	50	-	20	100	20
Duration (in Hours) / Total Marks					6	60	120	-	-	180	30	50	-	20	100	20

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.	Manage Basic IT Service Requests and Incidents Remotely- Non-Voice	SSC/N7201, v4.0	Core	4.0	6	60	120	-	-	180	30	50	-	20	100	20
Duration (in Hours) / Total Marks					6	60	120	-	-	180	30	50	-	20	100	20

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.)

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 technical support roles. Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2601 Minimum accepted score is 80% aggregate.
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2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline. Industry & Training Experience: 4 years of industry experience in technical 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 <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline. Industry & Training Experience: 2 years of industry experience in technical 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 technical 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 technical 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 <i>(Mandatory)</i>	<i>Annexure 1</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Annexure 2</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Annexure 6</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Annexure 7</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>NA</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>NA</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Annexure 8</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	Any other document you wish to submit:	<i>NO</i>

Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Possesses specialized operational knowledge and understanding of technical support processes and systems. Handle Customer Interactions: • Address basic IT and service queries through voice or non-voice channels. • Assist customers in troubleshooting IT issues related to hardware, software, or connectivity. • Record, track, and document customer interactions, problems, and solutions using service management tools. Provide Technical Support: • Guide customers through step-by-step problem-solving processes. • Identify and escalate complex incidents to higher-level support teams. • Monitor open incidents to ensure timely resolution and customer satisfaction. Facilitate Incident and Request Management: • Log and resolve IT service incidents in compliance with standard procedures in Voice and Non-Voice. • Perform root cause analysis for recurring issues and recommend improvements. • Maintain service records and update systems to reflect resolutions. Employ Communication Channels Effectively: • Manage customer queries through voice (phone) and non-voice (email, chat) platforms. • Use appropriate tools and techniques for effective real-time or remote troubleshooting.	A IT Technical Support Executive is responsible for assisting customers with basic IT and service-related queries through voice and non-voice communication. This role requires a detailed understanding of IT service processes, troubleshooting techniques, and customer interaction protocols. The job includes logging and managing service requests, providing first-level resolutions, and escalating unresolved incidents. With the ability to troubleshoot hardware, software, and network issues, the role demands specialized operational knowledge and application of established procedures. Hence, this job role corresponds to NSQF Level 4.	4.0
Professional and Technical Skills/ Expertise/ Professional Knowledge	• Know the basic IT systems, including hardware, software, and networking concepts. • Know how to use troubleshooting tools and techniques to resolve technical issues. • Knowledge of service management platforms for logging and tracking incidents effectively. • Understand the importance of adherence to standard operating procedures for incident resolution.	A IT Technical Support Executive is proficient in handling IT service requests and incidents through voice and non-voice support. This professional is skilled in using troubleshooting tools and techniques to resolve hardware, software, and network issues. The role requires the ability to document incidents accurately, update service request records, and escalate unresolved issues following defined escalation protocols. Expertise in managing service-level agreements	4.0

	• Knowledge of escalation protocols to route complex issues to advanced support teams. • Understand the use of voice and non-voice channels for providing technical assistance. • Know how to perform root cause analysis and recommend solutions for recurring incidents. • Knowledge of effective communication practices to handle diverse customer queries. • Understand the fundamentals of documentation and reporting for customer interactions and resolutions.	(SLAs) and employing remote support tools ensures effective service delivery. Additionally, the professional demonstrates strong knowledge of IT service management principles, ensuring timely and accurate resolutions to customer queries. Hence, it falls under NSQF Level 4.	
Employment Readiness & Entrepreneurship Skills & Mind - set/Professional Skill	• Demonstrate a customer-focused approach by empathizing and resolving issues efficiently. • Exhibit flexibility to adapt to changing tools, technologies, and processes. • Communicate clearly and concisely to address customer queries and explain solutions. • Collaborate with team members and escalate issues when necessary. • Manage time effectively to prioritize incidents and meet service-level agreements (SLAs). • Analyze recurring incidents to identify patterns and recommend process improvements. • Apply critical thinking to troubleshoot and resolve complex technical issues. • Learn and upgrade skills to stay current with evolving technologies and platforms.	A IT Technical Support Executive must possess excellent communication skills to interact with customers professionally and address their queries effectively. The ability to analyze problems, apply logical reasoning, and provide first-level resolutions is crucial. The professional must adapt to evolving IT challenges, prioritize tasks efficiently, and manage time to meet SLAs. Collaboration with higher-level support teams and continuous learning to stay updated with emerging tools and technologies are essential. Strong organizational and multitasking abilities ensure effective handling of multiple service requests, contributing to enhanced customer satisfaction. Hence, it falls under NSQF Level 4.	4.0
Broad Learning Outcomes/Core Skill	• Gain expertise in providing customer support through both voice and non-voice channels. • Develop proficiency in using IT service management tools to log, track, and resolve incidents. • Strengthen technical troubleshooting skills for hardware, software, and network-related issues. • Enhance communication and interpersonal skills to deliver quality service. • Build the ability to identify process improvements and optimize technical support delivery.	A IT Technical Support Executive develops essential skills in logging, managing, and resolving service requests and incidents using both voice and non-voice channels. The professional gains expertise in analyzing technical issues, employing structured troubleshooting techniques, and ensuring compliance with SLAs. Core skills include accurate documentation, effective use of remote support tools, and the ability to escalate complex issues appropriately. The executive also focuses on improving customer service by enhancing communication,	4.0

		problem-solving, and collaboration skills while continuously upgrading technical knowledge to meet industry standards. Hence, it falls under NSQF Level 4.	
Responsibility	The individual in this job role will be responsible for the below-mentioned activities: ● Proactive Customer Engagement ● Personalized Service Delivery ● Multichannel Support Management ● Knowledge Base and Self-Learning ● Collaboration and Team Coordination ● Accessibility and Inclusivity in Support ● Root Cause Analysis and Long-Term Solutions ● Emotional Intelligence and Conflict Management ● Acknowledge and Categorize Service Requests/Incidents ● Understand and Diagnose the Issue ● Troubleshoot and Provide Remote Support ● Escalate and Monitor Incidents ● Resolution and Documentation ● Customer Interaction Management ● Compliance with Tools and Technology ● Feedback and Continuous Improvement ● Use Gen AI for Technical Support- Voice ● Customer Query Management ● Service Request and Incident Management ● Tools and Technology Compliance ● Soft Skills and Customer Engagement ● Remote Support and Troubleshooting ● Standards and Protocol Adherence ● Feedback and Continuous Improvement ● Gen AI in Technical Support- Non-voice	A IT Technical Support Executive resolves customer queries and technical issues across various channels, such as voice, non-voice (chat, email), or hybrid formats. The role involves troubleshooting hardware/software problems, providing remote support, documenting resolutions, and ensuring a seamless customer experience. Adherence to organizational protocols, strong communication skills, and the use of technology, including Generative AI, are critical for success.	4.0

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
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1.	Customer Relationship Management (CRM) Tools (e.g., SuiteCRM, EspoCRM, etc.)	Nos	1
2.	Ticketing System (e.g., osTicket, Zammad, etc.)	Nos	1
3.	Generative AI (e.g. GPT-J, Rasa, etc.)	Nos	1
4.	Voice-specific Software (e.g., Asterisk, FreePBX, etc)	Nos	1
5.	Non-Voice Communication Tools (e.g., Rocket.Chat, Mattermost, etc.)	Nos	1

*Tools are open source

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Projector
3. Computer/Laptop with Internet
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.	Dell Technologies	Ariba Syed	Software Engineer	Surat		ariba.syed2017@gmail.com	
2.	PwC	Yatharth Bhatnagar	Software Engineer	Pune	7276325777	yatharth23@gmail.com	
3.	Siemens Digital Industries Software	Snehal Pandey	Software Engineer	Pune	7387151993	snehalpande93@gmail.com	
4.	Protiviti Global Business Consulting	Sakshi Samtani	Senior Manager	Mumbai	8080536463	sakshi3192@gmail.com	
5.	Michelin India Private Ltd.	Himanshu Sharma	Business Analyst/ Product Owner	Kharadi, Pune		sharmaaz.himanshu@gmail.com	
6.	Capgemini	Shruti Gupta	Manager	Chennai, Tamil Nadu, India	9004343572	shrutivijendra@gmail.com	

7.	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	
8.	HCL Tech	Sheeloo Sachan	Technical Specialist	Plot No 3A, Sector 126, Noida, Uttar Pradesh 201301	9717036547	sachan.sheeloo@gmail.com	
9.	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	
10.	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	
11.	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	
12.	Globant	Rishi Kumar	Analytics	Wing A & B, Level 5, Tower IV, Cybercity, Magarpatta City, Hadapsar, Pune – 411 013. Pune	9717036547	rishi.kumar@globant.com	
13.	Temenos India Pvt Ltd	Yash Kumawat	Senior product engineer	Bengaluru	8319749784	yash120997@gmail.com	
14.	PWC	Ruchita Panchal	Senior Consultant	Gurgaon	7354047944	ruchita.panchal@pwc@gmail.com	
15.	Sopra Steria India	Rikan Singh	Team Leader	Plot No. 20 & 21, Seaview Special Economic Zone, Building 4, Sector 135, Noida, Uttar Pradesh 201304	9899507967	rikan.singh@soprasteria.com	

16.	Sycamore Informatics	Rahul Kumar Kaushik	Product Manager	No. 6, 2nd Floor, 2nd Main, Arekere, Off Bannerghatta Road, Bangalore 560076	8859885973	rahul.kaushik@sycamoreinformatics.com	
17.	Movate	Rohit Kumar Sharma	Manager – Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi,	9927564461	rohit.sharma.movate@gopangea.com	
18.	GlobalLogic	Rashid Muhammad	Associate Manager	Oxygen Business Park SEZ, Tower, 3, Noida-Greater Noida	8881474420	rashid.muhammad@globallogic.com	
19.	Reckitt Benckiser	Sachin Sharma	Demand Manager	Udyog Vihar, Phase V, Gurgaon, Haryana	9758573077	sachin.Sharma@rb.com	
20.	TCS	Ankit Garg	Assistant Consultant	Skyview Corporate Park, Gurgaon - Delhi Expy, Sector 74A, Gurugram, Haryana 122004	9808254808	ankit.garg8@tcs.com	
21.	Getronics Solutions	Devender Prasad	Team Lead – Quality & Performance	6th Floor, Magnum Tower 1, above Axis Bank, Sector 58, Gurugram, Haryana 122008	9711592810	devprasad83@gmail.com	
22.	Nagarro	Firoz Zaidi	Senior Developer	Block A, Sector 64, Noida, Uttar Pradesh 201301, India	8218191014	firoz@nagarro.com	
23.	KPMG	Vaishali Tomar	Associate Consultant	Block A, 100 Feet Rd, Embassy Golf Link Business Park, Koramangala, Bengaluru, Karnataka-560071	9479421477	vaishalitomar@kpmg.com	
24.	Ecom Express.in	Shekhar Poswal	Senior QA L1	10 th Floor, Ambience Corporate Tower II, Ambience Island, Gurugram 122001	8588820616	Shekhar.p@ecomexpress.in	

25.	Ivy Comptech Hyderabad	Sakshi Tomar	Analyst Test Engineering	Survey No.13, DIVYA SREE OMEGA, 5th & 6th Floor, "B, Plot No 13/E, part, Kondapur, Hyderabad, Telangana 500084	9599621311	Sakshi.Tomar@ivycomptech.com	
26.	FIS Global Business Solution	Mangal Deep Patel	Sr. Software Developer	B-402, I Park, Plot No. 15, Phase IV, Gurugram, Haryana 122016	9718146851	Mangal.deeppatel@fisglobal.com	
27.	Tecnova India	Happy Sharma	Senior Manager	412, Nimai Tower, Phase IV, Sector 18, Gurgaon - 122015	9821179301	Happy.sharma@tecnovaglobal.com	
28.	Conduent	Prince Jain	Sr. Business Analyst	Plot No. 20, Candor Tech Space, Noida 201304	9013241797	Prince.jain@conduent.com	
29.	Senryaku Management	Udit Kaushik	Co-founder	UTC031, DLF The Ultima, Sector 81, Gurugram 122004	9690909024	Udit.kau@gmail.com	
30.	Tata Consultancy Services	Sheepara Kaushik	Associate Consultant	Hiranandani SEZ, Powai, Mumbai 400076	8433595090	Sheepara.sharma@tcs.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:

	Year	Total Candidates	Women	People with Disability
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Qualification Version		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		
3	☒ Showing Practical Demonstrations to the learners		
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		

Annexure 6: Detailed Assessment Criteria

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

Procter 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/N7202: Assist and Support Customers with Basic IT and Service Queries	<i>Proactive Customer Engagement</i>	4	8	-	3
	PC1. identify common IT service issues, such as connectivity problems or login errors, based on customer usage trends	2	4	-	2
	PC2. guide customers on preventive measures, such as password management or avoiding phishing emails, to reduce basic IT issues	2	4	-	1
	<i>Personalized Service Delivery</i>	6	10	-	4

	PC3. adapt explanations of IT services or solutions to match the customer's technical skill level	2	3	-	1
	PC4. use customer-specific details, such as device type or service history, to provide accurate and relevant troubleshooting steps	2	4	-	2
	PC5. provide follow-up assistance to ensure issues like basic software installations or configuration changes are resolved effectively	2	3		1
	<i>Collaboration and Team Coordination</i>	4	6	-	3
	PC6. share insights with the team about recurring customer issues, such as email syncing errors or slow device performance	2	3	-	2
	PC7. support colleagues by sharing solutions to common IT problems or assisting during high volumes of customer queries	2	3	-	1
	<i>Accessibility and Inclusivity in Support</i>	4	6		2
	PC8. rationalize technical explanations for non-technical customers, using easy-to-understand terms or regional languages to address diverse needs effectively	2	3	-	1
	PC9. provide tailored support for customers with accessibility requirements, ensuring clarity and usability in device or software settings	2	3	-	1
	<i>Root Cause Analysis and Long-Term Solutions</i>	6	10		4
	PC10. identify underlying reasons for recurring basic IT problems, such as frequent software crashes or outdated drivers	2	4	-	2
	PC11. document recurring issues and their resolutions to improve response times for similar queries	2	3	-	1
	PC12. suggest basic system or software updates to customers to avoid known technical glitches	2	3		1
	<i>Emotional Intelligence and Conflict Management</i>	6	10		4
	PC13. recognize and address customer frustration due to common issues, such as slow systems or connectivity failures, with empathy	2	4	-	2
	PC14. maintain composure and provide clear, step-by-step resolutions to de-escalate tense situations	2	3	-	1
	PC15. regularly update customers on the status of their service requests, ensuring transparency and trust	2	3		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/N7301: Incident and Request Management through Voice Support	<i>Acknowledge and Categorize Service Requests/Incidents</i>	4	6	-	3
	PC1. acknowledge receipt of customer service requests/incidents.	1	2	-	1
	PC2. empathize for any inconvenience caused and reassure customers of a commitment to resolve the issue.	1.5	2	-	1
	PC3. record and categorize service requests/incidents accurately using the organization's incident management tool	1.5	2	-	1
	<i>Understand and Diagnose the Issue</i>	3	5	-	2
	PC4. obtain sufficient information from customers to understand the nature of the problem.	1.5	2.5	-	1
	PC5. perform an initial diagnosis of the reported issue to identify possible solutions.	1.5	2.5	-	1
	<i>Troubleshoot and Provide Remote Support</i>	3	5	-	2
	PC6. guide customers remotely to test potential solutions and resolve basic issues.	1.5	2.5	-	1
	PC7. provide customers with a justifiable resolution time when an immediate solution cannot be found.	1.5	2.5	-	1
	<i>Escalate and Monitor Incidents</i>	4	6	-	3
	PC8. prioritize service requests/incidents according to organizational guidelines.	1.5	2	-	1
	PC9. escalate problems to line managers and obtain advice and guidance where the issues cannot be resolved by the helpdesk.	1.5	2	-	1
	PC10. monitor ongoing issues to keep customers informed about progress and any delays in resolution.	1	2	-	1
	<i>Resolution and Documentation</i>	3	6		3
	PC11. obtain confirmation from customers that their problems have been resolved satisfactorily.	1	2	-	1
	PC12. record the resolution of problems accurately in the organization's system.	1	2	-	1
	PC13. comply with relevant standards, policies, procedures, and guidelines when managing IT service requests/incidents.	1	2	-	1
	<i>Customer Interaction Management</i>	3	4	-	2
	PC14. maintain a professional and empathetic tone during customer interactions to ensure customer satisfaction.	1.5	2	-	1
	PC15. actively listen to customer feedback and identify areas for service improvement.	1.5	2	-	1
	<i>Compliance with Tools and Technology</i>	3	4	-	1
	PC16. use customer relationship management (CRM) tools effectively to log, track, and resolve customer queries.	1.5	2	-	0.5
	PC17. ensure accurate utilization of scripts, templates, and knowledge bases provided by the organization to troubleshoot incidents.	1.5	2	-	0.5

	<i>Feedback and Continuous Improvement</i>	2	4	-	1
	PC18. solicit feedback from customers on their experience with the resolution process.	1	2	-	0.5
	PC19. recommend improvements to existing processes or tools based on recurring service issues or customer feedback.	1	2	-	0.5
	<i>Use Gen AI for Technical Support</i>	5	10	-	3
	PC20. understand the concept and capabilities of Gen AI in providing automated support for basic IT service requests/incidents.	1	2	-	0.5
	PC21. utilize Gen AI to answer frequently asked questions and troubleshoot basic technical issues remotely, ensuring quick resolution and customer satisfaction.	1	2	-	0.5
	PC22. employ Gen AI to automate data entry and categorization of service requests/incidents, ensuring faster case resolution and accurate tracking of customer issues.	1	2	-	1
	PC23. develop clear and effective prompts for AI tools to ensure accurate and helpful responses to customer queries.	1	2	-	0.5
	PC24. continuously evaluate and refine prompts based on customer feedback and real-world usage to improve response quality.	1	2	-	0.5
	Total Marks	30	50	-	20
SSC/N7201: Manage Basic IT Service Requests and Incidents Remotely- Non-Voice	<i>Communication with Customers</i>	7	12	-	4
	PC1. prepare receipt of service requests/incidents and provide acknowledgment to customers, ensuring clear communication	1	2	-	1
	PC2. acknowledge the difficulties faced by the customer with empathy and assure them that the issue will be resolved promptly	1	1.5	-	0.5
	PC3. collect adequate information from customers to assess the issue and conduct an initial diagnosis	1	2	-	0.5
	PC4. prioritize service requests/incidents according to organizational guidelines, ensuring alignment with service level agreements (SLAs)	1	2	-	0.5
	PC5. provide customers with a realistic resolution time when immediate solutions cannot be provided	1	1.5	-	0.5
	PC6. monitor progress of unresolved issues, keeping customers informed about updates and delays as per escalation protocols	1	1.5	-	0.5
	PC7. obtain customer confirmation that the issue has been resolved to their satisfaction	1	1.5	-	0.5
	<i>Incident Recording and Categorization</i>	2	4	-	1
	PC8. document and classify service requests/incidents in the organization's incident management tool, following cybersecurity protocols	1	2	-	0.5
	PC9. record the resolution of problems accurately in the incident management system, ensuring traceability	1	2	-	0.5
	<i>Remote Support and Troubleshooting</i>	6	11	-	5
	PC10. assist customers remotely by using remote desktop tools to diagnose and implement potential solutions to resolve issues	1	2	-	1

PC11. use remote desktop tools to access customer devices and troubleshoot technical issues efficiently	1	2	-	1
PC12. identify, isolate, and resolve hardware/software issues remotely, ensuring minimal disruption to customers	1	2	-	1
PC13. assist customers in troubleshooting by providing clear and effective guidance throughout the process.	1	2	-	1
PC14. ensure customer data protection and privacy when using remote desktop tools and other troubleshooting methods	1	1.5	-	0.5
PC15. verify and validate solutions by conducting remote tests, ensuring that the issue is fully resolved before closure	1	1.5	-	0.5
<i>Escalation and Referrals</i>	<i>6</i>	<i>10</i>	<i>-</i>	<i>4</i>
PC16. escalate unresolved issues to line managers or subject matter experts for further investigation and resolution	1	2	-	1
PC17. adhere to established escalation procedures for issues that cannot be resolved at the first level of support	1	1.5	-	0.5
PC18. provide clear, detailed, and accurate documentation of the issue to ensure a smooth handover to higher-level technicians or experts	1	1.5	-	0.5
PC19. ensure timely escalation of critical or high-priority incidents to facilitate prompt resolution and prevent service disruption	1	2	-	1
PC20. monitor the escalation process and keep customers updated on the progress of their unresolved issues	1	1.5	-	0.5
PC21. follow up on escalated issues to ensure proper handling and keep the customer informed of any developments	1	1.5		0.5
<i>Compliance and Standards</i>	<i>2</i>	<i>3</i>	<i>-</i>	<i>1</i>
PC22. ensure compliance with relevant standards, policies, procedures, and guidelines while handling service requests/incidents	1	1.5	-	0.5
PC23. adhere to cybersecurity practices when accessing customer data and resolving issues remotely	1	1.5	-	0.5
<i>Soft Skills for Domestic Users</i>	<i>4</i>	<i>6</i>	<i>-</i>	<i>3</i>
PC24. apply soft skills when interacting with domestic users, ensuring effective communication via chat or email	1	1.5	-	1
PC25. use active listening skills to understand customer issues and provide relevant responses	1	1.5	-	1
PC26. maintain a professional tone in written communication, ensuring clarity and precision	1	1.5	-	0.5
PC27. utilize nonverbal communication strategies, like tone and phrasing, to enhance the clarity of written messages	1	1.5	-	0.5
<i>Gen AI in Technical Support</i>	<i>3</i>	<i>4</i>	<i>-</i>	<i>2</i>
PC28. understand the basics of Gen AI and its potential in automating tasks in technical support	1	1.5	-	0.5
PC29. identify use cases for Gen AI, such as automating ticket classification, generating responses, and providing initial troubleshooting steps	1	1.5	-	0.5

	PC30. apply prompt engineering techniques to generate effective and contextually accurate AI-driven responses for service requests and incidents.	1	1	-	1
	Total Marks	30	50	-	20
	Grand Total	110	180	-	60

Annexure 7: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

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
ITSM	IT Service Management
CRMs	Customer Relationship Management Systems

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