

# Model Curriculum

## Airline Customer Service Executive

**SECTOR: AEROSPACE AND AVIATION**  
**SUB-SECTOR: AIRLINE**  
**OCCUPATION: CUSTOMER SERVICE**  
**REF ID: AAS/Q0301**  
**NSQF LEVEL: 4**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**AEROSPACE & AVIATION SECTOR SKILL COUNCIL (AASSC)**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/Qualification Pack : **'Airline Customer Service Executive' QP No. 'AAS/Q0301 NSQF level 4'**



(Authorised signatory)

Aerospace & Aviation Sector Skill Council (AASSC)

Date of issuance : 01 September 2017

Valid up to : 31 August 2018

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

## TABLE OF CONTENTS

1. <a href="#">Curriculum</a>	5
2. <a href="#">Trainer Pre-requisites</a>	10
3. <a href="#">Annexure: Assessment Criteria</a>	11

# Airline Customer Service Executive

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Airline Customer Service Executive”, in the “Aerospace & Aviation” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Airline Customer Service Executive		
Qualification Pack Name & Reference ID.	AAS/Q0301		
Version No.	1.0	Version Update Date	20 – 02 - 2017
Pre-requisites to Training	Class XII		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> <li>• Handle the administrative and customer service functions responsibly.</li> <li>• Meet the needs and safety requirements of passengers and airport personnel.</li> <li>• Assist customers before and after a flight.</li> <li>• Provide support to other airport personnel, including pilots and engineers.</li> <li>• Identify and use basic tools, equipment &amp; materials; Understanding of carrying out tool box, machinery equipment for its operation.</li> <li>• Acquire basic communication skills and good inter-personal skills.</li> <li>• Ability to stand and walk for long periods of time consistent kneeling, squatting and reaching above the head with caution to avoid accidents.</li> </ul>		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Airline Customer Service Executive” Qualification Pack issued by “SSC: Aerospace & Aviation Sector Skill Council (AASCC)”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Follow safety and security procedures</b>  <b>Theory Duration</b> (hh:mm)  <b>25:00</b>  <b>Practical Duration</b>            (hh:mm)  <b>23:00</b>  <b>Corresponding NOS Code</b>  <b>AAS/N0502</b></p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> <li>comprehend the organisation's safety and security policies and procedures</li> <li>comprehend the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference</li> <li>report any identified breaches of safety, and security policies and procedures to the designated person</li> <li>coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment</li> <li>identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual's authority</li> <li>report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines</li> <li>follow organisation's emergency procedures for incidents or accidents, fires or acts of unlawful interference</li> <li>identify and recommend opportunities for improving health, safety, and security to the designated person</li> <li>ensure completion of all health and safety records are updates and procedures well defined</li> </ul>	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, Charts regarding health &amp; hygiene, fire-fighting, first aid, chart of prohibited items, Screening &amp; search equipment – hand-held metal detector, doorframe metal detector, Under chassis inspection mirror, torch, Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets. Chart on traffic signals and symbols, walkie-talkie, personal protective equipment (PPE) (consisting of high visibility safety jacket &amp; safety shoes)</p>
2	<p><b>Passenger Check-In</b>  <b>Theory Duration</b> (hh:mm)  <b>13:00</b>  <b>Practical Duration</b>            (hh:mm)  <b>19:00</b>  <b>Corresponding NOS Code</b>  <b>AAS/N0301</b></p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> <li>receive passengers in a courteous manner at the check in counter</li> <li>identify the bona fide passengers with their passenger name record(PNR) in accordance with the airline procedure and an acceptable identification document as per regulatory requirements</li> <li>take appropriate action to deal with passengers who are unfit or incapable of air travel as per organisation and or regulatory guidelines</li> <li>“check-In” the passenger in the departure control system as per</li> </ul>	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, walkie-talkie, video films demonstrating typical passenger reception procedures,</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>organisation procedures</p> <ul style="list-style-type: none"> <li>• allocate seat, services and facilities to bonafide passengers according to their requests and their eligibility</li> <li>• “check-In” the bag(s) of the passenger, if any, while ensuring that the bag(s) are within prescribed limits</li> <li>• enter the details of the bag(s) into the departure control system and print the baggage tag(s)</li> <li>• tag the bag(s) appropriately.</li> <li>• ensure that the copy of the baggage tag(s) is affixed on the boarding card of the passenger</li> <li>• deal with any observed discrepancies in line with policies and procedures of the organisation</li> <li>• provide boarding pass to passenger(s)</li> <li>• handover all the documents to the passenger and brief the passenger on the details of the departing flight</li> <li>• escalate any safety or security concerns about passengers</li> </ul>	
3	<p><b>Passenger boarding</b> <b>Theory Duration (hh:mm)</b> <b>13:00</b> <b>Practical Duration (hh:mm)</b> <b>19:00</b> <b>Corresponding NOS Code</b> <b>AAS/N0303</b></p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> <li>• gather the information of flight and the departure gate</li> <li>• announce boarding of the flight in clear and concise manner as per boarding sequence</li> <li>• ensure that the boarding announcements are as per defined organisation procedures</li> <li>• deal with passengers in a courteous manner at all times</li> <li>• ask for the boarding pass at the boarding gate</li> <li>• scan and cross verify the boarding pass</li> <li>• inspect the boarding pass for airport security stamp</li> <li>• assign a porter/helper to special needs passenger, if required</li> <li>• direct the passengers to the aircraft through the aerobridge or coach</li> <li>• reconcile the passenger headcount and escalate any deficiency through the appropriate channel</li> </ul>	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook,</p>
4	<p><b>Manage lounge services</b> <b>Theory Duration (hh:mm)</b> <b>13:00</b> <b>Practical Duration (hh:mm)</b> <b>19:00</b> <b>Corresponding NOS Code</b></p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> <li>• receive and greet the passengers at the lounge service desk</li> <li>• verify the eligibility of the passenger to access the lounge services based on organisation policies</li> <li>• ensure to record all the details of the passenger at the lounge service desk</li> </ul>	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook, jackets, batons, whistle, lights, and communication, tag scanners/access control</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>AAS/N0302</b>	<ul style="list-style-type: none"> <li>keep the passenger informed about the boarding gate for the flight and the boarding time</li> <li>provide passengers with newspapers, food and drink, when requested</li> <li>operate equipment in the executive lounge</li> <li>resolve queries from passengers in a courteous and friendly manner</li> <li>dress appropriately at all times</li> <li>maintain high levels of hygiene</li> <li>make announcements at appropriate times to make sure that passengers board their flights in a timely manner</li> <li>deal effectively and politely with passengers during flight delays</li> </ul>	devices, Charts regarding safety & security, health & hygiene, fire-fighting, first aid, prohibited items,
5	<b>Manage passenger complaints at airport</b> <b>Theory Duration (hh:mm)</b> <b>13:00</b> <b>Practical Duration (hh:mm)</b> <b>19:00</b> <b>Corresponding NOS Code</b> <b>AAS/N0304</b>	Candidates will be able to; <ul style="list-style-type: none"> <li>deal with passengers in a courteous manner at all times</li> <li>examine passengers' tickets and baggage tag identification to identify appropriate reference/sequence numbers</li> <li>explain the lost baggage procedure to passengers in a clear and concise manner</li> <li>record the details of the bag(s) as per checklist defined by the organisation</li> <li>raise the complaint within the airline system(s) using appropriate processes</li> <li>communicate to the passenger his/her rights to claim compensation and the process to receive compensation for delayed or lost bag(s) as per organisation policies and regulatory guidelines</li> <li>escalate the complaint based on the situation and the passenger's reaction</li> <li>deal with passengers in a courteous manner at all times</li> <li>examine passengers' tickets and baggage tag identification to identify appropriate reference/sequence numbers</li> <li>inspect bag(s) for alleged pilferage or damage and attempt to verify the alleged claims by the passenger</li> <li>explain the claims procedure to passengers in a clear and concise manner</li> <li>record the passenger complaint and details of the pilferage/damage as per organisation procedures and regulatory guidelines</li> </ul>	White/Black board, Markers, computer and projector, trainer's guide, student handbook, jackets, batons, whistle, lights, and communication, tag scanners/access control devices, Charts regarding safety & security, health & hygiene, fire-fighting, first aid, prohibited items,

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>• issue appropriate documents to passengers</li> <li>• process internal paperwork relating to damage in line with the organisation procedures and raise the complaint within the airline system(s) using appropriate processes</li> <li>• communicate to the passenger his/her rights to claim the compensation and the process to claim the compensation in line with organisation policy and procedure</li> </ul>	
6	<p><b>Take actions to deal with incidents, accidents and emergencies in the aviation security environment</b>  <b>Theory Duration (hh:mm)</b>  <b>16:00</b>  <b>Practical Duration (hh:mm)</b>  <b>16:00</b>  <b>Corresponding NOS Code</b>  <b>AAS/N0501</b></p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> <li>• comprehend the probability and severity of emergency situations</li> <li>• take action to deal with emergencies, incidents or accidents in line with the organisation's procedures and regulatory guidelines</li> <li>• make sure the action planned does not increase the risk or threat to self and others</li> <li>• consider the needs of others when taking action</li> <li>• keep all the relevant and appropriate person(s) informed on action taken in line with organisation's procedures</li> <li>• get help from the appropriate sources in situation(s) that are outside your own authority or ability</li> <li>• document all actions taken to mitigate risks/emergencies in line with organisation procedures and regulatory guidelines</li> </ul>	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, jackets, batons, whistle, lights, and communication, tag scanners/access control devices, Charts regarding safety &amp; security, health &amp; hygiene, fire-fighting, first aid, prohibited items,</p>
7	<p><b>Work Effectively in a Team</b>  <b>Theory Duration (hh:mm)</b>  <b>13:00</b>  <b>Practical Duration (hh:mm)</b>  <b>19:00</b>  <b>Corresponding NOS Code</b>  <b>AAS / N0503</b></p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> <li>• display courteous and helpful behaviour at all times.</li> <li>• take opportunities to enhance the level of assistance offered to colleagues.</li> <li>• meet all reasonable requests for assistance within acceptable workplace timeframes.</li> <li>• complete allocated tasks as required.</li> <li>• seek assistance when difficulties arise.</li> <li>• use questioning techniques to clarify instructions or responsibilities.</li> <li>• identify and display a non-discriminatory attitude in all contacts with customers and other staff members.</li> <li>• observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</li> </ul>	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, video film demonstrating typical questioning techniques</p>





Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>• follow personal hygiene procedures according to organisational policy and relevant legislation.</li> <li>• interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task</li> <li>• interpret, confirm and act on legal requirements in regard to antidiscrimination, sexual harassment and bullying.</li> <li>• ask questions to seek and clarify workplace information.</li> <li>• plan and organise daily work routine within the scope of the job role</li> <li>• prioritise and complete tasks according to required timeframes</li> <li>• identify work and personal priorities and achieve a balance between competing priorities</li> </ul>	
	<p><b>Total Duration</b>(hh:mm) <b>240:00</b></p> <p><b>Theory Duration</b> (hh:mm) <b>106:00</b></p> <p><b>Practical Duration</b> (hh:mm) <b>134:00</b></p>	<p>Typical access control devices for passenger information system, hand held ticket scanners, Charts &amp; documentation on passenger information control system software, charts and documents on regulation regarding hand baggages, security &amp; safety procedures, charts &amp; documents on complaint recording &amp; escalation/action procedures, passenger claims procedures, CPR or Emergency Breathing Apparatus, Bomb threat contingency plan</p>	

**Grand Total Course Duration: 240 Hours, 0 Minutes**

*(This syllabus/ curriculum has been approved by **SSC: Aerospace & Aviation Sector Skill Council**)*

## Trainer Prerequisites for Job role: “Airline Customer Service Executive” mapped to Qualification Pack: “AAS/Q0301”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q0301”.
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 the mentioned field.
3	Minimum Educational Qualifications	Graduate (in any subject)
4a	Domain Certification	Statutory Certificate from Aerospace & Aviation Sector Skill Council (AASSC) for Job Role: “Airline Customer Service Executive” mapped to QP: “AAS/Q0301”. Minimum accepted score for domain certification will be 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the job role “Trainer” mapped to the Qualification Pack : “MEP/Q 0102”. Minimum accepted percentage as per respective SSC guidelines is 80%.
5	Experience	2-3 years of experience.

## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role:** Airline Customer Service Executive

**Qualification Pack:** AAS/Q0301

**Sector Skill Council:** Aerospace and Aviation Sector Skill Council

### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 60% in aggregate
6. The marks are allocated PC wise, however, every NOS will carry a weightage in the total marks allocated to the specific QP

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
<b>1. AAS/N0502</b> <b>Follow safety and security procedures</b>	PC 1. comply with the organisation's safety and security policies and procedures	<b>100</b>	10	5	5
	PC 2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference		10	5	5
	PC 3. report any identified breaches of safety, and security policies and procedures to the designated person		10	5	5
	PC 4. coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment		20	10	10
	PC 5. identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual's authority		10	5	5
	PC 6. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines		20	10	10

**Marks Allocation**

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC 7. follow organisation's emergency procedures for accidents, fires or acts of unlawful interference		5	2	3
	PC 8. identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC 9. complete all health and safety records are updates and procedures well defined		5	2	3
		<b>Total</b>	<b>100</b>	<b>52</b>	<b>48</b>
<b>2. AAS/N0301 Passenger Check-In</b>	PC 1. receive passengers in a courteous manner at the check in counters	<b>100</b>	10	4	6
	PC 2. identify the bonafide passengers with their passenger name record (PNR) in accordance with the airline procedure and an acceptable identification document as per regulatory requirements		10	4	6
	PC 3. take appropriate action to deal with passengers who are unfit or incapable of air travel as per organisation and or regulatory guidelines		10	4	6
	PC 4. "check-In" the passenger in the airline reservation or departure control system as per organisation procedures		10	4	6
	PC 5. allocate seat, services and facilities to bonafide passengers according to their requests and their eligibility		10	4	6
	PC 6. "check-In" the bag(s) of the passenger, if any, while ensuring that the bag(s) are within the limits as per organisation policies		5	2	3
	PC 7. enter the details of the bag(s) into the reservation or departure control system and print the baggage tag(s)		10	4	6
	PC 8. tag the bag(s) appropriately.		5	2	3
	PC 9. ensure that the copy of the baggage tag(s) is affixed on the boarding card of the passenger		5	2	3

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC 10. deal with any observed discrepancies in line with policies and procedures of the organisation		5	2	3
	PC 11. provide boarding pass to passenger(s)		5	2	3

	PC 12. handover all the documents to the passenger and brief the passenger on the details of the departing		10	5	5
	PC 13. escalate any safety or security concerns about passengers		5	2	3
		<b>Total</b>	<b>100</b>	<b>41</b>	<b>59</b>
<b>3. AAS/N0303 Passenger boarding</b>	PC1. gather the information of flight and the departure gate	<b>100</b>	10	4	6
	PC2. announce boarding of the flight in clear and concise manner as per boarding sequence		10	4	6
	PC3. ensure that the boarding announcements are as per defined organisation procedures		10	4	6
	PC4. deal with passengers in a courteous manner at all times		10	4	6
	PC5. ask for the boarding pass at the boarding gate		10	4	6
	PC6. scan and cross verify the boarding pass		10	4	6
	PC7. Inspect the hand baggage tag for airport security stamp		10	4	6
	PC8. assign a porter/helper to special needs passenger, if required		10	4	6
	PC9. direct the passengers to the aircraft through the aerobridge or		10	4	6
	PC10. reconcile the passenger headcount and escalate any deficiency through the appropriate channel		10	4	6
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
<b>4.AAS/N0302 Manage lounge services</b>	PC1. receive and greet the passengers at the lounge service desk	<b>100</b>	10	4	6
	PC2. verify the eligibility of a bonafide passenger to access the lounge services based on organisation		10	4	6
	PC3. ensure to record all the details of the passenger at the lounge service		10	4	6
	PC4. keep the passenger informed about the boarding gate for the flight and the boarding time		5	2	3

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC5. provide passengers with newspapers, food and drink, if they ask		10	4	6
	PC6. operate equipment in the executive lounge		10	4	6
	PC7. resolve queries from passengers in a courteous and friendly manner		10	4	6

	PC8. dress appropriately at all times		10	4	6
	PC9. maintain high levels of hygiene		10	4	6
	PC10. make announcements at appropriate times to make sure that passengers board their flights in a timely manner		5	2	3
	PC11. deal effectively and politely with passengers during flight delays		10	4	6
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
<b>5. AAS/N0304 Manage passenger complaints at airport</b>	PC1. deal with passengers in a courteous manner at all times	<b>100</b>	5	2	3
	PC2. examine passengers' tickets and baggage tag identification to identify appropriate reference/ sequence numbers		5	2	3
	PC3. explain the lost baggage procedure to passengers in a clear and concise manner		5	2	3
	PC4. record the details of the bag(s) as per checklist defined by the organisation		5	2	3
	PC5. raise the complaint within the airline systems using appropriate processes		10	4	6
	PC6. communicate to the passenger his/her rights to claim compensation and the process to receive compensation for delayed or lost bag(s) as per organisation policies and regulatory guidelines		10	4	6
	PC7. escalate the complaint based on the situation and the passenger's reaction		5	2	3
	PC8. deal with passengers in a courteous manner at all times		5	2	3
	PC9. examine passengers' tickets and baggage tag identification to identify appropriate reference/sequence numbers		5	2	3
	PC10. inspect bag(s) for alleged theft or damage and attempt to verify the alleged claims by the passenger		10	4	6

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC11. explain the claims procedure to passengers in a clear and concise manner		10	4	6
	PC12. record the passenger complaint and details of the theft/damage as per organisation procedures and regulatory guidelines		5	2	3

	PC13. issue appropriate documents to passengers		5	2	3
	PC14. process internal paperwork relating to damage in line with the organisation procedures and raise the complaint within the airline systems using appropriate processes		10	4	6
	PC15. communicate to the passenger his/her rights to claim the compensation and the process to claim the compensation in line with organisation policy and procedure		5	2	3
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
<b>6. AAS/N0501 Take action to deal with incidents, accidents and emergencies in the aviation security environment</b>	PC1. comply with the probability and severity of emergency situations	<b>100</b>	20	10	10
	PC2. take action to deal with emergencies, incidents or accidents in line with its organisation's procedures and regulatory guidelines		20	10	10
	PC 3. make sure the action planned does not increase the risk or threat to oneself and others		10	5	5
	PC 4. consider the needs of others when taking action		10	5	5
	PC 5. keep all the relevant and appropriate person(s) informed on action taken in line with organisation's procedures		10	6	4
	PC 6. get help from the appropriate sources in situation that are outside your own authority or ability		20	10	10
	PC 7. document all actions taken to mitigate risks/ emergencies in line with organisation procedures and regulatory guidelines		10	5	5
		<b>Total</b>	<b>100</b>	<b>51</b>	<b>49</b>

Assessment outcomes	Assessment Criteria for outcomes	Total Mark	Marks Allocation		
			Out of	Theory	Skills Practical
<b>7. AAS / N0503 Work Effectively as a Team</b>	PC1. display courteous and helpful behaviour at all times.	<b>100</b>	8	3	5
	PC2. take opportunities to enhance the level of assistance offered to colleagues.		7	3	4
	PC3. meet all reasonable requests for assistance within acceptable workplace timeframes.		8	3	5
	PC4. complete allocated tasks as required.		4	1	3
	PC5. seek assistance when difficulties arise.		3	1	2
	PC6. use questioning techniques to clarify instructions or responsibilities.		7	3	4
	PC7. identify and display a non-discriminatory attitude in all contacts with customers and other staff members.		7	3	4
	PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.		7	3	4
	PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.		7	3	4
	PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.		7	3	4
	PC11. interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.		7	3	4
	PC12. ask questions to seek and clarify workplace information.		7	3	4
	PC13. plan and organise daily work routine within the scope of the job role.		7	3	4
	PC14. prioritise and complete tasks according to required timeframes.		7	3	4
	PC15. identify work and personal priorities and achieve a balance between competing priorities.		7	3	4
<b>Total</b>			<b>100</b>	<b>42</b>	<b>58</b>



# Model Curriculum

## Field Technician – Computing and Peripherals

**SECTOR: ELECTRONICS**  
**SUB-SECTOR: IT HARDWARE**  
**OCCUPATION: AFTER SALES SERVICE**  
**REF ID: ELE/Q4601 VERSION 1.0**  
**NSQF LEVEL: 4**



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARD

Is hereby issued by the

**Electronics Sector Skills Council of India**

for

**Skilling Content : Field Technician- Computing and Peripherals**

Complying to National Occupational Standards of

**Job Role/QP : Field Technician- Computing and Peripherals, QP No : ELE/Q4601 Level 4**

Date of Issuance : 08<sup>th</sup> May 2017

Valid up to\* : 07<sup>th</sup> May 2018

\*Valid upto the next QP Review Date or the date  
mentioned above (whichever is earlier)



Authorized Signatory  
Electronics Sector Skills Council of India

## TABLE OF CONTENTS

CURRICULUM / SYLLABUS.....	4
Annexure A: TRAINER Pre-Requisites .....	9
Annexure B: ASSESSMENT Criteria.....	10

# FIELD TECHNICIAN – COMPUTING AND PERIPHERALS

## CURRICULUM / SYLLABUS

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Field Technician - Computing and Peripherals” Qualification Pack issued by “Electronic Sector Skill Council”.

<b>Program Name</b>	<b>Field Technician – Computing and Peripherals</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	ELE/Q4601 VERSION 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	07-May-2017
<b>Pre-requisites to Training</b>	12 <sup>th</sup> Pass/ Diploma Graduate		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Ability to build interpersonal relationships, and have a customer centric approach</li> <li>• Develop critical thinking and conduct root cause analysis – Problem solving</li> <li>• Business Communication, email etiquette</li> <li>• Working with office package for reporting and documentation – MS-Word, Excel, PowerPoint</li> <li>• Installing and configuring the networking, servers and storage systems</li> <li>• Attending to field calls from client and Handle Complaints for system trouble shooting and repairs</li> <li>• Knowing the importance of SLAs and Company Processes</li> </ul>		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Hardware Essentials</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> <li>Understanding the different component of computer , Assembly of system</li> <li>Troubleshooting of the system</li> <li>To understand layout, Components and from factors of mother board.</li> <li>To understand the form factors ,slot types and different memory types</li> <li>To identify the types of Storage. To Recognize the methods of storage and different hardware components used storage.</li> <li>To identify the types of hardware components in the computer and differentiate it.</li> <li>To understand the methods of troubleshooting storage, power supplies</li> <li>To understand types of printer and scanner To recognize features used</li> <li>Recognize the types of laptop devices and to understand note book concepts.</li> <li>Recognize of the component of computer, troubleshooting and installing and configuring of operating system and it drives.</li> <li>To understand importance of work etiquette. To understand the methods safety measure to be used</li> <li>This will be Multiple question types.</li> <li>Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Desktops</li> <li>Laptops</li> <li>Netbooks and Notebooks</li> <li>Laser Printers</li> <li>Ink Jet Printers</li> <li>Dot Matrix Printers</li> <li>Power adapters for each</li> </ul>
2	<p><b>Network Essentials</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> <li>To understand the networking, OSI Concepts Recognize the Network technologies.</li> <li>To understand the types of application functionality</li> <li>To understand the colour coding for the Ethernet cable to be crimping. Recognize network adaptor configuration</li> <li>Recognize the network designed structure.</li> <li>To understand the different configuration methods of device</li> <li>To understand method of self-motivation, self confidence.</li> <li>This will be Multiple question type.</li> <li>Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Post cards</li> <li>Screw Driver</li> <li>Cables (RJ45)</li> <li>Network switch</li> <li>Routers</li> </ul>
3	<p><b>Windows 7/10 Essentials</b></p>	<ul style="list-style-type: none"> <li>To understand features of windows client ,performance information ,tool configuration</li> </ul>	<ul style="list-style-type: none"> <li>Videos</li> <li>Powerpoint</li> <li>Laptop</li> </ul>

	<p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> <li>To understand the methods of installation, upgrading and its features</li> <li>To understand the method Configuring, maintaining, backup and recovery</li> <li>Recognize the methods of installation, configuration, system security, maintaining of backup, recovery and backup.</li> <li>To understand the method basic functions to be done, service to be provided, communicate effectively in formal situations.</li> <li>This will be Multiple question type.</li> <li>Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Projector</li> <li>Projector Screen</li> <li>White Board</li> </ul>
4	<p><b>Windows Server</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> <li>To understand Directory services and different functional levels</li> <li>To understand methods of installing configuring Directory services.</li> <li>To understand the methods of disaster recovery and backup.</li> <li>Recognize the method of implementing secure domain, administrating and creation of user, maintaining group policies.</li> <li>To understand the goals set, improving the reading skills</li> <li>This will be multiple question type.</li> <li>Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Videos</li> <li>Powerpoint</li> <li>Laptop</li> <li>Projector</li> <li>Projector Screen</li> <li>White Board</li> </ul>
5	<p><b>Linux Server</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> <li>Recognize the Linux features, basic commands</li> <li>To understand the methods of installing, configuring server and services</li> <li>To understand the method of fault analysis, filesystem corruption.</li> <li>To understand method of installing, configuring network adaptor, basic services, managing of storage.</li> <li>To understand the impact, body language, verbal communication, comprehension.</li> <li>This will be Multiple question type.</li> <li>Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Videos</li> <li>Powerpoint</li> <li>Laptop</li> <li>Projector</li> <li>Projector Screen</li> <li>White Board</li> </ul>
6	<p><b>IT Security fundamentals</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b></p>	<ul style="list-style-type: none"> <li>To understand the method of installing, configuring, outlook and concepts of anti-virus.</li> <li>To understand the methods of identifying types and indication of virus, worms, Trojan etc.</li> <li>To understand the compatibility issues and common errors. Recognize basic security risks</li> <li>To understand method s of system vulnerability and fixing them and methods of measure to prevent</li> </ul>	<ul style="list-style-type: none"> <li>Videos</li> <li>Powerpoint</li> <li>Laptop</li> <li>Projector</li> <li>Projector Screen</li> <li>White Board</li> </ul>

	ELE/N4602 ELE/N4603	<p>them.</p> <ul style="list-style-type: none"> <li>To understand methods of having positive attitude, awareness, prioritize.</li> <li>This will be Multiple question type.</li> <li>Presenting their learnt knowledge</li> </ul>	
7	<p><b>Concepts of ITIL v3</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4601 ELE/N9909</p>	<ul style="list-style-type: none"> <li>To understand the method of monitoring, measuring and reporting</li> <li>To understand the Method of CSF, KPIs and Activity.</li> <li>To understand the methods of SLA, timeliness, response and resolution data</li> <li>To understand the problem management process flow, Determination resolution</li> <li>To Understand the methods Problem management, tracking report and control measures</li> <li>To understand the methods for learning new things at your work.</li> <li>This will be Multiple question type.</li> <li>Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Videos</li> <li>Powerpoint</li> <li>Laptop</li> <li>Projector</li> <li>Projector Screen</li> </ul> <p>White Board</p>
8	<p><b>Final Assessment</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 23:00</p> <p><b>Corresponding NOS Code</b> ELE/N4601 ELE/N4602 ELE/N4603 ELE/N9909</p>	<ul style="list-style-type: none"> <li>There will be two types of assessment <ul style="list-style-type: none"> <li>Multiple choice</li> <li>Scenario based</li> </ul> </li> </ul>	
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> <b>120:00</b></p> <p><b>Practical Duration</b> <b>180:00</b></p>	<p><b>Unique Equipment Required:</b></p> <ul style="list-style-type: none"> <li>Cable</li> <li>Crimping Tool</li> <li>Desktop</li> <li>Digital Multimeter</li> <li>Dot Matrix Printer</li> <li>ESD Gloves</li> <li>Ink Jet Printer</li> <li>Insulation Tape</li> <li>Lan Tester</li> <li>Laptop</li> <li>Lead Solder</li> <li>Motherboard Diagnoser</li> <li>Multi-Function Laser Printer</li> <li>Network Switch</li> <li>Post Cards</li> <li>Router</li> </ul>	

		<ul style="list-style-type: none"><li>• Scanner</li><li>• Screw Driver Set</li><li>• Soldering Flux</li><li>• Soldering Iron</li></ul>
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Grand Total Course Duration: **300 Hours 00 Minutes**

(This syllabus/ curriculum has been approved [Electronics Sector Skills Council of India](#))



## Annexure A: TRAINER Pre-Requisites

### Trainer Prerequisites for Job role: “Field Technician - Computing and Peripherals” mapped to Qualification Pack: “ELE/ Q4601 Version1.0”

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ELE/Q4601 <b>version 1.0</b> ”.
2	<b>Personal Attributes</b>	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 Earn and keep oneself updated with the latest in the mentioned field quality and for developing others; well-organised and focused, eager to le.
3	<b>Minimum Educational Qualifications</b>	12th Standard Pass with 2 Years Industry Experience.
4a	<b>Domain Certification</b>	Certified for Job Role: “Field Technician – Computing & Peripherals” mapped to QP: “ELE 4601 ”. Minimum accepted score 70 %
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/1402”. Minimum accepted score =70%
5	<b>Experience</b>	2 year of relevant Industrial and Trainer Exp.

## Annexure B: ASSESSMENT Criteria

<b>Assessment Criteria for Field Technician - Computing and Peripherals</b>	
<b>Job Role</b>	<b>Field Technician - Computing and Peripherals</b>
<b>Qualification Pack</b>	<b>ELE/ Q4601 version 1.0</b>
<b>Sector Skill Council</b>	<b>Electronic</b>

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 70% in each NOS
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Element	Performance Criteria	Total Marks (400)	Marks Allocation		
			Out Of	Theory	Skills Practical
<b>1. ELE/N4 601 Engage with customers</b>	PC1. call the customer based on inputs logged into customer care	<b>100</b>	3	1	2
	PC2. greet the customer and listen to their problem attentively		3	1	2
	PC3. check with customer about time for visit, field work and confirm location		4	2	2
	PC4. follow etiquette when interacting with customers as per company policy such as politeness and patience		6	2	4
	PC5. seek feedback from the customers on completion of work		4	2	2
	PC6. understand location requirement for placement of system during and after installation		2	1	1
	PC7. seek inputs to understand symptoms for the problem faced		4	2	2

	PC8. ask open and close-ended questions to understand the specific problem		4	2	2
	PC9. inform customer about the replacement or repair process		4	2	2
	PC10. enquire about warranty coverage		3	1	2
	PC11. educate about other useful products and annual maintenance contract		3	1	2
	PC12. summarise the problem to customer and suggest the possible solutions		5	2	3
	PC13. inform customers on whether the module has to be replaced or repaired with reasons		5	2	3
	PC14. explain the customers on time taken, repair process and possible cost for the service or inclusion under warranty		5	2	3
	PC15. seek customer's approval for further service		5	2	3
	PC16. provide note to customers about the problem(s), actions taken and the cost associated and retain a copy		5	2	3
	PC17. provide appropriate invoice for any purchase of module or parts by customer		5	2	3
	PC18. interact with customer on time within the specified Service Level Agreement (SLA) time		3	1	2
	PC19. identify the customer's requirement and identify the resources and record		3	1	2
	PC20. accurately assess the problem and suggest appropriate solutions		3	1	2
	PC21. offer the right service as per customer's requirements		3	1	2
	PC22. communicate problem effectively in order to secure customer's confidence		4	2	2
	PC23. gauge customer satisfaction with the installation and placement of device		4	2	2
	PC24. maintain no repeat or second escalation from customer		4	1	3
	PC25. achieve customer satisfaction on engagement behaviour such as listening to complaints or appropriate dressing		3	1	2
	PC26. achieve 100% customer satisfaction and positive feedback		3	1	2
	<b>TOTAL</b>		<b>100</b>	<b>40</b>	<b>60</b>
<b>2.</b>		<b>100</b>			
<b>ELE/N4</b>	PC1. check site conditions		1	0	1
<b>602</b>	PC2. check and ensure any tailor-made programs required by the customer		1	0	1
<b>Install,</b>	PC3. open the packaging of new product and take out the hardware carefully		1	0	1
<b>config</b>	PC4. connect all the hardware devices such as CPU, Monitor, Keyboard, Mouse, as per the specifications of the system		2	1	1
<b>ure</b>	PC5. in case of laptop, connect battery, plug in and switch on the system		2	1	1
<b>and</b>					
<b>setup</b>	PC6. follow standard operating procedure while handling		2	1	1
<b>hardw</b>					
<b>are</b>					

system	hardware modules such as handling PCB with ESD standards			
	PC7. follow the standard operating procedure for installation of each model of hardware devices and comply with them	2	1	1
	PC8. place the system at a location as preferred by customer	2	1	1
	PC9. install the hardware / devices as per standard operating procedure	2	1	1
	PC10. ensure that appropriate device and model specific procedure is followed as per installation manual	2	1	1
	PC11. maintain zero-material defect during material handling by following standard operating procedure	2	1	1
	PC12. carry tools and manuals as per installation manual	1	0	1
	PC13. understand the peripheral requirements of customers and ensure all hardware are available	3	1	2
	PC14. understand the placement requirement of peripheral equipment such as printers, modems, etc., as per customer preferences	3	1	2
	PC15. connect the peripheral devices with the system as per the standard procedure followed for each equipment	4	2	2
	PC16. install the peripherals, connect the appropriate peripheral such as printer, scanner to the system and run the installed program for set up	4	2	2
	PC17. follow the safety procedures while handling and installing the equipment	4	2	2
	PC18. install and configure peripherals as standard operating procedure	4	2	2
	PC19. ensure the placement of peripherals are as per customer requirement	3	1	2
	PC20. install the operating system and appropriate application software as per customer preference	5	2	3
	PC21. install additional software as per standard customer requirement	5	2	3
	PC23. switch on the system and peripherals and check for effective functioning	2	1	1
	PC24. check and ensure the functionality of system, peripherals and applications	3	1	2
	PC25. ensure product functions are tested and demo given to the customer after hardware, software, operating system and peripheral integration with reference to the installation manual	3	1	2
	PC26. ensure that customer is satisfied	2	1	1
	PC27. measure and meet multipart calls norm against benchmark	2	1	1
	PC28. complete the installation within the agreed Turn Around Time (TAT)	3	1	2
	PC29. complete the call closure in single visit	3	1	2
	PC30. complete the task with the quality benchmark of the	2	1	1

	company				
	PC31. understand the customer requirement and queries on the hardware		2	1	1
	PC32. educate customer on use of and procedures to be followed in operation of hardware		1	0	1
	PC33. inform customer about warranty and other terms and conditions on the hardware devices		1	0	1
	PC34. inform about cost estimates for any other new installations		2	1	1
	PC35. provide adequate information about the hardware devices, operating procedure, maintenance, etc., to the customer		1	0	1
	PC36. address the queries and issues raised by the customer on device		1	0	1
	PC37. inform customers clearly about warranty, and product terms and conditions		1	0	1
	PC38. provide customers on all the appropriate documents including invoice		1	0	1
	PC39. understand the work requirement from superior, periodically		1	0	1
	PC40. report to superior on the work completed		1	0	1
	PC41. escalate the customer issues and problems that cannot be handled at field level		2	1	1
	PC42. document the work completed on the company ERP software for tracking and future references		1	0	1
	PC43. achieve 100% on-time completion of field installation with reference to agreed target and time		3	2	1
	PC44. submit feedback form on customer satisfaction level with respect to the product installation		3	2	1
	PC45. find solutions to customer complaints and queries unresolved in the field		2	1	1
	PC46. report work status and prepare documentation as per company standards		2	1	1
			<b>100</b>	<b>40</b>	<b>60</b>
<b>3.</b>		<b>100</b>			
<b>ELE/N4</b>	PC1. listen carefully to concerns registered by customer at customer care		3	1	2
<b>603</b>	PC2. interact with customer on telephone for better understanding of concern before the visit		3	1	2
<b>Troubleshoot and replace faulty module</b>	PC3. commence field trip based on type of complaint		2	1	1
	PC4. carry the troubleshooting instructions sheets		3	1	2
	PC5. understand the warranty, terms and conditions with relation to the product		3	1	2
	PC6. identify the type of problem and carry relevant tools and equipment based customer complaint and standard operating procedure		3	1	2

PC7. assess whether replacement or repair of module may be required	3	1	2
PC8. carry only 100% approved and verified field replaceable parts for repairing or replacing	2	1	1
PC9. decide on whether it can be repaired in field or at company's test centre	3	1	2
PC10. understand the problems experienced by the customer	2	1	1
PC11. use equipment such as 'power on self test' (POST) card to identify the common errors and issues in the system which does not start up	3	1	2
PC12. conduct root-cause analysis and identify the likely problem area	3	1	2
PC13. disassemble and check each part of computing system such as SMPS, Memory, Hard disk to isolate the failed module	3	1	2
PC14. follow standard operating procedure while handling hardware modules such as handling PCB with ESD standards	3	1	2
PC15. in case of peripherals, check all parts such as print head, lens, led display to isolate faulty module	3	1	2
PC16. make decision on whether the part can be replaced or component should be repaired	3	1	2
PC17. identify the solution design where the module to be replaced or software to be installed or updated	3	1	2
PC18. decide on whether to replace module or send to repair centre	2	1	1
PC19. if the module has to be replaced, disassemble the system, remove and replace and re-assemble the system	2	1	1
PC20. if soldering needs to be done, use manual hand soldering iron unit to solder the components or parts	3	1	2
PC21. if there is any operating system error, software related issues, reinstall the software or fixing the issues	3	1	2
PC22. fix the common problems faced with peripherals and networking devices	3	1	2
PC23. escalate the problems which cannot be addressed at field level to the superior for servicing at company's repair stations	2	1	1
PC24. coordinate with remote technical helpdesk to seek any assistance on field	2	1	1
PC25. follow appropriate safety procedures while handling tools such as soldering iron	3	2	1
PC26. test 100% products or functions are tested after new hardware modules or software is installed	2	1	1
PC27. understand clearly the requirement before field visit	2	1	1
PC28. report percentage of call closure in multiple visits against benchmark	1	1	0
PC29. ensure no sub-standard or unverified parts are used in replacing	2	1	1

	PC30. complete the function within the agreed Turn Around Time (TAT)		2	1	1
	PC31. complete the call closure in single visit		1	1	0
	PC32. complete the task with the quality benchmark of the company		1	1	0
	PC33. meet monthly or daily target given		1	1	0
	PC34. inform customer about the problem, action to be taken		1	0	1
	PC35. inform customer on adequate information about hardware device or software		2	1	1
	PC36. instruct customer on use of and procedures to be followed for operating the system or hardware		2	1	1
	PC37. confirm acceptance before replacing module or sending for repairs to company		1	1	0
	PC38. inform customer about warranty and other terms and conditions on the replaced or repaired hardware devices		2	1	1
	PC39. provide relevant documents to customers on completion of work		1	0	1
	PC40. achieve 100% satisfaction with customer on post sales service		1	0	1
	PC41. receive the work order from the superior or customer care about the complaint registered		2	1	1
	PC42. report on the work load and completion status		1	0	1
	PC43. find solutions to customer complaints and queries that are unresolved in the field		2	1	1
	PC44. escalate the problems that cannot be resolved at field level with reason		1	0	1
	PC45. report 100% on time completion of field repair or hardware replacement with reference to agreed target and time or reasons for not meeting target		1	0	1
	PC46. submit the feedback form on customer satisfaction level with respect to the product repair		1	0	1
	PC47. accurately report work status through proper documentation as per company's standards		1	0	1
	PC48. create knowledge bank on the complex repairs made through documentation		1	0	1
		<b>TOTAL</b>	<b>100</b>	<b>40</b>	<b>60</b>
<b>4.</b>					
<b>ELE/N9 909 Coordinate with colleagues</b>	PC1. understand and assess work requirements	<b>100</b>	5	2	3
	PC2. understand the targets and incentives		5	2	3
	PC3. understand new operating procedures and constraints		5	2	3
	PC4. report problems in the field		5	2	3
	PC5. resolve personnel issues		5	2	3
	PC6. receive feedback on work standards and customer satisfaction		5	2	3
	PC7. communicate any potential hazards at a particular		5	2	3

location			
PC8. meet given targets	5	2	3
PC9. deliver work of expected quality despite constraints	5	2	3
PC10. receive positive feedback on behaviour and attitude shown during interaction	5	2	3
PC11. interact with colleagues from different functions and understand the nature of their work	10	4	6
PC12. receive spares from tool room or stores; deposit faulty modules and tools to stores	10	4	6
PC13. pass on customer complaints to colleagues in a respective geographical area	10	4	6
PC14. assist colleagues with resolving field problems resolve conflicts and achieve smooth workflow	10	4	6
PC15. follow the company policy during cross functional interaction	10	4	6
<b>TOTAL</b>	<b>100</b>	<b>40</b>	<b>60</b>



<b>Name of Add on /Certificate programs offered</b>	<b>Course Code (if any)</b>	<b>Year of offering</b>	<b>No. of times offered during the year</b>	<b>Duration of course</b>	<b>Number of students enrolled in the year</b>	<b>Number of Students completing the course in the year</b>
<b>Field Technician Computing and Peripherals (FTCP)</b>	ELE/Q4601	<b>2020-21</b>	<b>1</b>	3 Months	<b>30</b>	<b>27</b>
<b>Airline Customer Service Executive</b>	AAS/Q0301	<b>2020-21</b>	<b>1</b>	3 Months	<b>30</b>	<b>29</b>





## **Skill Certification Scheme Report 2020-21**

Prahladrai Dalmia Lions College of Commerce and Economics offered two certified programs by National Skill Development Corporation (NSDC) set up by Ministry of Finance and for PMKVY for all the students in the academic year 2020 – 2021. National Skill Development Corporation (NSDC) is a not-for-profit public limited company, set up by Ministry of Finance as Public Private Partnership (PPP) model. It acts as a catalyst in skill development by providing funding to enterprises, companies and organizations that provide skill training. Pradhan Mantri Kaushal Vikas Yojana (PMKVY) is the flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE) implemented by National Skill Development Corporation. The objective of this Skill Certification Scheme is to enable a large number of Indian youths to take up industry-relevant skill training that will help them in securing a better livelihood.

The two certified programs offered were:

### **Airline Customer Service Executive**

<https://nsdcindia.org/airline-customer-service-executive-0>

### **Field Technician Computing Peripheral**

<https://www.nsdindia.org/field-technician-computing-and-peripherals>

Field Technician Computing Peripheral, a subsector of IT Hardware comes under the occupation of After Sales Support. It taught students the ability to have a customer centric approach, develop critical thinking and – problem solving skills, working with MS- Word, Excel, Power Point, installing and configuring network servers, etc. The program was designed for a total of 340 hours duration, theory duration of 180 hours and practical duration of 120 hours. The program had started on 14th April 2020 and ended on 10th September 2021 after conducting an examination. Twenty seven – 27 students from the college had enrolled for the course and successfully completed the program after an examination.

Airline Customer Service Executive, a sub sector of Aerospace and Aviation, comes under the occupation of Airline. It taught students communication and inter-personal skills, how to assist customers before and after a flight, meeting the needs and safety requirements of passengers and airport personnel, etc. The program was designed for a total of 240 hours, 106 hours of theory and 134 hours of practical learning. The program had started on 2nd November 2020 and ended on 21st January 2021 after conducting an examination. Twenty Nine – 29 students from the college had enrolled for the course and successfully completed the program.

Despite the pandemic, the programs were carried out offline and online in a lucid manner following all the Covid 19 protocols.

**Ms. Subhashini Naikar**

Chairperson Career Guidance & Placement Cell

