



Model Curriculum

QP Name: Remote Helpdesk Operator (Electronics Product)

QP Code: ELE/Q4604

QP Version: 4.0

NSQF Level: 3

Model Curriculum Version: 4.0

Electronics Sector Skills Council of India (ESSCI) ESC House, 2nd Floor ESC House, Okhla Industrial Area-
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Training Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5244.0302
Minimum Educational Qualification and Experience	10th grade pass (or equivalent) OR 8th grade pass with 3 Years of Relevant Experience OR Grade 8 pass with 2 years of (NTC/ NAC) after 8th OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of Relevant Experience #Relevant Exp in Consumer Electronics & IT hardware
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	01.05.2025
Next Review Date	30.04.2028
NSQC Approval Date	08.05.2025
QP Version	4.0
Model Curriculum Creation Date	01.05.2025
Model Curriculum Valid Up to Date	30.04.2028
Model Curriculum Version	4.0
Maximum Duration of the Course	390 Hours

Program Overview

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

Training Outcomes

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

- Describe the process of engaging with customer on telephone.
- Demonstrate the process of diagnosing, troubleshooting and resolving the customer query on call.
- Describe the process of communicating and coordinating effectively with others.
- Explain the importance of work Ethics, sustainability and safety practice.

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Recommended)	On-the-Job Training Duration (Mandatory)	Total Duration
ELE/N3186: Proactive Customer Engagement and Issue Resolution	45:00	45:00	00:00	60:00	150:00
Module 1: Process of engaging with customer on telephone	45:00	45:00	00:00	60:00	150:00
ELE/N3187: Smart Troubleshooting and Resolution for Customer Queries	45:00	75:00	00:00	90:00	210:00
Module 2: Process of diagnosing, troubleshooting and resolving the customer query on call	45:00	75:00	00:00	90:00	210:00
DGT/VSQ/N0101: Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
Module 3: Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
Total Duration	120:00	120:00	00:00	150:00	390:00

Module Details

Module 1: Process of engaging with customer on telephone

Mapped to ELE/N3186

Terminal Outcomes:

- Describe the process of understanding work requirement.
- Describe the process of engaging with Customers.
- Explain the importance of collecting customer information on phone.
- Describe the process of starting interaction with customer on phone.
- Demonstrate the process of recording customers details.

Duration: 45:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Learn the importance of proactive communication, telephone etiquette, and customer-centric behavior to build trust and satisfaction. • Study how to access, retrieve, and interpret real-time customer data using cloud-based CRM platforms for efficient service delivery. • Understand how to collect, verify, and share sensitive customer information while adhering to company policies and data protection norms. • Explore the use of tools like chatbots, voice systems, screen sharing, transcription software, and omnichannel messaging in customer service. • Gain theoretical knowledge of productivity targets, call resolution KPIs, and customer feedback mechanisms used to measure service performance. 	<ul style="list-style-type: none"> • Demonstrate the ability to greet customers, introduce yourself, listen actively, and resolve queries with patience and professionalism. • Practice recording all customer interactions, verifying data, and maintaining accurate records in the company's ERP or CRM software. • Apply tools such as real-time transcription, screen sharing, or co-browsing to capture customer input and provide personalized support. • Learn how to escalate unresolved issues by effectively collaborating with field technicians, repair centers, and training teams. • Demonstrate the ability to manage a targeted number of calls per shift, close issues effectively, and apply feedback for continuous improvement.
Classroom Aids	
Training kit (Trainer guide, Presentations). Whiteboard, Marker, projector, laptop	
Tools, Equipment and Other Requirements	

Module 2: Process of diagnosing, troubleshooting and resolving the customer query on call

Mapped to ELE/N3187

Terminal Outcomes:

- Explain the importance of receiving customers query and diagnosing problem
- Explain ways of identifying cause of problem and providing solutions.
- Explain the importance of interacting with other departments.
- Describe the process of closing the call and recording customer details.

Duration: 45:00	Duration: 75:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Learn the end-to-end process of receiving, diagnosing, and resolving customer queries related to electronic appliances, including use of ERP systems and querlog tools. • Study software and hardware diagnostic methods, symptom analysis, common faults, and how to classify issues effectively. • Understand the application of tools like screen sharing, augmented reality apps, IoT-based monitoring, automated notifications, and speech recognition in remote diagnostics and customer communication. • Explore active listening, questioning techniques, managing customer expectations, sentiment analysis, and educating customers on safe practices. • Understand how to interact with field teams, avoid wrong transfers, brief technicians properly, and maintain accurate records for future reference. 	<ul style="list-style-type: none"> • Retrieve customer and equipment details, classify issues by type (hardware/software), and accurately log them in the system for processing. • Ask effective questions, analyze symptoms, and identify root causes using IoT tools, speech recognition, or diagnostic software. • Provide step-by-step technical assistance, resolve software issues remotely, or escalate hardware faults to the field team with correct documentation. • Manage time per call, avoid unnecessary rework, ensure first-time resolution where possible, and close maximum queries within TAT. • Coordinate with departments for technician dispatch, provide detailed briefs, collect feedback, and maintain accurate and complete customer history.
Classroom Aids	
Training kit (Trainer guide, Presentations). Whiteboard, Marker, projector, laptop	
Tools, Equipment and Other Requirements	

Module 3: Employability Skills (30 Hours)

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements
- Describe opportunities as an entrepreneur.
- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 30:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain constitutional values, civic rights, responsibility towards society to become a responsible citizen • Discuss 21st century skills • Explain use of basic English phrases and sentences. • Demonstrate how to communicate in a well-behaved manner • Demonstrate how to work with others • Demonstrate how to operate digital devices • Discuss the significance of Internet and Computer/ Laptops • Discuss the need for identifying business opportunities • Discuss about types of customers. • Discuss on creation of biodata • Discuss about apprenticeship and opportunities related to it. 	
Classroom Aids	
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop	
Tools, Equipment and Other Requirements	
Computer, UPS, Scanner, Computer Tables, LCD Projector, Computer Chairs, White Board	
OR	
Computer Lab	

Module 4: On-the-Job Training

Mapped to Remote Helpdesk Operator (Electronics Product)

Mandatory Duration: 150:00	Recommended Duration: 00:00
Location: On Site	
<p>Terminal Outcomes</p> <ol style="list-style-type: none"> 1. Explain internal process system such as ERP followed in the organization. 2. Explain how to communicate with customers in order to put them at ease. 3. Call the customer or receive the customer call. 4. Introduce self and enquire about customer's queries. 5. Record customer and call details as per company policy. 6. Rectify incorrect details in existing database to extent allowed by company policy. 7. Record customer query for future references. 8. Use company's system (internal ERP software) to get customer details and update the query in query log. 9. Document the problems resolved and those transferred to field service. 10. Record any query/ detail for which customer has to be called back. 11. Use of professional language and behavior that is respectful of PwD and all genders. 12. Use a fire extinguisher in case of a fire incident. 13. Administer first aid in case of a minor accident. 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma/ ITI/ Certified in relevant CITS Trade	Electronics/ Electrical/ Mechanical	1	Consumer Electronics & IT Hardware	1	After Sales Support	

Trainer Certification	
Domain Certification	Platform Certification
“Remote Helpdesk Operator (Electronics Product) “ELE/Q4604, v4.0”, Minimum accepted score is 80%	Recommended that the Trainer is certified for the Remote Helpdesk Operator (Electronics Product) “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, V2.0”, with minimum score of 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma/ ITI/ Certified in relevant CITS Trade	Electronics/ Electrical/ Mechanical	2	Consumer Electronics & IT Hardware	1	After Sales Support	

Assessor Certification	
Domain Certification	Platform Certification
“Remote Helpdesk Operator (Electronics Product) “ELE/Q4604, v4.0”, Minimum accepted score is 80%	Recommended that the Assessor is certified for the Remote Helpdesk Operator (Electronics Product) “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0”, with minimum score of 80%

Assessment Strategy

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- The assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment

To ensure a conducive environment for conducting a test, the trainer will:

- Confirm that the center is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be 10 a.m. and 5 p.m. respectively
- Ensure there are 2 Assessors if the batch size is more than 30.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME verified by the other subject Matter Experts
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- The assessor must be ToA certified and the trainer must be ToT Certified
- The assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme-specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

To verify the details submitted by the training center, the assessor will undertake:

- A surprise visit to the assessment location
- A random audit of the batch
- A random audit of any candidate

6. Method for assessment documentation, archiving, and access

To protect the assessment papers and information, the assessor will ensure:

- Hard copies of the documents are stored

- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
- Soft copies of the documents & photographs of the assessment are stored on the Hard drive

References

Glossary

Term	Description
Declarative knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
DC	Direct Current
ISO	International Organization for Standardization
NCO	National Occupational Standards
NOS	National Skills Qualification Committee
NSQF	National Skills Qualification Framework
OJT	On-the-Job Training
OMR	Optical Mark Recognition
PC	Performance Criteria
PwD	Persons with Disabilities
QP	Qualification Pack
SDMS	Skill Development & Management System
SIP	Skill India Portal
SME	Small and Medium Enterprises
SOP	Standard Operating Procedure
SSC	Sector Skill Council
TC	Trainer Certificate
ToA	Training of Assessors
ToT	Training of Trainers
TP	Training Provider