Model Curriculum

QP Name: TECHNICAL SUPPORT EXECUTIVE- NON-VOICE

QP Code: SSC/Q7201

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 1.0

IT-ITeS Sector Skills Council NASSCOM | Plot No – 7, 8, 9 & 10, Sector 126, Noida, UP.
Pin Code: 201303

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Training Parameters

Sector	IT-ITeS
Sub-Sector	Software Products
Occupation	Product Support
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 4222.0101
Minimum Educational Qualification and Experience	Graduate with 1 year of relevant experience OR 12th Class with 4 years of relevant experience
Pre-Requisite License or Training	Training programs in customer orientation, virtual communication, dealing with difficult customers, etc.
Minimum Job Entry Age	18 Years
Last Reviewed On	13-09-2021
Next Review Date	13-09-2024
NSQC Approval Date	27-01-2022
QP Version	2.0
Model Curriculum Creation Date	13-09-2021
Model Curriculum Valid Up to Date	13-09-2024
Model Curriculum Version	1.0
Minimum Duration of the Course	400 hours
Maximum Duration of the Course	400 hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Evaluate methods to record and categorize service requests/incidents.
- Design methods of proper query resolution within their area of competence or authority in line with standard guidelines and service level agreements (SLAs).
- Identify the correct alternative solution from customer relationship management (CRM) tools and systems.
- Examine the purpose of different questioning techniques for understanding customer queries.
- Use various templates to record the query with the resolution for future purpose.
- Identify the possible IT usage and components required like e-mail platform/ webchat platform.
- Identify the input type of the query received through e-mail, chat, IM (Instant Messenger), etc.
- Demonstrate effective communication and collaboration with colleagues.
- Apply measures to maintain standards of health and safety at the workplace.
- Use different approaches to effectively manage and share data and information.
- Develop strong relationships at the workplace through effective communication and conflict management.
- Identify best practices to maintain an inclusive, environmentally sustainable workplace.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Module 1 (Bridge Module): IT-ITeS/Software products industry – An Introduction – Bridge Module	02:00	02:00	00:00	00:00	04:00
SSC/N7201 Deal remotely with customer queries **NOS Version No. 2** **NSQF Level 5**	67:00	164:00	00:00	00:00	231:00
Module 2: Attending customer queries	12:00	30:00	00:00	00:00	42:00
Module 3: Skills for query management	12:00	26:00	00:00	00:00	38:00

Module 4: Deal with customer queries	12:00	28:00	00:00	00:00	40:00
Module 5: Documentation process for queries	12:00	28:00	00:00	00:00	40:00
Module 6: Process of query resolution	12:00	27:00	00:00	00:00	39:00
Module 7: Software requirement for query management	07:00	25:00	00:00	00:00	32:00
SSC/N9001 Manage your work to meet requirements NOS Version No. 2 NSQF Level 4	08:00	32:00	00:00	00:00	40:00
Module 8: Self and work Management	08:00	32:00	00:00	00:00	40:00
SSC/N9002 Work effectively with colleagues NOS Version No. 2 NSQF Level 4	08:00	32:00	00:00	00:00	40:00
Module 9: Teamwork and Communication	08:00	32:00	00:00	00:00	40:00
SSC/N9003 Maintain a healthy, safe, and secure working environment NOS Version No. 2 NSQF Level 4	05:00	25:00	00:00	00:00	30:00
Module 10: Managing Health and Safety	05:00	25:00	00:00	00:00	30:00
SSC/N9004 Provide data/information in standard formats NOS Version No. 2 NSQF Level 4	05:00	25:00	00:00	00:00	30:00
Module 11: Workplace Data Management	05:00	25:00	00:00	00:00	30:00
SSC/N9014 Implement & Improve the Gender Sensitivity, PWD (Person/People with Disability) Sensitivity and Greening NOS Version No. 1 NSQF Level 4	05:00	20:00	00:00	00:00	25:00
Module 12: Inclusive and Environmentally Sustainable Workplaces	05:00	20:00	00:00	00:00	25:00
Total Duration	100:00	300:00	00:00	00:00	400:00

Module Details

Module 1: IT-ITeS/Software Products Industry – An Introduction

Bridge Module

Terminal Outcomes:

- Comprehend various delivery models used in the IT/ software products development industry.
- Identify the career path for a technical support executive in the non-voice domain.

Duration: *02:00(In Hours)*	**Duration:** *02:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the relevance of the IT-ITeS sector. • Identify the career path for a technical support executive in the non-voice domain.	• Collate information, evidence, and articles regarding the IT- ITeS/Software products industry through net surfing. • Categorize key applications to implement non-voice technical support services.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated)	

Module 2: Attending Customer Queries

Mapped to SSC/N7201, v2.0

Terminal Outcomes:

- Identify the role and importance of a non-voice customer service associate in supporting business operations.
- Develop various soft skills to handle customers.

Duration: *12:00(In Hours)*	**Duration:** *30:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify the various segments in non-voice technical customer service, tools, and techniques. • Identify the nature and range of queries related to technical aspects including networking/ connectivity, operating system/software, installation/configuration, etc.	• Examine the use of customer greetings standards to verify their details, following standard procedures. • Use skills like careful reading, understanding, summarizing skills to obtain customer confirmation of the query. • Examine the use of expressing concern for any difficulties caused and commit to resolve the same to gain trust. • Utilize skills of note taking, conveying inputs and acknowledgement to gather information.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Access to sample filled documents (MRD, PRD, BRS, URS, SRS, HLD) Access to IDE platforms for C, C++, Dot NET and Java / Eclipse	

Module 3: Skills for Query Management

Mapped to SSC/N7201, v2.0

Terminal Outcomes:

- Categorize queries accurately using query management tool.
- Design methods of proper query resolution within their area of competence or authority in line with standard guidelines and service level agreements (SLAs).

Duration: *12:00(In Hours)*	**Duration:** *26:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify different software needed for query management and tracking. • Refer to experts for solutions to queries, where available. • Discuss with supervisor or quality assurance team, where necessary to find solution for a specific query.	• Examine the use of applications like MS office, and other licensed software for query management. • Analyse the importance of query referral outside the area of competence or authority. • Examine the process to differentiate essential type of query, like technical fault, temporary glitch, customer unawareness, etc. • Analyse the use of gaining confirmation from customers those queries have been resolved to their satisfaction.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser. HTML5, Javascript, CSS, SQL, Web Builder, Word Press, Joomla and modelling tools such as Visio, UML	

Module 4: Deal with Customer Queries

Mapped to SSC/N7201, v2.0

Terminal Outcomes:

- Identify the correct alternative solution from customer relationship management (CRM) tools and systems.
- Examine the purpose of different questioning techniques for understanding customer queries.

Duration: *12:00(In Hours)*	**Duration:** *28:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of documenting, classifying and prioritizing customer queries. • Discuss the importance of keeping customers informed about timescales for progress and resolution of customer queries.	• Demonstrate the process of calculating a suitable timeline for completing a customer request keeping the customer informed. • Use objection handling skills to buy time for gauging the correct resolution and pacify the customer. • Examine the use of various approaches to support customers remotely for potential solutions.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser. HTML5, Javascript, CSS, SQL, Web Builder, Word Press, Joomla and modelling tools such as Visio, UML	

Module 5: Documentation Process for Queries

Mapped to SSC/N7201, v2.0

Terminal Outcomes:

- Select the correct category of documentation as per the list mentioned in the query management tool.
- Utilize various templates to record the query with the resolution for future purpose.

Duration: *12:00(In Hours)*	**Duration:** *28:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• List the common types of customer queries and how to resolve them. • List the basic IT requirements needed for non-voice set-up.	• Analyse the use of different styles and approaches of documentation, when working with customers. • Develop methods to construct a list of priority-based service requests/ incidents. • Evaluate the purpose of proper notes keeping while the customer explains the query. • Examine the use of query management tools to sort data and store for retrieval purpose.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, HTML5, Javascript, CSS, SQL, Web Builder, Word Press, Joomla and modelling tools such as Visio, UML	

Module 6: Process of Query Resolution

Mapped to SSC/N7201, v2.0

Terminal Outcomes:

- Identify the possible IT components required like e-mail platform/ webchat platform.
- Utilize various balanced judgments to different situations that could be used as a resolution.

Duration: *12:00(In Hours)*	**Duration:** *27:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify the nature of the customer, mood of the customer (angry, dissatisfied, seeking advice, dominant) before proceeding with objection handling.	• Examine the possibilities of adapting different problem-solving approaches in different situations like buying time, token of appreciation, raising technical tickets to ensure customer feels confident. • Evaluate the use of data and activities stored in customer management tool to understand the past records of a customer. • Plan methods to deliver consistent and reliable service to customers through proper resolution management. • Examine the purpose of rule-based transactions in line with customer-specific guidelines and procedures.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, HTML5, Javascript, CSS, SQL, Web Builder, Word Press, Joomla and modelling tools such as Visio, UML	

Module7: Software Requirement for Query Management

Mapped to SSC/N7201, v2.0

Terminal Outcomes:

- Identify the input type of the query received through e-mail, chat, IM (Instant Messenger), etc.
- Examine the specific data storage types used in the CRM tool.

Duration: *07:00(In Hours)*	**Duration:** *25:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify the various types of software that customers use to speed up the process of query management.	• Evaluate the functioning of customer relationship management (CRM) software in addressing contact management, fault management, tasks, and deals, etc. • Examine how e-mail tracking, campaign management, and dashboards are maintained by software.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, HTML5, Javascript, CSS, SQL, Web Builder, Word Press, Joomla and modelling tools such as Visio, UML	

Module 8: Manage your Work to meet Requirements

Mapped to SSC/N9001, v2.0

Terminal Outcomes:

- Define the scope of work.
- Demonstrate effective work planning principles.
- Recognize the importance of using time and resources effectively.

Duration: *08:00(In Hours)*	**Duration:** *32:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the role, responsibilities, and limits of the responsibilities. • Discuss the importance of gathering detailed work requirements and prioritizing work areas. • Identify commonly made mistakes in the prioritized work areas. • Explain the importance of completing work accurately.	• Analyse needs, requirements, and dependencies in order to meet the work requirements. • Apply resource management principles and techniques. • Demonstrate the ways to maintain an organized work area. • Apply effective time management principles.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools	

Module 9: Work Effectively with Colleagues

Mapped to SSC/N9002, v2.0

Terminal Outcomes:

- Explain the methods and mechanisms for effective communication.
- Explain the importance of effective collaboration at workplace.

Duration: *08:00(In Hours)*	**Duration:** *32:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the principles of clear communication. • Outline the importance of being a good listener and adhering to the commitments. • Identify challenges and pain points related to work distribution while working in a team. • Explain the importance of distributing and sharing workloads.	• Use oral, written, and non-verbal communication skills in a variety of forms to construct thoughts and ideas effectively. • Demonstrate professional behaviour at workplace. • Demonstrate effective team mentorship.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat and email tools to enable mock exercises.	

Module 10: Managing Health and Safety

Mapped to SSC/N9003, v2.0

Terminal Outcomes:

- Describe how to maintain a health, safe and secure environment at workplace.

Duration: *05:00(In Hours)*	**Duration:** *25:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of complying with organizational health, safety and security policies and procedures. • Discuss possible roles and responsibilities that an employee can take up with respect to workplace safety management. • Evaluate sample organizational emergency procedures. • Identify mechanisms to improve workplace health, safety, and security. • Label appropriate personal protective equipment needed for a job role.	• Demonstrate the identification of possible breaches in health, safety, and security policies. • Document health, safety, and security breaches. • Design a contingency plan for emergency situations like fire, short circuit, accidents, earthquake, etc. • Demonstrate the use of First Aid, CPR, and safety evacuation process as part of routine operations.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools A sample health and safety policy document, Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute	

Module 11: Workplace Data Management

Mapped to SSC/N9004, v2.0

Terminal Outcomes:

- Describe how data / information can be managed effectively.

Duration: *05:00(In Hours)*	**Duration:** *25:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss data privacy in terms of sharing and retrieving data from different sources. • Discuss the significance of providing accurate and up-to-date information on time. • Identify the database management tools and importance of CRM database.	• Apply the concepts behind information and knowledge management. • Perform rule-based analysis of data/information. • Format the data/information into required types/forms. • Demonstrate effective data management. • Use CRM databases to record and extract information.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	

Module 12: Inclusive and Environmentally Sustainable Workplaces

Mapped to SSC/N9014, v1.0

Terminal Outcomes:

- Illustrate sustainable practices at workplace for energy efficiency and waste management.
- Apply different approaches to maintain gender equality and increase inclusiveness for PwD.

Duration: *05:00(In Hours)*	**Duration:** *20:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe different approaches for efficient energy resource utilisation and waste management. • Describe the importance of following the diversity policies. • Identify stereotypes and prejudices associated with people with disabilities and the negative consequences of prejudice and stereotypes. • Discuss the importance of promoting, sharing, and implementing gender equality and PwD sensitivity guidelines at organization level.	• Practice the segregation of recyclable, non-recyclable and hazardous waste generated. • Demonstrate different methods of energy resource use optimization and conservation. • Demonstrate essential communication methods in line with gender inclusiveness and PwD sensitivity.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
12th Pass	NA	Minimum 2 years' experience in software products domain		1 year preferred	Minimum 2 years' experience in product support industry.	Additional certification in customer orientation, virtual communication, dealing with difficult customers etc.

Trainer Certification	
Domain Certification	**Platform Certification**
Minimum accepted score in SSC Assessment is 80% per NOS being taught in "SSC/Q7201, V 2.0"	Recommended that the trainer is certified for the Job role "Trainer" mapped to the Qualification Pack "MEP/Q2601". Minimum accepted score is 80% aggregate

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
Graduate in any discipline		2	Experience that involves client interaction	1-2	Experience that involves client interaction	

Assessor Certification	
Domain Certification	**Platform Certification**
Not Applicable	

Assessment Strategy

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

Assessment System Overview

A uniform assessment of job candidates as per industry standards facilitates progress of the industry by filtering employable individuals while simultaneously providing candidates with an analysis of personal strengths and weaknesses.

Assessment Criteria

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 the proportion of marks for Theory and Skills Practical for each PC.

The assessment for the theory part will be based on a knowledge bank of questions created by the SSC. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

Guidelines for Assessment			
Testing Environment	**Tasks and Functions**	**Productivity**	**Teamwork**
• Carry out assessments under realistic work pressures that are found in the normal industry workplace (or simulated workplace). • Ensure that the range of materials, equipment and tools that learners use are current and of the type routinely found in the normal industry workplace (or simulated workplace) environments.	• Assess that all tasks and functions are completed in a way, and to a timescale, that is acceptable in the normal industry workplace. • Assign workplace (or simulated workplace) responsibilities that enable learners to meet the requirements of the NOS.	• Productivity levels must be checked to ensure that it reflects those that are found in the work situation being replicated.	• Provide situations that allow learners to interact with the range of personnel and contractors found in the normal industry workplace (or simulated workplace).

Assessment Quality Assurance framework

NASSCOM provides two assessment frameworks NAC and NAC-Tech.

NAC (NASSCOM Assessment of Competence)

NAC follows a test matrix to assess Speaking & Listening, Analytical, Quantitative, Writing, and Keyboard skills of candidates appearing for assessment.

NAC-Tech

NAC-Tech test matrix includes assessment of Communication, Reading, Analytical, Logical Reasoning, Work Management, Computer Fundamentals, Operating Systems, RDBMS, SDLC, Algorithms & Programming Fundamentals, and System Architecture skills.

Methods of Validation

To pass a QP, a trainee should score an average of 70% across generic NOS' and a minimum of 70% for each technical NOS. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Method of assessment documentation and access

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by SSC assessment team. After upload, only SSC can access this data.

References

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what the learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcomes is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training**.**
Terminal Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module**.** A set of terminal outcomes help to achieve the training outcome.
National Occupational Standards	National Occupational Standard specify the standard of performance an individual must achieve when carrying out a function in the workplace.
Persons with Disability	Persons with Disability are those who have long-term physical, mental, intellectual, or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on equal basis with others.
Integrated Development Environment	An integrated development environment is a software application that provides comprehensive facilities to computer programmers for software development.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skill Qualification Framework
NSQC	National Skill Qualification Committee
NOS	National Occupational Standards
SSC	Skill Sectors Council
NASSCOM	National Association of Software & Service Companies
PWD	Persons with Disability
IDE	Integrated Development Environment