



सत्यमेव जयते  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP  
GOVERNMENT OF INDIA



**Skill India**  
कौशल भारत - कुशल भारत

**PMKVY**  
PRADHAN MANTRI KAUSHAL VIKAS YOJANA

## PLACEMENT OPPORTUNITIES





## EQUIPMENT LIST

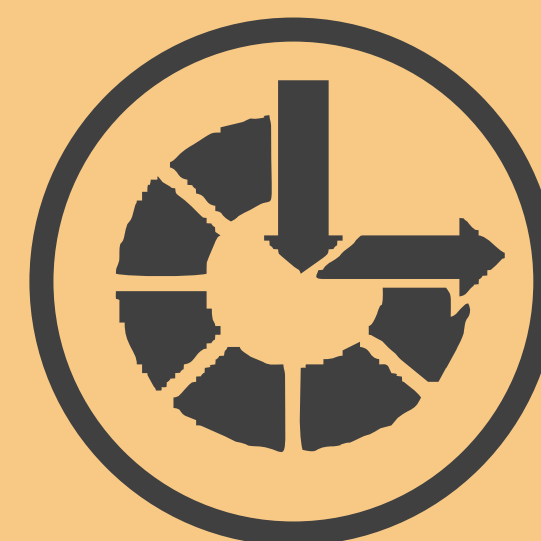
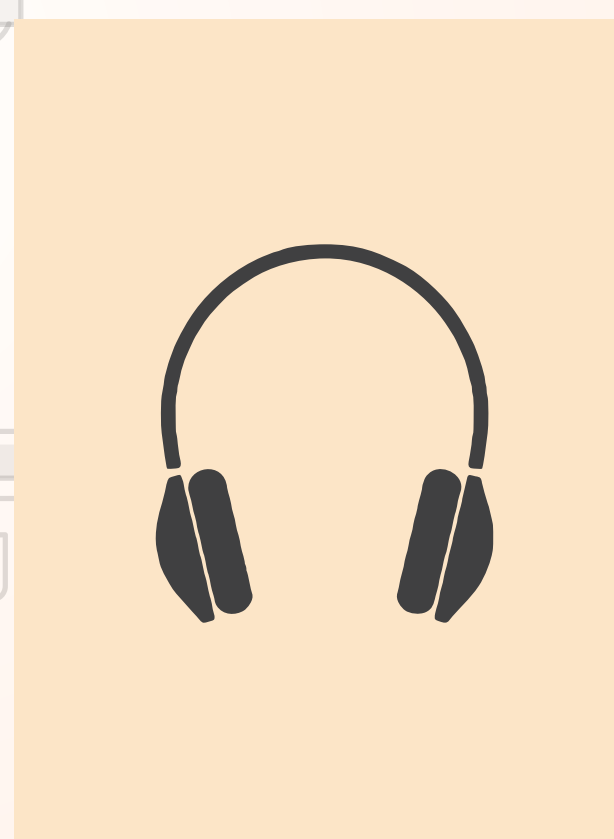
### Person with Low Vision In-Store Promoter PWD/TEL/Q 2101

Domain Specific Equipments		
1.	Various Type of Handsets (for Demonstration Purpose) x6	
2.	Various Types of Mobile Accessories	x10
3.	Product Feature Pamphlets	x10
4.	Product Specification Pamphlets	x10
5.	Computers	x5
6.	Word, Excel	x5
7.	Black/White Board	x1
8.	Projection System with Pc/Laptop	x1
Disability Specific Equipments/Software		
1.	Non-Visual Desktop Access (NVDA)- Screen Reader	x5
2.	Braille Slates	x5
3.	Stylus	x5
4.	Braille papers	200
5.	Magnifier- Hand	x5
6.	Magnifier-Table	x5
7.	Reading Stand	x5
8.	Ease of Access Center	x5



**Nvaccess**

Assistive aid for PwD



Assistive aid for PwD



Assistive aid for PwD

## JOB ROLE OVERVIEW

### Customer Care Executive- Call Centre (TEL/ Q0100)

Role Description	Provide customer service support by interacting with customers over the phone
Version	1.0
NSQF Level	4
Minimum Educational Qualifications	12th
Maximum Educational Qualifications	Graduate in any stream
Training (Suggested but not mandatory)	Computer fundamentals training course Basic soft skill orientation
Minimum Job Entry Age	18 years
Experience	0-1 year of work experience

#### Applicable National Occupational Standards (NOS)

- TEL/N0100:** Attend/Make customer calls
- TEL/N0101:** Resolving customer query, request, complaint
- TEL/N0102:** Develop customer relationship
- TEL/N0103:** Report and review
- TEL/N0104:** Proactive selling

#### Assessment Guidelines

- Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
- The Assessment for the theory part will be based on Knowledge bank of questions created by SSC.
- Assessment will be conducted for all compulsory NOS, and where applicable on the selected option NOS/ set of NOS.
- Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/ training centre.
- To pass the Qualification Pack, every trainee should score minimum 70% of aggregate marks to successfully clear the assessment.
- In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification pack.





## CAREER MAP FOR CUSTOMER CARE EXECUTIVE

### Customer Care – Service Delivery Manager

This role requires People and client management, managing projects, tracking service metrics and managing budget and helping lead the professional to complete the service for the client.

**NSQF - 6**



**NSQF - 7**

### Customer Care Executive (Call Center)- Team Leader

This role requires managerial skills in managing team, guiding and monitoring the performance.

**NSQF - 4**

**NSQF - 5**

### Customer Care (Quality Analyst)

This role requires People and client management, escalation handling and excellent in trouble shooting skills

### Customer Care Executive (Call Center)

This role requires customer interaction on call. Resolving and advising customer based on query/complaint.