

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR IT-ITeS INDUSTRY

 **What are**

 **Occupational**

 **Standards(OS)?**

* OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
* OS 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: Information technology- INFORMATION TECHNOLOGY enabled SERVICES (IT-ITeS)ces Helpdesk Attendant**

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**Sector:** IT-ITeS

**SUB-SECTOR:** Business Process Management

**OCCUPATION:** Customer Relationship Management

**REFERENCE ID:**SSC/Q2210

**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.

|  |  |
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| **Job Role** | **CRM Domestic Voice** (Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Agent, Helpdesk Coordinator, Customer Support Representative, Process Associate- Voice) |
| **Role Description** | Managing and resolving client queries / issues primarily through telephonic calls. |
| **NVEQF/NVQF level****Minimum Educational Qualifications****Maximum Educational Qualifications** | 4 |
| 10thMaster's Degree in any discipline |
| **Training**(Suggested but not mandatory) | Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes etc. |
| **Experience**  | 0-1 year of work experience/internship in a related area |
| **Applicable National Occupational Standards (NOS)**  | **Compulsory:**1. [SSC/N3020 (Make outbound calls to customers)](#NOS3)
2. [SSC/N9001 (Manage your work to meet requirements)](#NOS5)
3. [SSC/N9003 (Maintain a healthy, safe and secure working environment)](#NOS7)

**Optional:**Not Applicable |
| **Performance Criteria** | As described in the relevant OS units |

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| Job Details | **Qualifications Pack Code** | **SSC/Q2210** |
| **Job Role** | **Domestic Voice** |
| **Credits(NVEQF/NVQF/NSQF)** | **TBD** | **Version number** | **0.1** |
| **Sector** | **IT-ITeS**  | **Drafted on**  | **30/04/13** |
| **Sub-sector** | **Business Process Management** | **Last reviewed on** | **30/04/13** |
| **Occupation** | **Customer Relationship Management** | **Next review date** | **30/06/14** |

# Glossary of Key Terms

**Table 1: 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. |
| **Acronyms** | **Keywords /Terms** | **Description** |
| 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 Labor and Employment |
| NVEQF | National Vocational Education Qualifications Framework |
| NVQF | National Vocational Qualifications Framework |

**National Occupational Standard**

**Overview**

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

|  |  |
| --- | --- |
| **Unit Code**Applicable NOS Unit | **SSC/N3020** |
| **Unit Title****(Task)** | Make outbound calls to customers. |
| **Description** | 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. |
| Scope | This unit/task covers the following:**Customers**:* existing customers
* prospective customers

**Appropriate people**:* supervisor
* other members of the sales team
* subject matter experts
 |
| **Performance Criteria (PC) w.r.t. the Scope**  |
|  | To be competent, you must be able to:1. establish contact with customers, following your organization’s procedures
2. introduce yourself and the purpose of your call, following standard scripts
3. obtain information from **customers** to identify their needs
4. make convincing sales pitches to **customers** following standard scripts
5. handle **customer** queries, objections and rebuttals following standard scripts
6. adapt your approach and style to **customer** preferences, within the limits of your competence and authority
7. refer issues outside your area of competence and authority to **appropriate people**, following your organization’s procedures
8. identify and act on opportunities to up-sell or cross-sell other products/ services to **customers**
9. confirm **customer** wishes and needs in order to close sales
10. obtain required financial information from **customers**, following your organization’s procedures
11. complete your organization’s post-sales procedures in order to complete/ fulfill sales
12. comply with relevant standards, policies, procedures and guidelines when making outbound telesales calls
 |
| **Knowledge and Understanding (K)** |
| 1. **Organizational**

**Context** (Knowledge of the company/ organization and its processes) | You need to know and understand:1. your organization’s standards, policies, procedures and guidelines for making telesales calls and your role and responsibilities in relation to these
2. your organization’s sales plan and priorities
3. standard scripts and tools available for sales pitches, customer queries, objections and rebuttals
4. typical issues that may occur and how to address these
5. where to refer issues outside your authority
6. types of financial information required from customers and how to obtain this
7. the importance of confirming customer wishes and needs and how to do this
8. how to use your organization’s tools, systems and procedures for recording, completing and fulfilling customer sales
 |
| **B. Technical**  **Knowledge** | You need to know and understand:1. the importance of introducing yourself and the purpose of the call
2. different styles and approaches to use when working with customers
3. how to adapt your style and approach to meet customers preferences
4. different questioning techniques for identifying customer needs and how to apply these
5. how to match products/services to customer needs
6. different opportunities for up-selling or cross-selling other products/services to customers
7. current practice in sales and customer service
 |
| **Skills (S)** |
| 1. **Core Skills/ Generic Skills**
 | **Writing Skills** |
| You need to know and understand how to:1. complete accurate well written work with attention to detail
2. write in at least one local language
 |
| **Reading Skills** |
| You need to know and understand how to:1. read instructions, guidelines, procedures, rules and service level agreements
 |
| **Oral Communication (Listening and Speaking skills)** |
| You need to know and understand how to:1. communicate effectively in at least one local language
2. listen effectively and orally communicate information accurately
3. ask for clarification and advice from others
 |
| 1. **Professional Skills**
 | **Decision Making** |
| You need to know and understand how to:1. make decisions on suitable courses of action
 |
| **Plan and Organize** |
| You need to know and understand how to:1. plan and organize your work to achieve targets and deadlines
 |
| **Customer Centricity** |
| You need to know and understand how to:1. build and maintain positive and effective relationships with customers
2. work effectively in a customer facing environment
3. deliver consistent and reliable service to customers
4. check your own work meets customer requirements
5. carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements
 |
| **Problem Solving** |
| You need to know and understand how to:1. apply problem-solving approaches in different situations
2. seek clarification on problems from others
 |
| **Analytical Thinking** |
| You need to know and understand how to:1. analyze data and activities
2. pass on relevant information to others
 |
| **Critical Thinking** |
| You need to know and understand how to:1. apply balanced judgments to different situations
 |
| **Attention to Detail** |
| You need to know and understand how to:1. check your work is complete and free from errors
 |
| **Team Working** |
| You need to know and understand how to:1. work effectively in a team environment
2. work independently and collaboratively
 |
| 1. **Technical Skills**
 | You need to know and understand how to:1. use information technology effectively to input and/or extract data accurately
2. store and retrieve information
3. agree objectives and work requirements
4. keep up to date with changes, procedures and practices in your role
 |

**NOS Version Control**

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| **NOS Code** | **SSC/N3020** |
| **Credits(NVEQF/NVQF/NSQF)****[*OPTIONAL*]** | **TBD** | **Version number** | **0.1** |
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| **Occupation** | **Customer Relationship Management** | **Next review date** | **30/06/2014** |

**National Occupational Standard**

**Overview**

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

|  |  |
| --- | --- |
| **Unit Code**Applicable NOS Unit | **SSC/N9001** |
| **Unit Title****(Task)** | 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 | This unit/task covers the following:**Work requirements**:* activities (what you are required to do)
* deliverables (the outputs of your work)
* quantity (the volume of work you are expected to complete)
* standards (what is acceptable performance, including compliance with Service Level Agreements)
* timing (when your work needs to be completed)

**Appropriate people**:* line manager
* the person requesting the work
* members of the team/department
* members from other teams/departments

**Resources**:* equipment
* materials
* information
 |
| **Performance Criteria (PC) w.r.t. the Scope**  |
|  | To be competent on the job, you must be able to:1. establish and agree your **work** **requirements** with **appropriate people**
2. keep your immediate work area clean and tidy
3. utilize your time effectively
4. use **resources** correctly and efficiently
5. treat confidential information correctly
6. work in line with your organization’s policies and procedures
7. work within the limits of your job role
8. obtain guidance from **appropriate people**, where necessary
9. ensure your work meets the agreed **requirements**
 |
| **Knowledge and Understanding (K)** |
| 1. **Organizational**

**Context** (Knowledge of the company/ organization and its processes) | You need to know and understand:1. your organization’s policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work
2. limits of your responsibilities and when to involve others
3. your specific work requirements and who these must be agreed with
4. the importance of having a tidy work area and how to do this
5. how to prioritize your workload according to urgency and importance and the benefits of this
6. your organization’s policies and procedures for dealing with confidential information and the importance of complying with these
7. the purpose of keeping others updated with the progress of your work
8. who to obtain guidance from and the typical circumstances when this may be required
9. the purpose and value of being flexible and adapting work plans to reflect change
 |
| **B. Technical**  **Knowledge** | You need to know and understand:1. the importance of completing work accurately and how to do this
2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization
3. resources needed for your work and how to obtain and use these
 |
| **Skills (S)** |
| 1. **Core Skills/ Generic Skills**
 |  **Writing Skills** |
| You need to know and understand how to:1. complete accurate work with attention to detail
 |
| **Reading Skills** |
| You need to know and understand how to:1. read instructions, guidelines, procedures, rules and service level agreements
 |
| **Oral Communication (Listening and Speaking skills)** |
| You need to know and understand how to:1. ask for clarification and advice from line managers
2. communicate orally with colleagues
 |
| 1. **Professional Skills**
 | **Decision Making**  |
| You need to know and understand how to:1. make decisions on suitable courses
 |
| **Plan and Organize** |
| You need to know and understand how to:1. plan and organize your work to achieve targets and deadlines
2. agree objectives and work requirements
 |
| **Customer Centricity**  |
| You need to know and understand how to:1. deliver consistent and reliable service to customers
2. check your own work meets customer requirements
 |
| **Problem Solving**  |
| You need to know and understand how to:1. refer anomalies to the line manager
2. seek clarification on problems from others
 |
| **Analytical Thinking**  |
| You need to know and understand how to:1. provide relevant information to others
2. analyze needs, requirements and dependencies in order to meet your work requirements
 |
| **Critical Thinking**  |
| You need to know and understand how to:1. apply judgments to different situations
 |
| **Attention to Detail** |
| You need to know and understand how to:1. check your work is complete and free from errors
2. get your work checked by peers
 |
| **Team Working** |
| You need to know and understand how to:1. work effectively in a team environment
 |
| 1. **Technical Skills**
 | You need to know and understand how to:1. use information technology effectively, to input and/or extract data accurately
2. identify and refer anomalies in data
3. store and retrieve information
4. keep up to date with changes, procedures and practices in your role
 |

**NOS Version Control**

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| **NOS Code** | **SSC/N9001** |
| **Credits(NVEQF/NVQF/NSQF)****[*OPTIONAL*]** | **TBD** | **Version number** | **0.1** |
| **Industry** | **IT-ITeS**  | **Drafted on**  | **30/04/2013** |
| **Industry Sub-sector** | **Business Process Management** | **Last reviewed on** | **30/04/2013** |
|  |  | **Next review date** | **30/06/2014** |

**National Occupational Standard**

**Overview**

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

|  |  |
| --- | --- |
| **Unit Code**Applicable NOS Unit | **SSC/N9003** |
| **Unit Title****(Task)** | Maintain a healthy, safe and secure working environment |
| **Description** | This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security. |
| Scope | This unit/task covers the following:**Emergency procedures**:* illness
* accidents
* fires
* other reasons to evacuate the premises
* breaches of security
 |
| **Performance Criteria (PC) w.r.t. the Scope**  |
|  | To be competent, you must be able to:1. comply with your organization’s current health, safety and security policies and procedures
2. report any identified breaches in health, safety, and security policies and procedures to the designated person
3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority
4. 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. follow your organization’s **emergency procedures** promptly, calmly, and efficiently
6. identify and recommend opportunities for improving health, safety, and security to the designated person
7. complete any health and safety records legibly and accurately
 |
| **Knowledge and Understanding (K)** |
| 1. **Organizational**

**Context** (Knowledge of the company/ organization and its processes) | You need to know and understand:1. legislative requirements and organization’s procedures for health, safety and security and your role and responsibilities in relation to this
2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
3. how and when to report hazards
4. limits of your responsibility for dealing with hazards
5. your organization’s **emergency procedures** for different emergency situations and the importance of following these
6. the importance of maintaining high standards of health, safety and security
7. implications that any non-compliance with health, safety and security may have on individuals and the organization
 |
| **B. Technical**  **Knowledge** | You need to know and understand:1. different types of breaches in health, safety and security and how and when to report these
2. evacuation procedures for workers and visitors
3. how to summon medical assistance and the emergency services, where necessary
4. how to use the health, safety and accident reporting procedures and the importance of these
5. government agencies in the areas of safety, health and security and their norms and services
 |
| **Skills (S)** |
| 1. **Core Skills/ Generic Skills**
 |  **Writing Skills** |
| You need to know and understand how to:1. complete accurate, well written work with attention to detail
 |
| **Reading Skills** |
| You need to know and understand how to:1. read instructions, guidelines, procedures, rules and service level agreements
 |
| **Oral Communication (Listening and Speaking skills)** |
| You need to know and understand how to:1. listen effectively and orally communicate information accurately
 |
| 1. **Professional Skills**
 | **Decision Making**  |
| You need to know and understand how to:1. make decisions on suitable courses of action
 |
| **Plan and Organize** |
| You need to know and understand how to:1. plan and organize your work to meet health, safety and security requirements
 |
| **Customer Centricity**  |
| You need to know and understand how to:1. build and maintain positive and effective relationships with colleagues and customers
 |
| **Problem Solving**  |
| You need to know and understand how to:1. apply problem solving approaches in different situations
 |
| **Analytical Thinking**  |
| You need to know and understand how to:1. analyze data and activities
 |
| **Critical Thinking**  |
| You need to know and understand how to:1. apply balanced judgments to different situations
 |
| **Attention to Detail** |
| You need to know and understand how to:1. check your work is complete and free from errors
2. get your work checked by peers
 |
| **Team Working** |
| You need to know and understand how to:1. work effectively in a team environment
 |
| 1. **Technical Skills**
 | You need to know and understand how to:1. identify and refer anomalies
2. help reach agreements with colleagues
3. keep up to date with changes, procedures and practices in your role
 |

**NOS Version Control**

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| --- | --- |
| **NOS Code** | **SSC/N9003** |
| **Credits(NVEQF/NVQF/NSQF)****[*OPTIONAL*]** | **TBD** | **Version number** | **0.1** |
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|  |  | **Next review date** | **30/06/2014** |