



IT - ITes SSC
NASSCOM



Qualification Pack



Technical Support Executive - Voice

QP Code: SSC/Q7202

Version: 2.0

NSQF Level: 4

IT-ITes Sector Skill Council || NASSCOM Plot No - 7, 8, 9 & 10, 3rd Floor, Sector 126
Noida Uttar Pradesh - 201303

Qualification Pack

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SSC/Q7202: Technical Support Executive - Voice

Brief Job Description

Individuals in this job are responsible for managing and resolving client queries / issues primarily through telephonic calls.

Personal Attributes

This job requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about IT initiatives. He/she should be highly motivated and energetic with the ability to self-direct daily activities.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [SSC/N7301: Deal remotely with basic IT service requests/incidents-voice](#)
2. [SSC/N9001: Manage your work to meet requirements](#)
3. [SSC/N9002: Work effectively with colleagues](#)
4. [SSC/N9003: Maintain a healthy, safe and secure working environment](#)
5. [SSC/N9004: Provide data/information in standard formats](#)
6. [SSC/N9014: Maintain an inclusive, environmentally sustainable workplace](#)

Qualification Pack (QP) Parameters

Sector	IT-ITes
Sub-Sector	Software Product Development
Occupation	Product Support
Country	India
NSQF Level	4
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 4222.0102



IT - ITes SSC
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Minimum Educational Qualification & Experience	Graduate with 1 Year of experience OR 12th Class with 4 Years of experience
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	Certifications in Change Management, Communication Techniques
Minimum Job Entry Age	18 Years
Last Reviewed On	27/01/2022
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
Version	2.0
Reference code on NQR	2022/ITES/ITSSC/05257
NQR Version	1.0

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SSC/N7301: Deal remotely with basic IT service requests/incidents-voice

Description

This unit is about dealing with basic service requests and incidents at the IT helpdesk and referring more complex problems to technicians or subject matter experts for resolution.

Scope

The scope covers the following :

- Receive service requests/incidents from the customers through voice calls and video calls
- Manage problems related to networking/connectivity operating system/software installation/configuration computer hardware account maintenance/access rights voice/ telephone video call
- Interact with people like line managers, peers, etc.

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

- PC1.** confirm to customers that the service requests/incidents have been received
- PC2.** express concern for any difficulties caused and make commitments to resolve them
- PC3.** obtain sufficient information from customers to understand the nature of the problem and perform initial diagnosis
- PC4.** record and categorize service requests/incidents accurately using the organization's incident management tool
- PC5.** support customers remotely to test potential solutions
- PC6.** prioritize service requests/incidents according to organizational guidelines
- PC7.** provide customers with a justifiable resolution time, where an immediate solution cannot be found
- PC8.** refer problems to line managers and obtain advice and guidance, where the problems cannot be resolved by the helpdesk
- PC9.** monitor problems to keep customers informed about progress and any delays in resolving them
- PC10.** obtain confirmation from customers that problems have been resolved
- PC11.** record the resolution of problems accurately
- PC12.** comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's standards, policies, procedures, guidelines and service level agreements for dealing with basic IT service requests or incidents

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- KU2.** organization's management tools and systems for recording, categorizing and resolving customer queries
- KU3.** customer relationship management (CRM) tools of the organization and how to use these
- KU4.** importance of documenting, classifying and prioritizing service requests
- KU5.** standard tools, templates, scripts and knowledge base available for dealing with service requests/incidents and use them to find resolution
- KU6.** the typical response time and importance of keeping customers informed about timescales for progress and resolution of incidents
- KU7.** common types of service requests/incidents and how to resolve them
- KU8.** the range of common problems and how to resolve these, including: a) network/connection and account maintenance/access problems b) hardware, voice, telephone or video related problems c) operating system, software and installation/configuration problems

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** interpret instructions, guidelines, procedures, rules and service level agreements
- GS2.** communicate/ listen (orally/in written) effectively in at least one local language
- GS3.** seek clarification on problems and advice from others
- GS4.** draw a conclusive plan and organize work to achieve targets and deadlines
- GS5.** build and maintain positive and effective relationship with customers to ensure customer satisfaction
- GS6.** agree to objectives for work requirements and keep up to date with changes, procedures and practices in the job role
- GS7.** deliver consistent and reliable service to customers
- GS8.** carry out rule-based transactions in line with specific guidelines/procedures and service level agreements
- GS9.** apply balanced judgments to different situations using a problem solving approach
- GS10.** work effectively in a team environment both independently and collaboratively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	30	70	-	-
PC1. confirm to customers that the service requests/incidents have been received	5	-	-	-
PC2. express concern for any difficulties caused and make commitments to resolve them	-	10	-	-
PC3. obtain sufficient information from customers to understand the nature of the problem and perform initial diagnosis	5	-	-	-
PC4. record and categorize service requests/incidents accurately using the organization's incident management tool	-	10	-	-
PC5. support customers remotely to test potential solutions	-	10	-	-
PC6. prioritize service requests/incidents according to organizational guidelines	-	10	-	-
PC7. provide customers with a justifiable resolution time, where an immediate solution cannot be found	5	-	-	-
PC8. refer problems to line managers and obtain advice and guidance, where the problems cannot be resolved by the helpdesk	10	-	-	-
PC9. monitor problems to keep customers informed about progress and any delays in resolving them	-	10	-	-
PC10. obtain confirmation from customers that problems have been resolved	5	-	-	-
PC11. record the resolution of problems accurately	-	10	-	-
PC12. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents	-	10	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SSC/N7301
NOS Name	Deal remotely with basic IT service requests/incidents-voice
Sector	IT-ITes
Sub-Sector	Software Product Development
Occupation	Product Support
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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SSC/N9001: Manage your work to meet requirements

Description

This unit is about planning and organizing your work in order to complete it to the required standards on time.

Scope

The scope covers the following :

- Utilise resources
- Ensure compliance

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

- PC1.** establish and agree your work requirements with appropriate people
- PC2.** keep the immediate work area clean and tidy
- PC3.** utilize time effectively
- PC4.** use resources correctly and efficiently
- PC5.** treat confidential information correctly
- PC6.** work in line with the organization's policies and procedures
- PC7.** work within the limits of the job role
- PC8.** obtain guidance from appropriate people, where necessary
- PC9.** ensure the work meets the agreed requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the priorities for the area of work
- KU2.** role, responsibilities, limits of the responsibilities and whom these must be agreed with, as well as when to involve others
- KU3.** the importance of having a tidy work area and how to do this
- KU4.** how to prioritize your workload according to urgency and importance and the benefits of this
- KU5.** the organizations policies and procedures, especially for dealing with confidential information, and the importance of complying with these
- KU6.** the purpose of keeping others updated with the progress of the work
- KU7.** the purpose and value of being flexible and adapting work plans to reflect change
- KU8.** the importance of completing work accurately and how to do this
- KU9.** appropriate timescales for completing the work and the implications of not meeting these for self and the organization
- KU10.** resources needed for the work and how to obtain and use these

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Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read instructions, guidelines, procedures, rules and service level agreements
- GS2.** ask for clarification and advice from line managers
- GS3.** communicate orally with colleagues
- GS4.** make decisions on suitable courses
- GS5.** plan and organize the work to achieve targets and deadlines
- GS6.** agree to objectives and work requirements
- GS7.** deliver consistent and reliable service to customers
- GS8.** check that the work meets customer requirements
- GS9.** refer anomalies to the line manager
- GS10.** seek clarification on problems from others
- GS11.** provide relevant information to others
- GS12.** analyze needs, requirements and dependencies in order to meet the work requirements
- GS13.** apply judgments to different situations
- GS14.** ensure the work is complete and free from errors
- GS15.** get the work checked by peers
- GS16.** work effectively in a team environment
- GS17.** use information technology effectively, to input and/or extract data accurately
- GS18.** identify and refer anomalies in data
- GS19.** store and retrieve information
- GS20.** keep up to date with changes, procedures and practices in the role

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	25	75	-	-
PC1. establish and agree your work requirements with appropriate people	-	6.25	-	-
PC2. keep the immediate work area clean and tidy	6.25	6.25	-	-
PC3. utilize time effectively	6.25	6.25	-	-
PC4. use resources correctly and efficiently	6.25	12.5	-	-
PC5. treat confidential information correctly	-	6.25	-	-
PC6. work in line with the organization's policies and procedures	-	12.5	-	-
PC7. work within the limits of the job role	-	6.25	-	-
PC8. obtain guidance from appropriate people, where necessary	-	6.25	-	-
PC9. ensure the work meets the agreed requirements	6.25	12.5	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9001
NOS Name	Manage your work to meet requirements
Sector	IT-ITes
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

SSC/N9002: Work effectively with colleagues

Description

This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.

Scope

The scope covers the following :

- Communicate with colleagues
- Show respect

Elements and Performance Criteria

Communicate with colleagues

To be competent, the user/individual on the job must be able to:

- PC1.** communicate with colleagues clearly, concisely and accurately
- PC2.** work with colleagues to integrate the work effectively with theirs
- PC3.** pass on essential information to colleagues in line with organizational requirements

Show respect

To be competent, the user/individual on the job must be able to:

- PC4.** work in ways that show respect for colleagues
- PC5.** carry out commitments one has made to colleagues
- PC6.** identify any problems while working with colleagues and take the initiative to solve these problems
- PC7.** follow the organization's policies and procedures for working with colleagues

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization's policies and procedures for working with colleagues and the role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** benefits of developing productive working relationships with colleagues
- KU5.** the importance of creating an environment of trust and mutual respect in an environment where there is no authority over those working with
- KU6.** where you do not meet the commitments, the implications this will have on individuals and the organization

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- KU7.** different types of information that colleagues might need and the importance of providing this information when it is required
- KU8.** the importance of understanding problems from the colleagues perspective and how to provide support, where necessary, to resolve these

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete accurate, well written work with attention to detail
- GS2.** communicate effectively with colleagues in writing
- GS3.** read instructions, guidelines, procedures, rules and service level agreements
- GS4.** make decisions on suitable courses
- GS5.** ask for clarification and advice from line managers
- GS6.** help reach agreements with colleagues
- GS7.** plan and organize the work to achieve targets and deadlines
- GS8.** ensure the work meets customer requirements, and deliver consistent and reliable service
- GS9.** apply problem solving approaches in different situations
- GS10.** apply balanced judgments to different situations
- GS11.** ensure the work is complete and free from errors
- GS12.** ensure the work is complete and free from errors
- GS13.** work effectively with colleagues and other teams in a team environment
- GS14.** treat other cultures with respect
- GS15.** identify and refer anomalies
- GS16.** keep up to date with changes, procedures and practices in the role

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate with colleagues</i>	18	30	-	-
PC1. communicate with colleagues clearly, concisely and accurately	-	20	-	-
PC2. work with colleagues to integrate the work effectively with theirs	-	10	-	-
PC3. pass on essential information to colleagues in line with organizational requirements	18	-	-	-
<i>Show respect</i>	2	50	-	-
PC4. work in ways that show respect for colleagues	2	20	-	-
PC5. carry out commitments one has made to colleagues	-	10	-	-
PC6. identify any problems while working with colleagues and take the initiative to solve these problems	-	10	-	-
PC7. follow the organization's policies and procedures for working with colleagues	-	10	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9002
NOS Name	Work effectively with colleagues
Sector	IT-ITes
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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SSC/N9004: Provide data/information in standard formats

Description

This unit is about providing specified data/information related to your work in templates or other standard formats.

Scope

The scope covers the following :

- Obtain information
- Analyze and report information

Elements and Performance Criteria

Obtain information

To be competent, the user/individual on the job must be able to:

- PC1.** establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it
- PC2.** obtain the data/information from reliable sources
- PC3.** check that the obtained data/information is accurate, complete and up-to-date
- PC4.** obtain advice or guidance from appropriate people where there are problems with the data/information

Analyze and report information

To be competent, the user/individual on the job must be able to:

- PC5.** carry out rule-based analysis of the data/information, if required
- PC6.** insert the data/information into the agreed formats
- PC7.** report any unresolved anomalies in the data/ information to appropriate people
- PC8.** provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization's procedures and guidelines for providing data/information in standard formats and the role and responsibilities in relation to this
- KU2.** the knowledge management culture of the organization
- KU3.** the organization's policies and procedures for recording and sharing information and the importance of complying with these
- KU4.** the importance of validating data/information before use and how to do this
- KU5.** procedures for updating data in appropriate formats and with proper validation
- KU6.** the purpose of the CRM database

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- KU7.** how to use the CRM database to record and extract information
- KU8.** the importance of having data/information reviewed by others
- KU9.** the scope of any data/information requirements including the level of detail required
- KU10.** the importance of keeping within the scope of work and adhering to timescales
- KU11.** data/information one may need to provide including the sources and how to do this
- KU12.** templates and formats used for data/information including their purpose and how to use these
- KU13.** different techniques used to obtain data/information and how to apply these
- KU14.** rule-based analysis on the data/information
- KU15.** typical anomalies that may occur in data/information
- KU16.** whom to go to in the event of inaccurate data/information and how to report this

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines, procedures, rules and service level agreements
- GS3.** listen effectively and orally communicate information accurately
- GS4.** follow rule-based decision-making processes
- GS5.** make decisions on suitable courses of action
- GS6.** plan and organize the work to achieve targets and deadlines
- GS7.** check the work meets customer requirements and exceed customer expectations
- GS8.** apply problem solving approaches in different situations
- GS9.** configure data and disseminate relevant information to others
- GS10.** apply balanced judgments to different situations
- GS11.** use information technology effectively, to input and/or extract data accurately
- GS12.** validate and update data
- GS13.** store and retrieve information

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain information</i>	18.75	31.25	-	-
PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it	12.5	-	-	-
PC2. obtain the data/information from reliable sources	-	12.5	-	-
PC3. check that the obtained data/information is accurate, complete and up-to-date	6.25	6.25	-	-
PC4. obtain advice or guidance from appropriate people where there are problems with the data/information	-	12.5	-	-
<i>Analyze and report information</i>	6.25	43.75	-	-
PC5. carry out rule-based analysis of the data/information, if required	-	25	-	-
PC6. insert the data/information into the agreed formats	-	12.5	-	-
PC7. report any unresolved anomalies in the data/ information to appropriate people	6.25	-	-	-
PC8. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time	-	6.25	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9004
NOS Name	Provide data/information in standard formats
Sector	IT-ITes
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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SSC/N9014: Maintain an inclusive, environmentally sustainable workplace

Description

The unit is about implementing and improving diversity equality and inclusion in a sustainable and environment friendly workplace.

Scope

The scope covers the following :

- Sustainable Practices
- Respect diversity and strengthen practices to promote equity (equality)/inclusivity

Elements and Performance Criteria

Sustainable Practices

To be competent, the user/individual on the job must be able to:

- PC1.** optimize usage of electricity/energy, materials, and water in various asks / activities / processes and plan the implementation of energy efficient systems in a phased manner
- PC2.** segregate recyclable, non-recyclable and hazardous waste generated for disposal or efficient waste management

Respect diversity and strengthen practices to promote equity (equality)/inclusivity

To be competent, the user/individual on the job must be able to:

- PC3.** understand the diversity policy of the organization and use internal & external communication to colleagues to improve
- PC4.** comply with PwD inclusive policies for an adaptable and equitable work environment
- PC5.** improve through specifically designed recruitment practices, PwD friendly infrastructure, job roles, etc.
- PC6.** use and advocate for appropriate verbal/nonverbal communication, schemes and benefits of PwD.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization's policies and procedures about gender inclusivity, equality and sustainability while working with colleagues and your role and responsibilities in relation to this
- KU2.** inclusive tools and practices of communication to acknowledge/validate, share and promote the cause of gender parity at workplace. For example - supporting women with mentorship programs, speaking out against discriminatory practices or harassment
- KU3.** the concept of gender, gender equality and gender discrimination, and all forms of gender discrimination, violence and inequality, including the current and historical causes of gender inequality in the workplace

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- KU4.** how to maintain and provide a conducive work environment that is free from any harassment. facilities and amenities to PwD to perform and excel in their role
- KU5.** organization's redressal mechanisms (like the POSH committee) to address harassment and bias at the workplace, with awareness of prevalent legislations against bias and sexual harassment
- KU6.** initiatives towards efficient use of natural resources and energy, reduction and prevention of pollution and promoting waste avoidance and recycling measures in line with internationally disseminated technologies and practices
- KU7.** all about various energy options including renewable and non-renewable with their environmental impacts, health issues, usage, safety and energy security
- KU8.** implications that any non-compliance with electricity and energy may have on individuals and the organization
- KU9.** the organization's electricity first aid emergency procedures
- KU10.** how to monitor, measure and report performance of environmental conservation
- KU11.** different types of electricity accidents, safety and security and how and when to report these
- KU12.** how to use the electricity/energy safety, accident reporting, emergency procedures and the importance of these

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read PwD instructions, guidelines, procedures, diversity policies/acts, rules and service level agreements
- GS2.** be aware of one's own gender identity and gender role and respectful of the gender performances of others
- GS3.** organize team building or sensitization workshops to address gender biases, stereotypes and potentially blind spots
- GS4.** clarify personal norms and values related to energy production and usage as well as to reflect and evaluate their own energy usage in terms of efficiency and sufficiency
- GS5.** listen and communicate (oral) effectively and accurately on all PwD policies
- GS6.** apply balanced judgments in gender diversity situations
- GS7.** take action to reduce the carbon footprint of business activities and embed environmental responsibility
- GS8.** calibration session with employees to discuss gender biases, stereotypes and potentially blind spots

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Sustainable Practices</i>	10	30	-	-
PC1. optimize usage of electricity/energy, materials, and water in various asks / activities / processes and plan the implementation of energy efficient systems in a phased manner	5	15	-	-
PC2. segregate recyclable, non-recyclable and hazardous waste generated for disposal or efficient waste management	5	15	-	-
<i>Respect diversity and strengthen practices to promote equity (equality)/inclusivity</i>	10	50	-	-
PC3. understand the diversity policy of the organization and use internal & external communication to colleagues to improve	5	10	-	-
PC4. comply with PwD inclusive policies for an adaptable and equitable work environment	-	10	-	-
PC5. improve through specifically designed recruitment practices, PwD friendly infrastructure, job roles, etc.	-	20	-	-
PC6. use and advocate for appropriate verbal/nonverbal communication, schemes and benefits of PwD.	5	10	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9014
NOS Name	Maintain an inclusive, environmentally sustainable workplace
Sector	IT-ITes
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, Future Skills
Occupation	Generic,
NSQF Level	5
Credits	1
Version	1.0
Last Reviewed Date	27/01/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification File 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 a proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training centre (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion
6. To pass a QF, a trainee should score an average of 70% across generic NOS' and a minimum of 70% for each technical NOS

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7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification File.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SSC/N7301.Deal remotely with basic IT service requests/incidents-voice	30	70	-	-	100	20
SSC/N9001.Manage your work to meet requirements	25	75	-	-	100	16
SSC/N9002.Work effectively with colleagues	20	80	-	-	100	16
SSC/N9003.Maintain a healthy, safe and secure working environment	30	70	-	-	100	16
SSC/N9004.Provide data/information in standard formats	25	75	-	-	100	16
SSC/N9014.Maintain an inclusive, environmentally sustainable workplace	20	80	-	-	100	16
Total	150	450	-	-	600	100

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
IT-ITes	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.



Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.