

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR IT-ITeS INDUSTRY

### What are National Occupational Standards(NOS)?

- NOS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- NOS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



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### Introduction

### Qualifications Pack- CRM Domestic Voice

**SECTOR:** IT-ITES

**SUB-SECTOR:** Business Process Management

**OCCUPATION:** Customer Relationship Management

**REFERENCE ID:** SSC/Q2210

**ALIGNED TO:** NCO-2015/5244.0101

**CRM Domestic Voice** in the IT-ITeS Industry is also known as a Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative, Process Associate-Voice.

**Brief Job Description:** Individuals in this job receive and make telephone calls which are primarily scripted, basic and routine with the assistance of a computerised system. They answer inquiries, resolve problems, record complaints and/or receive feedback.

**Personal Attributes:** This job requires the individual to work independently and interact with customers. The individual should be result oriented and should also be able to demonstrate logical thinking and interpersonal skills; ensure prioritization of workload and should be willing to work at a desk-based job.

Job Details	<b>Qualifications Pack Code</b>	<b>SSC/Q2210</b>		
	<b>Job Role</b>	<b>CRM Domestic Voice</b>		
	<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
	<b>Sub-sector</b>	<b>Business Process Management</b>	<b>Last reviewed on</b>	<b>31/01/2015</b>
	<b>Occupation</b>	<b>Customer Relationship Management</b>	<b>Next review date</b>	<b>31/03/2016</b>
	<b>NSQC Clearance on</b>	<b>19/05/2015</b>		

<b>Job Role</b>	<b>CRM Domestic Voice</b> (Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Agent, Helpdesk Coordinator, Customer Support Representative, Process Associate- Voice)
<b>Role Description</b>	Managing and resolving client queries / issues primarily through telephonic calls.
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications</b>	10th
<b>Maximum Educational Qualifications</b>	Master's Degree in any discipline
<b>Training</b> (Suggested but not mandatory)	Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes etc.
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	0-1 year of work experience/internship in a related area
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">SSC/N3020 (Make outbound calls to customers)</a></li> <li><a href="#">SSC/N9001 (Manage your work to meet requirements)</a></li> <li><a href="#">SSC/N9003 (Maintain a healthy, safe and secure working environment)</a></li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units

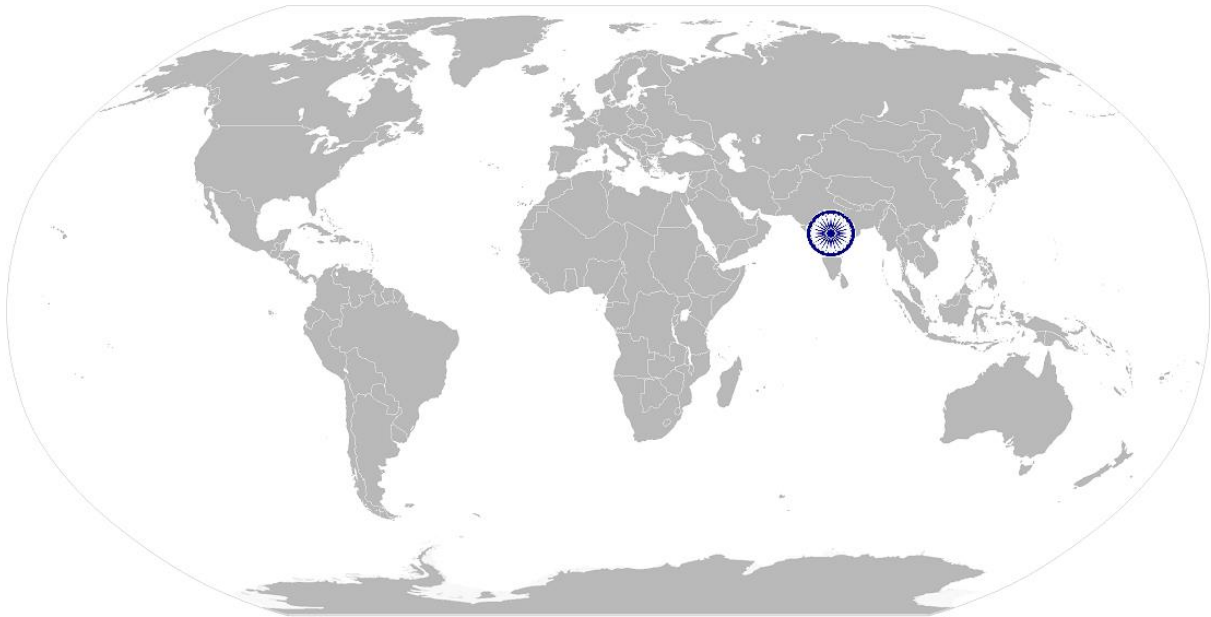
## Glossary of Key Terms

Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses 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.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance Criteria 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 Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or 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 the 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 the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
<b>Keywords /Terms</b>	<b>Description</b>
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
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labour and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skill Qualification Framework

Acronyms

# National Occupational Standard



## Overview

This unit is about making telephone calls to customers and prospective customers in order to sell products/services to them.

**Make outbound calls to customers.**

<b>Applicable NOS Unit</b>	<b>Unit Code</b>	<b>SSC/N3020</b>
	<b>Unit Title (Task)</b>	<b>Make outbound calls to customers.</b>
	<b>Description</b>	This unit is about making telephone calls to customers and prospective customers in order to sell products/services or with respect to an existing product or service used by them.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Customers:</b></p> <ul style="list-style-type: none"> <li>• existing customers</li> <li>• prospective customers</li> </ul> <p><b>Appropriate people:</b></p> <ul style="list-style-type: none"> <li>• supervisor</li> <li>• other members of the sales team</li> <li>• subject matter experts</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
		<p>To be competent, you must be able to:</p> <p>PC1. establish contact with customers, following your organization's procedures</p> <p>PC2. introduce yourself and the purpose of your call, following standard scripts</p> <p>PC3. obtain information from <b>customers</b> to identify their needs</p> <p>PC4. make convincing sales pitches to <b>customers</b> following standard scripts</p> <p>PC5. handle <b>customer</b> queries, objections and rebuttals following standard scripts</p> <p>PC6. adapt your approach and style to <b>customer</b> preferences, within the limits of your competence and authority</p> <p>PC7. refer issues outside your area of competence and authority to <b>appropriate people</b>, following your organization's procedures</p> <p>PC8. identify and act on opportunities to up-sell or cross-sell other products/ services to <b>customers</b></p> <p>PC9. confirm <b>customer</b> wishes and needs in order to close sales</p> <p>PC10. obtain required financial information from <b>customers</b>, following your organization's procedures</p> <p>PC11. complete your organization's post-sales procedures in order to complete/ fulfill sales</p> <p>PC12. comply with relevant standards, policies, procedures and guidelines when making outbound telesales calls</p>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b> (Knowledge of the company/	<p>You need to know and understand:</p> <p>KA1. your organization's standards, policies, procedures and guidelines for making telesales calls and your role and responsibilities in relation to these</p> <p>KA2. your organization's sales plan and priorities</p>

**Make outbound calls to customers.**

organization and its processes)	<p>KA3. standard scripts and tools available for sales pitches, customer queries, objections and rebuttals</p> <p>KA4. typical issues that may occur and how to address these</p> <p>KA5. where to refer issues outside your authority</p> <p>KA6. types of financial information required from customers and how to obtain this</p> <p>KA7. the importance of confirming customer wishes and needs and how to do this</p> <p>KA8. how to use your organization’s tools, systems and procedures for recording, completing and fulfilling customer sales</p>
<b>B. Technical Knowledge</b>	<p>You need to know and understand:</p> <p>KB1. the importance of introducing yourself and the purpose of the call</p> <p>KB2. different styles and approaches to use when working with customers</p> <p>KB3. how to adapt your style and approach to meet customers preferences</p> <p>KB4. different questioning techniques for identifying customer needs and how to apply these</p> <p>KB5. how to match products/services to customer needs</p> <p>KB6. different opportunities for up-selling or cross-selling other products/services to customers</p> <p>KB7. current practice in sales and customer service</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate well written work with attention to detail</p> <p>SA2. write in at least one local language</p>
	<b>Reading Skills</b>
	<p>You need to know and understand how to:</p> <p>SA3. read instructions, guidelines, procedures, rules and service level agreements</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>You need to know and understand how to:</p> <p>SA4. communicate effectively in at least one local language</p> <p>SA5. listen effectively and orally communicate information accurately</p> <p>SA6. ask for clarification and advice from others</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p>
	<b>Plan and Organize</b>
	<p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p>
	<b>Customer Centricity</b>
	<p>You need to know and understand how to:</p>



**Make outbound calls to customers.**

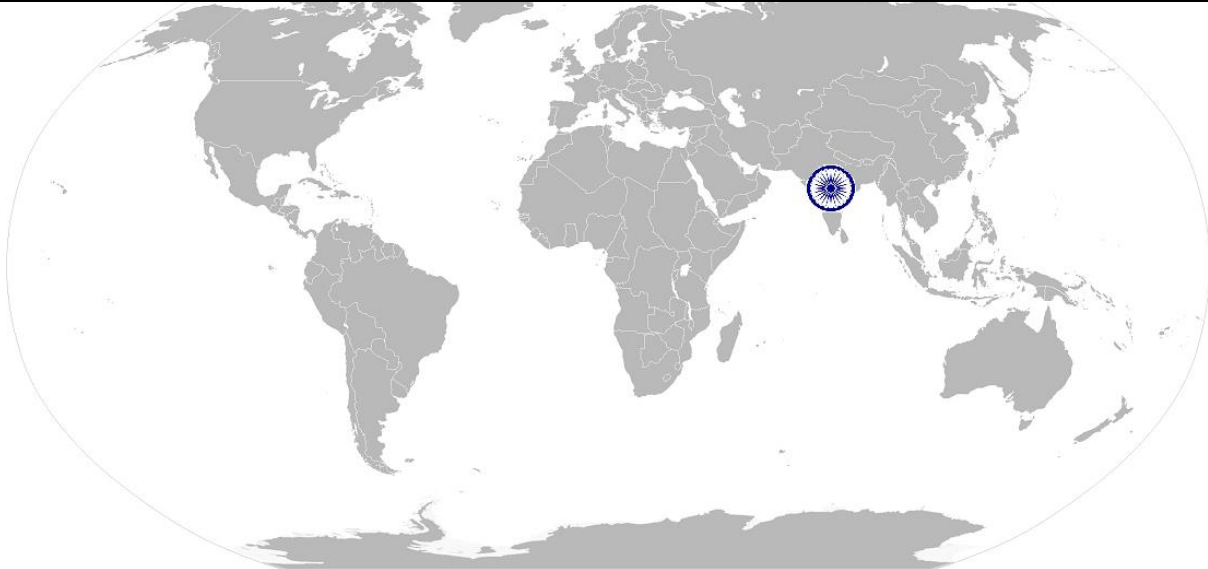
	<p>SB3. build and maintain positive and effective relationships with customers</p> <p>SB4. work effectively in a customer facing environment</p> <p>SB5. deliver consistent and reliable service to customers</p> <p>SB6. check that your own work meets customer requirements</p> <p>SB7. carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements</p>
	<b>Problem Solving</b>
	<p>You need to know and understand how to:</p> <p>SB8. apply problem-solving approaches in different situations</p> <p>SB9. seek clarification on problems from others</p>
	<b>Analytical Thinking</b>
	<p>You need to know and understand how to:</p> <p>SB10. analyze data and activities</p> <p>SB11. pass on relevant information to others</p>
	<b>Critical Thinking</b>
	<p>You need to know and understand how to:</p> <p>SB12. apply balanced judgments to different situations</p>
	<b>Attention to Detail</b>
	<p>You need to know and understand how to:</p> <p>SB13. check your work is complete and free from errors</p>
	<b>Team Working</b>
	<p>You need to know and understand how to:</p> <p>SB14. work effectively in a team environment</p> <p>SB15. work independently and collaboratively</p>
<b>C. Technical Skills</b>	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively to input and/or extract data accurately</p> <p>SC2. store and retrieve information</p> <p>SC3. agree objectives and work requirements</p> <p>SC4. keep up to date with changes, procedures and practices in your role</p>



**Make outbound calls to customers.**

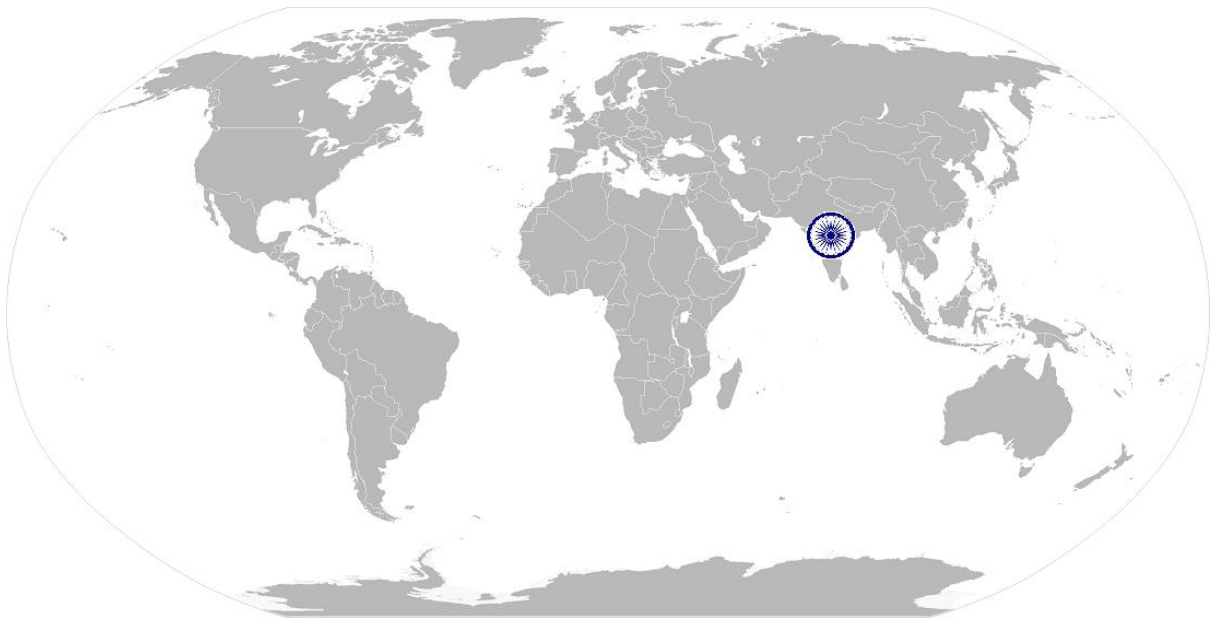
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<b>Credits (NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
<b>Industry Sub-sector</b>	<b>Business Process Management</b>	<b>Last reviewed on</b>	<b>31/01/2015</b>
<b>Occupation</b>	<b>Customer Relationship Management</b>	<b>Next review date</b>	<b>31/03/2016</b>



Manage your work to meet requirements.

# National Occupational Standard



## Overview

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

Manage your work to meet requirements

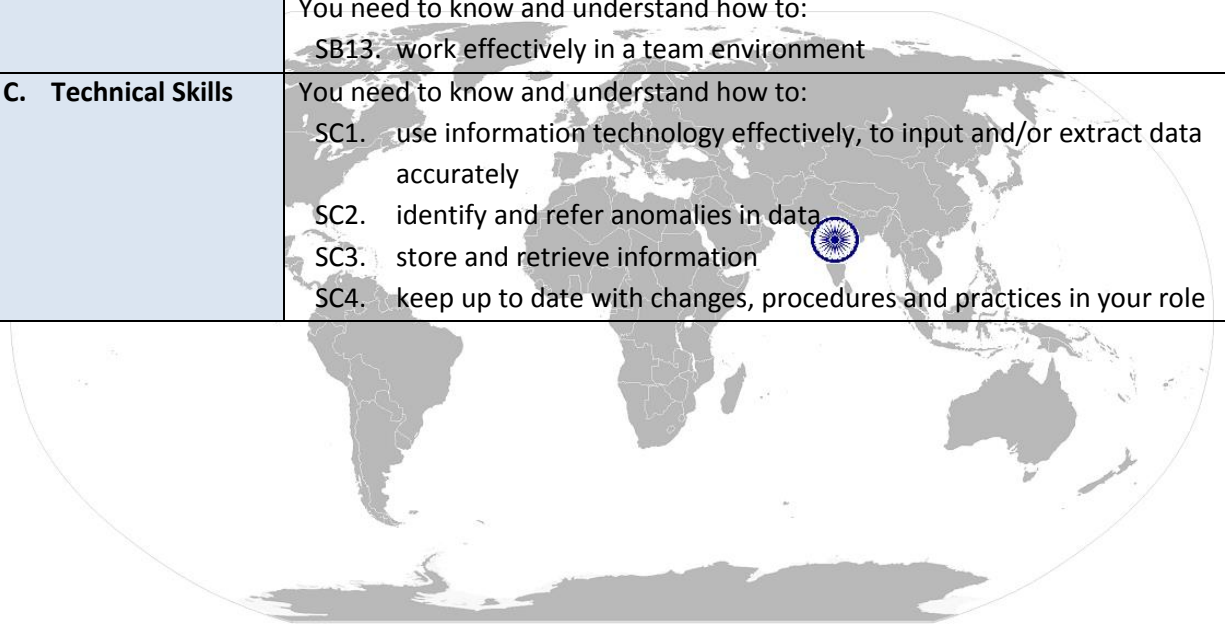
Applicable NOS Unit	<b>Unit Code</b>	SSC/N9001
	<b>Unit Title (Task)</b>	Manage your work to meet requirements
	<b>Description</b>	This unit is about planning and organizing your work in order to complete it to the required standards on time.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Work requirements:</b></p> <ul style="list-style-type: none"> <li>• activities (what you are required to do)</li> <li>• deliverables (the outputs of your work)</li> <li>• quantity (the volume of work you are expected to complete)</li> <li>• standards (what is acceptable performance, including compliance with Service Level Agreements)</li> <li>• timing (when your work needs to be completed)</li> </ul> <p><b>Appropriate people:</b></p> <ul style="list-style-type: none"> <li>• line manager</li> <li>• the person requesting the work</li> <li>• members of the team/department</li> <li>• members from other teams/departments</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• equipment</li> <li>• materials</li> <li>• information</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your <b>work requirements</b> with <b>appropriate people</b></p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use <b>resources</b> correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from <b>appropriate people</b>, where necessary</p> <p>PC9. ensure your work meets the agreed <b>requirements</b></p>	
<b>Knowledge and Understanding (K)</b>		
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</p> <p>KA2. limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p>	

### Manage your work to meet requirements

	<p>KA6. your organization's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of your work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect change</p>
<b>B. Technical Knowledge</b>	<p>You need to know and understand:</p> <p>KB1. the importance of completing work accurately and how to do this</p> <p>KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization</p> <p>KB3. resources needed for your work and how to obtain and use these</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	You need to know and understand how to:
	SA1. complete accurate work with attention to detail
	<b>Reading Skills</b>
	You need to know and understand how to:
	SA2. read instructions, guidelines, procedures, rules and service level agreements
	<b>Oral Communication (Listening and Speaking skills)</b>
You need to know and understand how to:	
SA3. ask for clarification and advice from line managers	
SA4. communicate orally with colleagues	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action
	<b>Plan and Organize</b>
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	SB3. agree objectives and work requirements
	<b>Customer Centricity</b>
	You need to know and understand how to:
	SB4. deliver consistent and reliable service to customers
SB5. check that your own work meets customer requirements	
<b>Problem Solving</b>	
You need to know and understand how to:	
SB6. refer anomalies to the line manager	
SB7. seek clarification on problems from others	
<b>Analytical Thinking</b>	

**Manage your work to meet requirements**

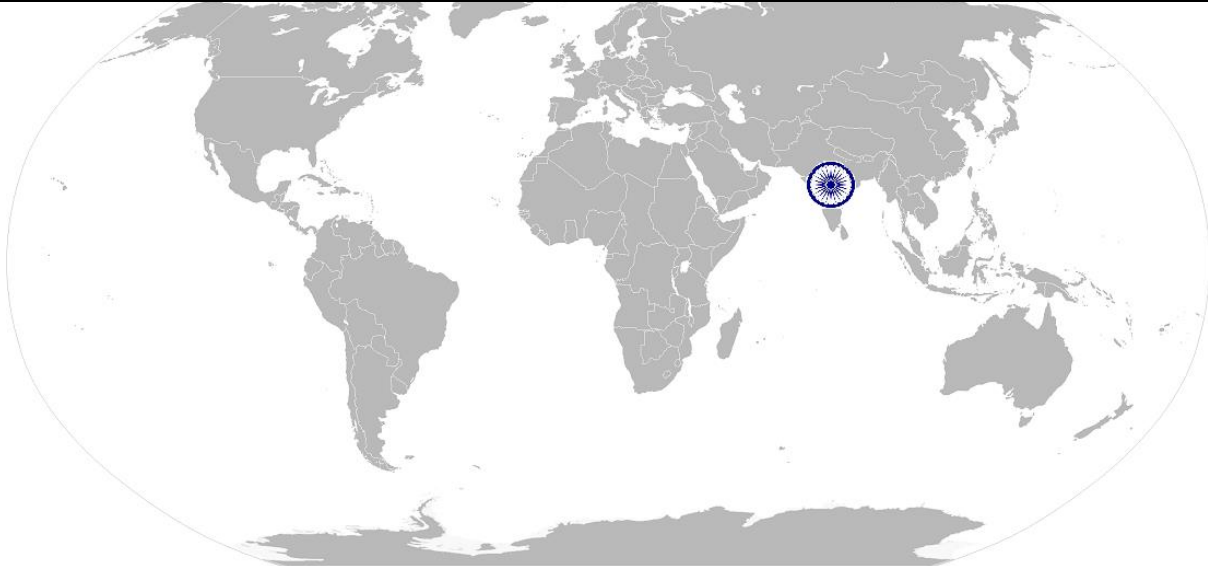
	You need to know and understand how to: SB8. provide relevant information to others SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	<b>Critical Thinking</b>
	You need to know and understand how to: SB10. apply judgments to different situations
	<b>Attention to Detail</b>
	You need to know and understand how to: SB11. check your work is complete and free from errors SB12. get your work checked by peers
	<b>Team Working</b>
	You need to know and understand how to: SB13. work effectively in a team environment
<b>C. Technical Skills</b>	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role



## Manage your work to meet requirements

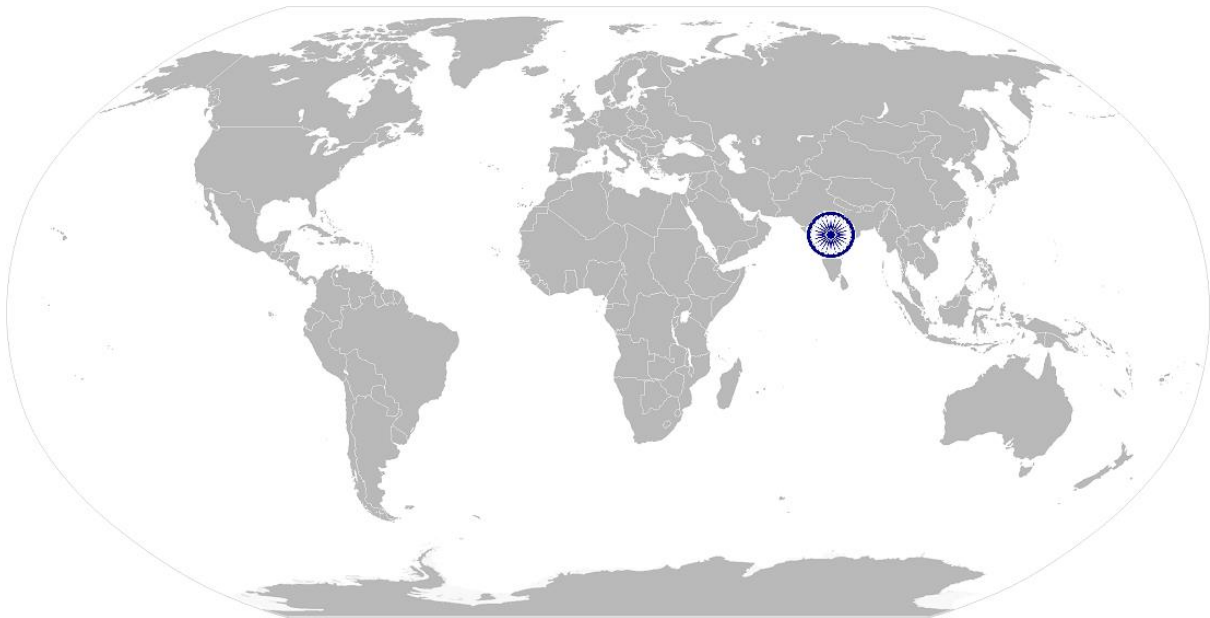
### NOS Version Control

<b>NOS Code</b>	<b>SSC/N9001</b>		
<b>Credits (NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
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		<b>Next review date</b>	<b>31/03/2016</b>



Maintain a healthy, safe and secure working environment.

# National Occupational Standard



## Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.



## Maintain a healthy, safe and secure working environment.

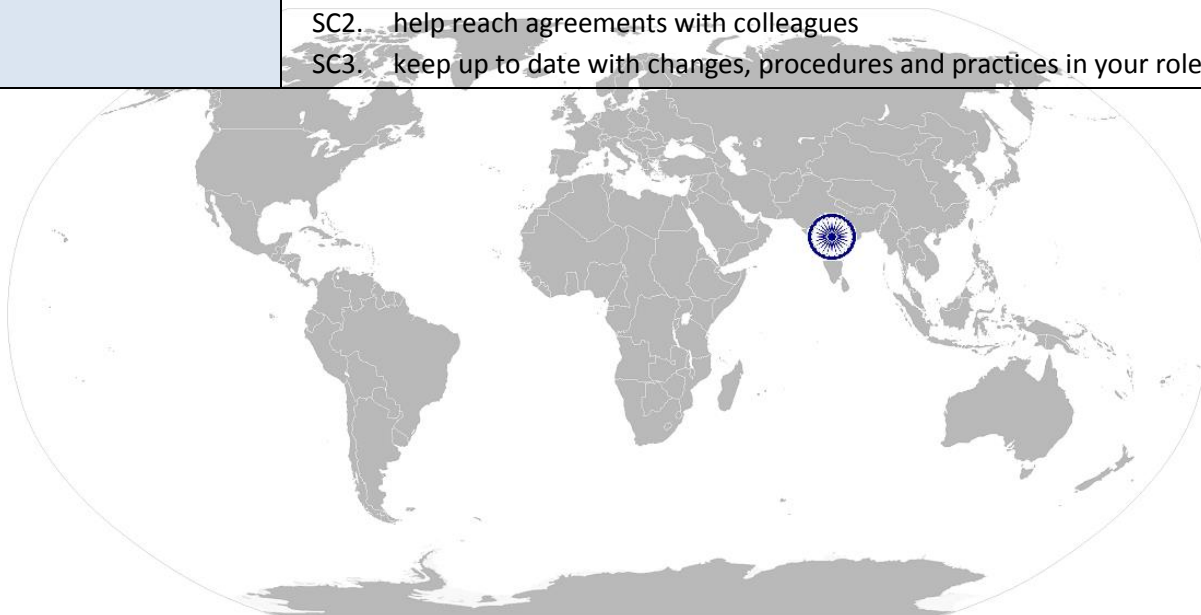
Applicable NOS Unit	<b>Unit Code</b>	SSC/N9003
	<b>Unit Title (Task)</b>	Maintain a healthy, safe and secure working environment
	<b>Description</b>	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
	<b>Scope</b>	This unit/task covers the following: <b>Emergency procedures:</b> <ul style="list-style-type: none"> <li>• illness</li> <li>• accidents</li> <li>• fires</li> <li>• other reasons to evacuate the premises</li> <li>• breaches of security</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>		
	<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. follow your organization's <b>emergency procedures</b> promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC1. complete any health and safety records legibly and accurately</p>	
<b>Knowledge and Understanding (K)</b>		
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. limits of your responsibility for dealing with hazards</p> <p>KA5. your organization's <b>emergency procedures</b> for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p>	

**Maintain a healthy, safe and secure working environment.**

	KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization
<b>B. Technical Knowledge</b>	<p>You need to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. government agencies in the areas of safety, health and security and their norms and services</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	You need to know and understand how to: SA1. complete accurate, well written work with attention to detail
	<b>Reading Skills</b>
	You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements
	<b>Oral Communication (Listening and Speaking skills)</b>
You need to know and understand how to: SA3. listen effectively and orally communicate information accurately	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	You need to know and understand how to: SB1. make a decision on a suitable course of action
	<b>Plan and Organize</b>
	You need to know and understand how to: SB2. plan and organize your work to meet health, safety and security requirements
	<b>Customer Centricity</b>
	You need to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers
	<b>Problem Solving</b>
	You need to know and understand how to: SB4. apply problem solving approaches in different situations
<b>Analytical Thinking</b>	
You need to know and understand how to: SB5. analyze data and activities	

**Maintain a healthy, safe and secure working environment.**

	<b>Critical Thinking</b>
	You need to know and understand how to: SB6. apply balanced judgments to different situations
	<b>Attention to Detail</b>
	You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers
	<b>Team Working</b>
	You need to know and understand how to: SB9. work effectively in a team environment
<b>C. Technical Skills</b>	You need to know and understand how to: SC1. identify and refer anomalies SC2. help reach agreements with colleagues SC3. keep up to date with changes, procedures and practices in your role



**Maintain a healthy, safe and secure working environment.**

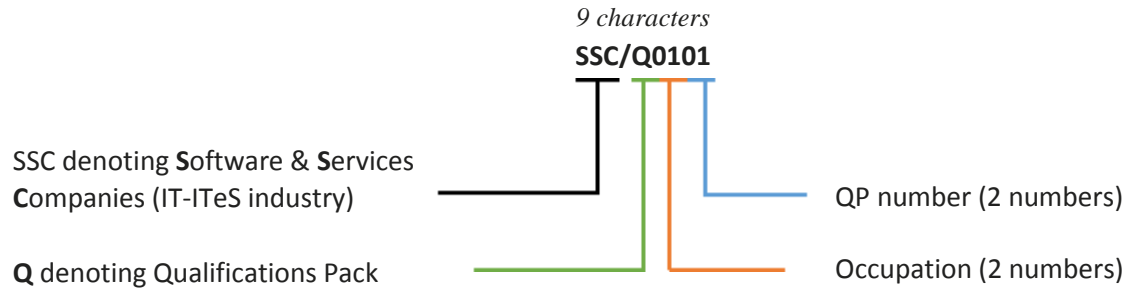
**NOS Version Control**

<b>NOS Code</b>	<b>SSC/N9003</b>		
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<b>Industry Sub-sector</b>	<b>Business Process Management</b>	<b>Last reviewed on</b>	<b>31/01/2015</b>
		<b>Next review date</b>	<b>31/03/2016</b>

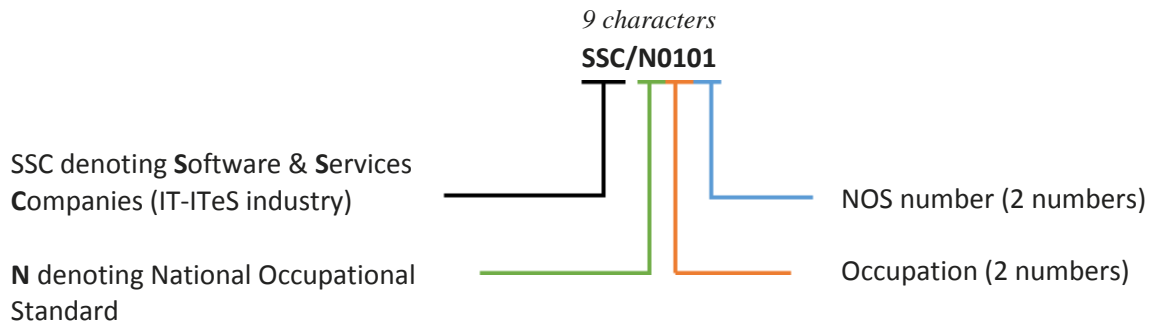


## Nomenclature for QP and NOS Units

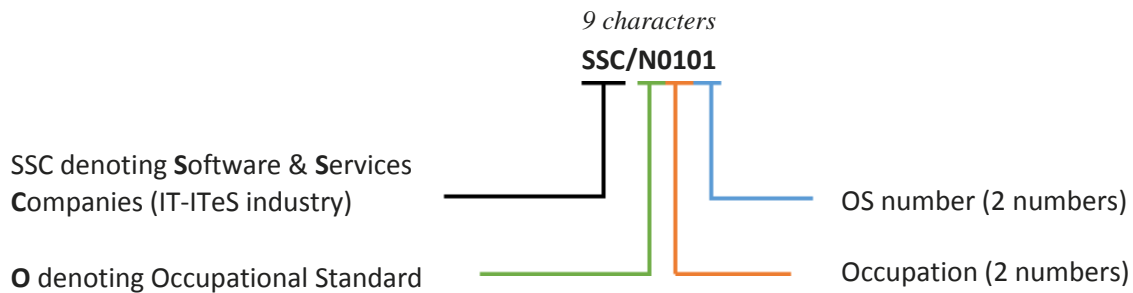
### Qualifications Pack



### National Occupational Standard



### Occupational Standard



It is important to note that an OS unit can be denoted with either an 'O' or an 'N'.

- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/O0101.
- If an OS unit denotes 'N', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting 'N' is SSC/N0101

### *Nomenclature for QP and NOS Units*

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation numbers
IT Service (ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D (ERD)	41-60
Software Products (SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software & Service Companies )	SSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

### Criteria for Assessment of Trainees

**Job Role** CRM Domestic Voice

**Qualification Pack** SSC/Q2210

**Sector Skill Council** IT-ITeS

#### Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit [www.sscnasscom.com](http://www.sscnasscom.com).

Assessable Outcomes	Assessment criteria for the outcome	Total Mark	Out of	Marks Allocation	
				Theory	Skills Practical
1.SSC/N3020 (Make outbound calls to customers)	PC1. establish contact with customers, following your organization's procedures	120	10	0	10
	PC2. introduce yourself and the purpose of your call, following standard scripts		12.5	2.5	10
	PC3. obtain information from customers to identify their needs		5	0	5
	PC4. make convincing sales pitches to customers following standard scripts		10	0	10
	PC5. handle customer queries, objections and rebuttals following standard scripts		10	0	10
	PC6. adapt your approach and style to customer preferences, within the limits of your competence and authority		10	0	10
	PC7. refer issues outside your area of competence and authority to appropriate people, following your organization's procedures		5	0	5
	PC8. identify and act on opportunities to up-sell or cross-sell other products/ services to customers		5	0	5
	PC9. confirm customer wishes and needs in order to close sales		5	0	5



*Criteria for Assessment of Trainees*

	PC10. obtain required financial information from customers, following your organization's procedures		5	0	5
	PC11. complete your organization's post-sales procedures in order to complete/ fulfill sales		35	15	20
	PC12. comply with relevant standards, policies, procedures and guidelines when making outbound telesales calls		7.5	0	7.5
		<b>Total</b>	<b>120</b>	<b>17.5</b>	<b>102.5</b>
<b>2.SSC/N9001 (Manage your work to meet requirements)</b>	PC1. establish and agree your work requirements with appropriate people	<b>40</b>	10	5	5
	PC2. keep your immediate work area clean and tidy		5	0	5
	PC3. utilize your time effectively		5	5	0
	PC4. use resources correctly and efficiently		5	2.5	2.5
	PC5. treat confidential information correctly		5	0	5
	PC6. work in line with your organization's policies and procedures		2.5	0	2.5
	PC7. work within the limits of your job role		2.5	0	2.5
	PC8. obtain guidance from appropriate people, where necessary		2.5	0	2.5
	PC9. ensure your work meets the agreed requirements		2.5	0	2.5
		<b>Total</b>	<b>40</b>	<b>12.5</b>	<b>27.5</b>
<b>3.SSC/N9003 (Maintain a healthy, safe and secure working environment)</b>	PC1. comply with your organization's current health, safety and security policies and procedures	<b>40</b>	10	5	5
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		5	0	5
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		10	5	5
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		5	0	5
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		5	0	5
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		2.5	0	2.5
	PC7. complete any health and safety records legibly and accurately		2.5	0	2.5
		<b>Total</b>	<b>40</b>	<b>10</b>	<b>30</b>