

Model Curriculum

DOMESTIC IT HELPDESK ATTENDANT

SECTOR: IT-ITeS

SUB-SECTOR: IT Services

OCCUPATION: IT Support Services / Helpdesk

REFERENCE ID: SSC/Qo110, version 1.0

NSQF LEVEL: 4



Certificate

COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the
IT-ITeS Sector Skills Council NASSCOM

for
MODEL CURRICULUM

Complying to the National occupation standards of
Job Role / Qualification Pack: Domestic IT Helpdesk
QP No. SSC/Q0110

Date of issuance: December 1st 2016

Valid Upto *: December 1st 2017

* Valid up to the next review date of the Qualification Pack



Authorised Signatory

(IT-ITeS Sector Skills Council NASSCOM)

Table of Contents

Curriculum/Syllabus	4
Module 1: Deal directly with IT service requests/incidents	5
Module 2: Self and work Management	5
Module 3: Managing Health and Safety	6
Unique Equipment Required	6
Annexure1: Assessment Criteria	8
Trainer Prerequisites for Job role: Domestic IT Helpdesk Attendant "SSC/Qo11o"	8

Domestic IT Helpdesk Attendant

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of “Domestic IT Helpdesk Attendant” in the “IT-ITeS” Sector/Industry and aims at building the following key competencies in the learner.

Program Name	Domestic IT Helpdesk Attendant		
Qualification Pack Name & Reference ID. ID	Domestic IT Helpdesk Attendant SSC/Q0110, version 1.0		
Version No.	1.0	Version Update Date	31/12/2015
Pre-requisites to Training	10th Standard		
Training Outcomes	After completing this programme, participants will be able to: <ul style="list-style-type: none"> • Deal directly with IT service requests/incidents • Manage their work to meet requirements • Maintain a healthy, safe and secure working environment 		

The Course encompasses all three National Occupational Standards (NOS) of “Domestic IT Helpdesk Attendant” SSC/O0110 Qualification Pack issued by “IT-ITeS Sector Skills Council NASSCOM”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Deal directly with IT service requests/incidents</p> <p>Theory Duration (hh:mm) 40:00</p> <p>Practical Duration (hh:mm) 210:00</p> <p>Corresponding NOS Code SSC/No202</p>	<p>Candidates will be able to:</p> <ul style="list-style-type: none"> • Monitor systems to identify promptly automated alerts and customer service requests • Validate automated alerts to ensure they are genuine incidents • Record and acknowledge service requests/incidents using their organization’s tools and procedures • Obtain sufficient information from customers to accurately identify the nature of service requests • Analyze automated alerts to accurately identify the nature of incident <ul style="list-style-type: none"> • Evaluate the suitability of solutions/workarounds, where available • Use their organization’s guidelines and standard scripts to resolve service requests/incidents within their level of competence and authority • Refer service requests/incidents outside their level of competence and authority to appropriate people • Obtain help or advice from appropriate people, where necessary • Obtain confirmation from customers that service requests/incidents have been resolved • Record the resolution of service requests/incidents accurately using their organization’s tools and procedures • Comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents. 	<p>Refer to Unique Equipment Required section</p>
2	<p>Self and work Management</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 70:00</p> <p>Corresponding NOS Code</p>	<p>Candidates will be able to:</p> <ul style="list-style-type: none"> • Establish and agree work requirements with appropriate people • Keep immediate work area clean and tidy • Utilize time effectively • Use resources correctly and efficiently • Treat confidential information correctly • Work in line with organization’s policies and procedures • Work within the limits of job role • Obtain guidance from appropriate people, where necessary • Ensure work meets the agreed requirements 	<p>Refer to Unique Equipment Required section</p>

3	SSC/N9001 Managing Health and Safety Theory Duration (hh:mm) 12:00 Practical Duration (hh:mm) 38:00 Corresponding NOS Code SSC/N9003	Candidates will be able to: <ul style="list-style-type: none"> • Comply with organization’s current health, safety and security policies and procedures • Report any identified breaches in health, safety, and security policies and procedures to the designated person • Identify and correct any hazards that can deal with safely, competently and within the limits of authority • Report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected • Follow their organization’s emergency procedures promptly, calmly, and efficiently • Identify and recommend opportunities for improving health, safety, and security to the designated person • Complete any health and safety records legibly and accurately 	Refer to Unique Equipment Required section
---	--	---	--

Total Duration: Theory Duration (hh:mm) 82:00 Practical Duration (hh:mm) 318:00	Unique Equipment Required: Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome. <ul style="list-style-type: none"> • Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning • White Board, Markers and Eraser • Projector with screen • Flip chart with markers • Faculty’s PC/Laptop with latest configuration and internet connection • Supporting software / applications for projecting audio, video, recording, • Presentation Tools to support learning activities: • Intranet • Email • IMs • Learning management system e.g. Moodle, Blackboard to enable blended learning • Microphone / voice system for lecture and class activities • Handy Camera • Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets • For IT Lab sessions: Computer Lab with 1:1 PC:trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. • Assessment and Test Tools for day to day online Tests and Assessments • For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition. • Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.
--	---

Grand Total Course Duration: **400 Hours 0 Minutes**

(This Syllabus/Curriculum has been approved by IT-ITeS Sector Skills Council NASSCOM.)

Notes from IT-ITeS Sector Skills Council NASSCOM

1. This document outlines the broad scope of coverage. This should be linked with OBF and training delivery plan. OBF (Outcome based framework) reflects the pedagogy used to ensure an expected outcome. Training delivery plan focuses on the sequence of delivery.
2. Though many NOSs have some seemingly common outcomes, notably core/generic, professional and technical skills, it is imperative to understand the contextual difference between them. For example, writing skills required to document requests and incidents (in SSC/No202) are different from the writing skills required to prepare a time plan (in SSC/No001). Training providers are advised to,
 - a. Embed such skills development in the learning pedagogy for each expected outcome
 - b. Prepare a detailed session plan for training delivery with focus on sequence and duration of training
 - c. Run a diagnostic test to assess prior learning of students and help trainers / students identify the need for gap training, optimal duration and suitable training methodology. Accordingly, more introductory level sessions may be included in guided or self-paced mode of learning. E.g. adding some sessions on Functional English or Use of Internet and MS Office.

Trainer Prerequisites for Job role: "Domestic IT Helpdesk Attendant" mapped to Qualification Pack: "SSC/Q0110"

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack SSC/Q0110.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in this field.
3	Minimum Educational Qualifications	Minimum 12 th Standard; Preferred Master's degree in any discipline
4a	Domain Certification	Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP SSC/Q0110. Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "SSC/Q1402". Minimum accepted score is 70% per NOS.
5	Experience	Field experience: Minimum 2 years' experience in the same domain Training experience: 1 year preferred

Assessment Criteria

Assessment Criteria	
Job Role	Domestic IT Helpdesk Attendant
Qualification Pack	SSC/Qo110
Sector Skill Council	IT-ITeS

Sr. No.	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 .

ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	TOTAL MARKS	OUT OF	MARKK ALLOCATIONS	
				Theory	Skills Practical
1.SSC/No202 (Deal remotely with customer queries - Domestic)	PC1. greet customers and verify their details, following your organization's procedures	120	12.5	2.5	10
	PC2. read carefully, summarize, and obtain customer confirmation of, your understanding of queries		12.5	2.5	10
	PC3. express your concern for any difficulties caused and your commitment to resolving queries		15	0	15
	PC4. record and categorize queries accurately using your organization's query management tool		5	0	5
	PC5. refer queries outside your area of competence or authority promptly to appropriate people		2.5	0	2.5
	PC6. access your organization's knowledge base for solutions to queries, where available		2.5	0	2.5
	PC7. resolve queries within your area of competence or authority in line with organizational guidelines and service level agreements (SLAs)		15	0	15
	PC8. obtain advice and guidance from appropriate people, where necessary		2.5	0	2.5
	PC9. obtain confirmation from customers that queries have been resolved to their satisfaction		10	0	10
	PC10. record the resolution of queries accurately using your organization's query management tool		35	15	20

	PC11. comply with relevant standards, policies, procedures and guidelines when dealing remotely with customer queries		7.5	0	7.5
		Total	120	20	100
2.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people	40	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
			Total	40	12.5
3.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	40	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
		Total	40	10	30