QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:
Telecom Sector Skill Council
2nd Floor, Plot NO: - 105, Sector – 44
Gurgaon – 122003 Ph.: 0124-4148029

Name and contact details of individual dealing with the submission
Name: Shiv Kumar Pandey
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List of documents submitted in support of the Qualifications File
1. Qualification Pack
2. Assessment Criteria – Annexure in Qualification Pack
3. Occupational Mapping
4. Skill Gap Report – KPMG & JUXT
5. Industry Engagement Certificate
6. Affiliation Protocol – Assessment Agency & Assessor
7. Assessment Framework

QUALIFICATION FILE SUMMARY

Qualification Title	TEL/Q2200
Body/bodies which will assess candidates	Telecom Sector Skill Council
Body/bodies which will award the certificate for the qualification.	Telecom Sector Skill Council
Body which will accredit providers to offer the qualification.	Telecom Sector Skill Council
Occupation(s) to which the qualification gives access	CCE – Repair Centre
Proposed level of the qualification in the NSQF.	4
Anticipated volume of training/learning required to complete the qualification.	Duration (120 Hr.)
Entry requirements / recommendations.	10+2 or equivalent
Progression from the qualification.	Will give access to Sr. Executive ,Team Leader and Asst. Manger
Planned arrangements for RPL.	Anybody with 1- year experience wrt. the job role
International comparability where known.	
Formal structure of the qualification	

Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
TEL/N2200 (Managing queries / complaints of walk-in customers)	M		
TEL/N2201 (Identify issues and troubleshoot)	M	200 Hours	4
TEL/N2202 (Co-ordination for replacement/repair)	M		

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.
Give details of the document here: Qualification pack

SECTION 1

ASSESSMENT

Name of assessment body:
1. **Aspiring Minds**
2. **Mettl**
3. **Multi Skills Assessment Guild (MSAG)**
4. **Independent Qualitative Assessors Guilde (IQAG)**
5. **Cocubes Technologies Pvt. Ltd**

Will the assessment body be responsible for RPL assessment?

Yes, assessing body is responsible for RPL assessment.

Mode of Assessment : Online

1. Theory: MCQ questions mapped with performance criteria of each NOS in a QP.
2. Viva   : Scenario Based questions mapped with performance criteria of each NOS in a QP.
3. Practical: Practical test conducted wrt. Job role.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

The Assessment Agency is affiliated through stringent measures and undergo QA process. The Assessors are certified before conducting any assessments. The Question Bank before being made online are scrutinized and validated for linkage with Performance Criteria and randomization during the assessment.

Mode of Assessment : Online

1. Theory: MCQ questions mapped with performance criteria of each NOS in a QP.
2. Viva   : Scenario Based questions mapped with performance criteria of each NOS in a QP.
3. Practical: Practical test conducted wrt. Job role.

Please attach any documents giving further information about assessment and/or RPL.
Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

	Criteria for Assessment of Trainee				
Job Role	CCE-Call Center - Repair Centre				
Qualification Pack	TEL/Q2200				
Sector Skill Council	Telecom Sector Skill Council				

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2.The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.

4. To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS and Overall 50% pass percentage.

5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

6. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out of	Theory	Skills (Practical)
1. TEL/N2200 (Managing queries / complaints of walk-in customers)	PC1. adhere to specified uniform/dress code and other grooming guidelines	100	10	0	10
	PC2. attend walk-in customers through token or ticket management		30	15	15
	PC3. capture queries/complaints of walk-in customers in CRM, register or MS Excel		30	15	15
	PC4. record daily number of walk-ins, units accepted for repair and replacement in the job sheets		30	10	20
		Total	100	40	60
2. TEL/N2201 (Identify issues and troubleshoot)	PC1. probe and perform checks for symptoms and identify root cause of the handset/accessory issue	100	10	10	0
	PC2. classify and troubleshoot root cause of handset/accessory issue, to be dealt at frontend (level 1) or backend (levels 2 & 3)		20	10	10
	PC3. provide software and hardware support for various operating systems		10	10	0
	PC4. recommend customers on software updates like latest operating system/upgrades, wherever applicable		15	10	5
	PC5. obtain handover of handset with accessories and provide job sheet to customers, if and when required		5	5	0
	PC6. identify opportunity for cross-sell or up-sell and execute		20	10	10
	PC7. handle objections rationally and patiently		20	5	15
			100	60	40
3. TEL/N2202 (Co-ordinate for replacement/repair)	PC1. check handset warranty and inform charges for repair/replacement, if applicable		10	10	0
	PC2. check for dead on arrival handset and adhere to the DOA policy		15	10	5
	PC3. inform resolution TAT (Turn Around Time)to the customer		5	5	0

	PC4. resolve device issues in co-ordination with L2 & L3, if required	5	5	0
	PC5. handover handset with accessories along with the job sheet to backend, within TAT (Turn Around Time)	10	10	0
	PC6. call customer to inform TAT (Turn Around Time)for collection of repaired/replaced handset/accessory and repair charges	10	0	10
	PC7. obtain handset with accessories handover from backend	10	10	0
	PC8. handover repaired/replaced handset/accessory to customer within TAT (Turn Around Time) and collect payment, as applicable	5	5	0
	PC9. adhere to organizational replacement/repair policy	15	15	0
	PC10. follow escalation matrix	15	15	0
		100	85	15

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?
As per Industry requirement and recommendations, we TSSC have followed in order to prepare the qualification pack and got vetted by NSDC during the QRC. (Attached –Industry Engagement Certificate).
What is the estimated uptake of this qualification and what is the basis of this estimate?
Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. Feedback from industry for demand though again sample size may not lend to accurate figures and depends on Industry quarterly requirements. (Attached Skill Gap Study Report)
What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?
• NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work • NSDC QRC team also confirmed the same
What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?
• Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation. • Monitoring of results of assessments • A formal review is scheduled in two year time

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here: NA

SECTION 3

SUMMARY EVIDENCE OF LEVEL
Level of qualification: NSQF Level 4
Summary of Direct Evidence (from learning outcomes)

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Level 4: Capable of working independently in his designated area. He must also learn new aspects of the job while executing the work assigned.

Generic NOS is/are linked to the overall authority attached to the job role.

CCE – Repair Centre - TEL/Q2200					
Process required	**Professional Knowledge**	**Professional Skills**	**Core Skills**	**Responsibility**	**Level**
The Job holder handles the customer's requirements on daily basis and deals with 3 types of issues faced by the customer (query, complain and request in handset segment) apart from this also promote new product, Upgradation (exchange of handset) offered by the company and managing the inventory. The activities identified are the familiar and routine activities. As per the assessment criteria the job holder will self-manage his performance.

Furthermore, based on the requirements of the customer, the job holder will identify and explain | Jobholder is expected to have factual knowledge of various products in his current company in terms of their features/specifications.

He should be customer centric and good decision making while suggesting anything to the customer. Additionally he must have knowledge of the schemes which company might like to offer to the customer.

Technique to resolving the issue raised by the customer and segregate the type of | Based on his professional knowledge he should be able to take appropriate decision, resolve the customer issue. This demonstrates his/her (pro-active) selling of plans , products (up selling and cross selling) techniques as per rules, tactically resolving the query within TAT and completing his/her daily target (i.e. number of calls answered, selling of various product.

Adding more: Good in developing rapport among the customer as per their value | Jobholder is expected to be aware target vs achievement. He should be able to perform (in terms of attending customer calls and resolving the issue faced by the client, customer).

He should be able to perform. For example

- Reconciling receivables and other invoices
- Interpreting data sheets
- Maintaining selling records.
- Maintaining the inventory at the showroom/outlet.

All of this requires application of basic arithmetic principles.

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Job Holder has be pro-actively engage with customers for selling specific products and try to up-sell, cross-selling wrt. the product. Hence they are expected to be | Jobholder based on his own learning and experience, plans the method of executing the daily task. He is in process of continuous self-learning and responsible for its own work.

He is responsible for:

- Resolve the issue faced by the customer, client in a given time frame.

- Pro-active selling of products to the customer.

- Minimum delay in attending the call and customer visiting to the outlet/showroom.

- Analyse the report and update accordingly.

Self-evaluation of the performance wrt the target achieved and corrective action | 4 |

suitable options based on clear choice according to the requirements specified.	interaction. For example: it can be a complain, request and query. Understand the process of how to sell a product.	and urgency.	good in communication skills (oral and written) with the customer, clients. As per the norms he/she have to maintain the quality standards laid down by the company. Jobholder is expected to be presentable and able to adjust socially and professional environment of working.	taken.	7
Level :- 4	Level :- 4	Level :- 4	Level :- 4	Level :- 4	

Summary of other evidence (if used): NA

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?
Horizontal and vertical mobility options have been articulated.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here: NA