



# Model Curriculum

**QP Name: Remote Helpdesk Technician**

**QP Code: ELE/Q4604**

**QP Version: 3.0**

**NSQF Level: 3**

**Model Curriculum Version: 3.0**

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## Training Parameters

<b>Sector</b>	Electronics
<b>Sub-Sector</b>	Consumer Electronics & IT Hardware
<b>Occupation</b>	After Sales Support
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5244.0302
<b>Minimum Educational Qualification and Experience</b>	10th Grade Pass OR 8th Grade Pass + NTC (2 years after 8th) OR 8th Grade Pass + 2 years relevant experience and 18 Years
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	27/01/2022
<b>Next Review Date</b>	27/01/2025
<b>NSQC Approval Date</b>	27/01/2022
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	27/01/2022
<b>Model Curriculum Valid Up to Date</b>	27/01/2025
<b>Model Curriculum Version</b>	3.0
<b>Maximum Duration of the Course</b>	420 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
<b>Bridge Module</b>	<b>06:00</b>	<b>04:00</b>	<b>00:00</b>	<b>00:00</b>	<b>10:00</b>
Module 1: Introduction and orientation to the role of a Remote Helpdesk Technician	06:00	04:00	00:00	00:00	10:00
<b>ELE/N4606: Engage with customer on telephone</b>	<b>24:00</b>	<b>56:00</b>	<b>00:00</b>	<b>60:00</b>	<b>140:00</b>
Module 2: Process of engaging with customer on telephone	24:00	56:00	00:00	60:00	140:00
<b>ELE/N4608: Diagnose, troubleshoot and resolve the customer query on call</b>	<b>30:00</b>	<b>60:00</b>	<b>00:00</b>	<b>90:00</b>	<b>180:00</b>
Module 3: Process of diagnosing, troubleshooting and resolving the customer query on call	30:00	60:00	00:00	90:00	180:00
<b>ELE/N9972: Communicate and coordinate effectively with others</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 4: Process of communicating and coordinating effectively with others	15:00	15:00	00:00	00:00	30:00

<b>ELE/N1003: Work effectively, sustainably and safely</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 5: Work Ethics, sustainability and safety practice	15:00	15:00	00:00	00:00	30:00
<b>DGT/VSQ/N0101- Employability Skills (30 Hours)</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 6: Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
<b>Total Duration</b>	<b>120:00</b>	<b>150:00</b>	<b>00:00</b>	<b>150:00</b>	<b>420:00</b>

# Module Details

## Module 1: Introduction and orientation to the role of a Remote Helpdesk Technician

### Bridge Module

#### Terminal Outcomes:

- Discuss the job role of a Remote Helpdesk Technician.

<b>Duration: 06:00</b>	<b>Duration: 04:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the size and scope of the electronics industry and its sub-sectors.</li> <li>• Discuss the role and responsibilities of a Remote Helpdesk Technician.</li> <li>• Describe various employment opportunities for a Remote Helpdesk Technician.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarization with the work of a Technician and the tools used</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Trainer Guide, Presentations, Whiteboard, Marker, Projector, Laptop	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Process of engaging with customer on telephone

### Mapped to ELE/N4606

#### 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: 24:00	Duration: 56:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss company's policies on: customer care.</li> <li>• Discuss company's code of conduct.</li> <li>• Discuss organisation culture and typical customer profile.</li> <li>• Explain company's reporting structure.</li> <li>• Discuss company's documentation policy.</li> <li>• Explain company's line of business and product offerings.</li> <li>• Explain company's Human Resource and performance evaluation policy.</li> <li>• Explain internal process system such as ERP followed in the organization.</li> <li>• Explain company's products and recurring problems reported.</li> <li>• Explain how to communicate with customers in order to put them at ease.</li> <li>• Explain the basic electronics of system hardware.</li> <li>• Explain the functions of electrical and mechanical parts/ modules.</li> <li>• Discuss the behavioural aspects and etiquette to be followed at customers interaction.</li> <li>• Explain the relevant reference sheets, manuals and documents to be used at work.</li> </ul>	<ul style="list-style-type: none"> <li>• Roleplay calling the customer or receiving the customer call.</li> <li>• Show how to greet and welcome the customer for customer care centre as per company's script.</li> <li>• Roleplay how to introduce self and enquire about customers queries.</li> <li>• Demonstrate the process of checking for customer details in the database.</li> <li>• Prepare a sample record of the customer and call details as per company policy.</li> <li>• Show how to document the customer details in the company's ERP software for future tracking and reference.</li> <li>• Demonstrate how to rectify incorrect details in existing database to extent allowed by company policy.</li> <li>• Prepare a sample record customer query for future references.</li> </ul>

<ul style="list-style-type: none"> <li>• Describe the internal process system and their usage.</li> <li>• Explain different models of after sales support provided by the company.</li> <li>• Explain different types of customers and the after sales support provided to them.</li> </ul>	
<p><b>Classroom Aids</b></p>	
<p>Training kit (Trainer guide, Presentations). Whiteboard, Marker, projector, laptop</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	



## Module 3: Process of diagnosing, troubleshooting and resolving the customer query on call

*Mapped to ELE/N4608*

### 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: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss organisations Customer Relationship Management (CMR) policy</li> <li>• Explain basic electronics involved in the hardware.</li> <li>• Explain different types of IT hardware products and their operating systems</li> <li>• Explain different types of peripherals</li> <li>• Elucidate the functions of electrical and mechanical parts/ modules.</li> <li>• Discuss company’s portfolio of products and that of competitors.</li> <li>• Explain different modules in multiple IT hardware equipment, for example in computers, SMPS, drivers, hard disk, battery, mother board.</li> <li>• Elaborate components and their basic function in various modules in the hardware.</li> <li>• Explain the basics of repair of hardware.</li> <li>• Explain how to use reference manuals.</li> <li>• Explain the use of typical Microsoft office package versions.</li> <li>• State voltage and power requirement for different hardware devices.</li> <li>• Explain memory, input, output and storage devices.</li> <li>• Explain how to operate the system</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to use the company’ s system (internal ERP software) to get customer details and update the query in query log.</li> <li>• Roleplay how to ask probing questions to customers to identify the problem.</li> <li>• Demonstrate how to record all the symptoms and identify problems such as cooling fan not working, smps fault, print head problem, broken switch.</li> <li>• Show how to document the resolution for future references.</li> <li>• Show how to document the problems resolved and those transferred to field service.</li> <li>• Prepare a sample record of call status: open or closed.</li> <li>• Demonstrate how to record any specific external environment that may help identify cause of problems recurring in future.</li> <li>• Demonstrate how to record any query/ detail for which customer has to be called back.</li> <li>• Prepare a sample document of all customer and query details for future reference.</li> </ul>

<p>and other hardware peripherals.</p> <ul style="list-style-type: none"> <li>• State controls of different peripherals, storage and networking devices.</li> <li>• Explain different models of after sales support such as in house, AMC, Franchisee and their details.</li> <li>• Describe various quality standards to be followed.</li> </ul>	
<p><b>Classroom Aids</b></p>	
<p>Training kit (Trainer guide, Presentations). Whiteboard, Marker, projector, laptop</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	

## Module 4: Process of communicating and coordinating effectively with others

*Mapped to ELE/N9972*

### Terminal Outcomes:

- Explain the importance of communicate effectively with supervisor and colleagues.
- Implement the practices related to gender and PwD sensitization.

<b>Duration: 15:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance of personal grooming.</li> <li>• Explain the organisation's policy on code of conduct.</li> <li>• Explain the organisation's reporting structure and documentation policy.</li> <li>• Explain how to communicate effectively through all means including face-to-face, telephonic as well as written.</li> <li>• Explain different types of information that colleagues might need and the importance of providing the same as and when required.</li> <li>• Explain the rights and duties w.r.t PwD at workplace.</li> <li>• Explain the organisation policies and standards to support PwD.</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to maintain personal hygiene and professional appearance.</li> <li>• Show how to report work completed as per the schedule to superior and inform of any deviations or anomalies.</li> </ul>
<b>Classroom Aids</b>	
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 5: Work Ethics, sustainability and safety practice

### Mapped to ELE/N1003

#### Terminal Outcomes:

- Describe the process of achieving optimum productivity and quality.
- Explain the importance of implementing health and safety procedures.
- Demonstrate the process of organising waste management and recycling.
- Explain the importance of conserving resources.

<b>Duration: 15:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance of time management.</li> <li>• Explain the organizational safety and health policy.</li> <li>• List different waste categories such as dry, wet, recyclable, non-recyclable and single-use plastic items.</li> <li>• Explain the usage of different colours of dustbins to dispose waste.</li> <li>• Explain the methods of waste disposal.</li> <li>• Explain the methods of recycling as well as repairing and reusing electronic components.</li> <li>• Explain the efficient utilisation of material and water.</li> <li>• Explain the basics of electricity and prevalent energy-efficient devices.</li> <li>• List ways to recognise common electrical problems.</li> <li>• List common practices of conserving electricity.</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to take ESD precautions while doing work.</li> <li>• Demonstrate the use of appropriate Personal Protective Equipment (PPE).</li> <li>• Show how to identify and segregate recyclable/non-recyclable and hazardous wastes.</li> <li>• Demonstrate the process of cleaning the tools, machines and equipment.</li> <li>• Show how to connect electrical equipment and appliances properly when in use and turn off when not in use.</li> </ul>
<b>Classroom Aids</b>	
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 6: 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.

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

## Module 7: On-the-Job Training

### Mapped to Remote Helpdesk Technician

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

# 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 Technician “ELE/Q4604, v3.0”, Minimum accepted score is 80%	Recommended that the Trainer is certified for the <b>Remote Helpdesk Technician “Trainer (VET and Skills)”</b> , 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
<p><b>“Remote Helpdesk Technician “ELE/Q4604, v3.0”, Minimum accepted score is 80%</b></p>	<p>Recommended that the Assessor is certified for the <b>Remote Helpdesk Technician “Assessor (VET and Skills)”</b>, mapped to the Qualification Pack: <b>“MEP/Q2701, V2.0”</b>, with minimum score of 80%</p>



## 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 centre 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 centre, 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
<b>Declarative knowledge</b>	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.
<b>Key Learning</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> 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