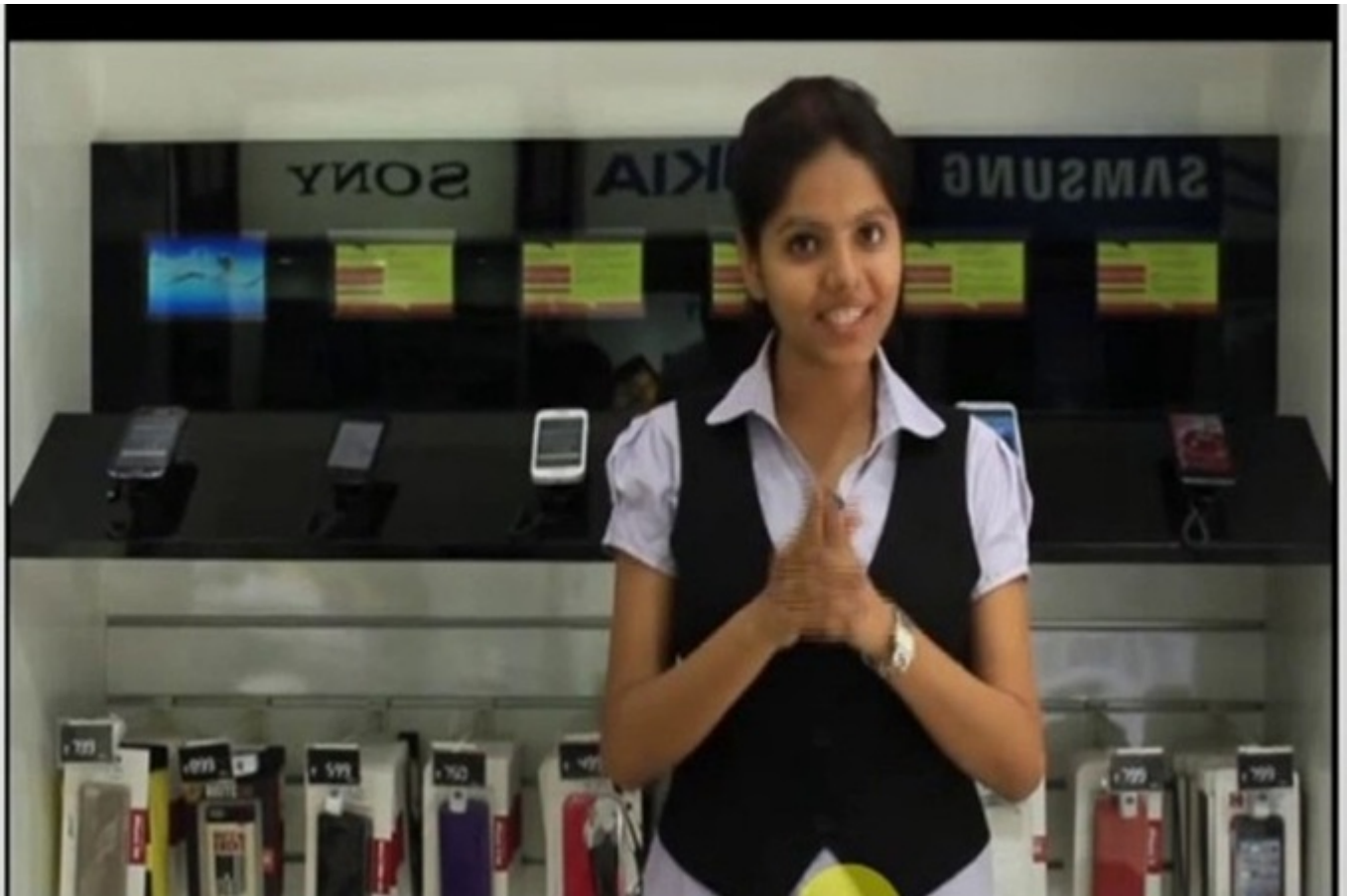


Qualification Pack



In-Store Promoter

QP Code: TEL/Q2101

Version: 5.0

NSQF Level: 3

Telecom || 3rd Floor, Plot No 126, Sector - 44
Gurgaon - 122003 || email:QAteam@tsscindia.com

Qualification Pack

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Qualification Pack

TEL/Q2101: In-Store Promoter

Brief Job Description

An In-Store Promoter is responsible for effectively demonstrating and showcasing products using the Features, Advantages, and Benefits (FAB) approach. The individual engages customers by encouraging hands-on interaction with displayed products and addressing inquiries about product specifications and services.

Personal Attributes

This individual should have a pleasant personality, strong customer service skills, keen observation abilities, and excellent communication skills. The person should be energetic, physically fit, and capable of standing for extended periods. Adaptability, enthusiasm, and a proactive approach to customer engagement are also essential in this role.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [TEL/N2108: Handle telecom storefront and sales counter operations](#)
2. [TEL/N2109: Assist customers in selecting and purchasing telecom products](#)
3. [TEL/N9106: Follow sustainability practices in telecom retail and customer service operations](#)
4. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Telecom
Sub-Sector	Handset
Occupation	Sales and Distribution - Handset Segment
Country	India
NSQF Level	3
Credits	14
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5242.0401

Qualification Pack

Minimum Educational Qualification & Experience	10th Class OR 8th grade pass with 3 Years of experience in sales and distribution OR Previous relevant Qualification of NSQF Level (2.5) with 1.5 years of experience in sales and distribution
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	15 Years
Last Reviewed On	NA
Next Review Date	30/04/2028
NSQC Approval Date	08/05/2025
Version	5.0
Reference code on NQR	QG-03-TL-04070-2025-V2-TSSC
NQR Version	2

Qualification Pack

TEL/N2108: Handle telecom storefront and sales counter operations

Description

This unit focuses on managing the telecom store sales counter, maintaining store presentation, handling customer interactions, processing transactions, and maintaining sales records to ensure efficient store operations.

Scope

The scope covers the following :

- Conduct counter operations
- Handle customer interactions professionally
- Process transactions and maintain records

Elements and Performance Criteria

Conduct counter operations

To be competent, the user/individual on the job must be able to:

- PC1.** adhere to grooming standards and dress code as per telecom store guidelines
- PC2.** ensure the sales counter and display area are clean, organized, and visually appealing
- PC3.** arrange telecom merchandise (handsets, SIM cards, accessories, etc.) to maximize visibility
- PC4.** monitor stock levels and coordinate with store personnel for replenishment
- PC5.** update product price tags, promotional signage, and store information boards regularly

Handle customer interactions professionally

To be competent, the user/individual on the job must be able to:

- PC6.** greet and acknowledge customers professionally to ensure a welcoming experience
- PC7.** respond to general customer queries regarding store policies, available products, and offers
- PC8.** conduct product demonstrations for customers
- PC9.** handle basic customer concerns and escalate unresolved issues to the store manager
- PC10.** assist in managing customer queues and ensure orderly transactions

Process transactions and maintain records

To be competent, the user/individual on the job must be able to:

- PC11.** process sales transactions, issue invoices, and handle cashless payments as per company policy
- PC12.** follow proper billing procedures, ensuring accuracy in product details and pricing
- PC13.** record daily sales transactions and submit reports to the store manager
- PC14.** maintain updated logs for stock movement and product availability
- PC15.** compile customer feedback on store experience and escalate recurring issues for resolution

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** grooming and professional appearance requirements for store staff
- KU2.** store layout, product placement strategies, and visual merchandising principles
- KU3.** organizational policies regarding billing, stock management, and transaction handling
- KU4.** sales counter operations, including cash and digital payment processing
- KU5.** basic customer handling etiquette and common store-related queries
- KU6.** compliance requirements for invoicing and record-keeping in telecom retail
- KU7.** data recording methods and formats for tracking sales and inventory
- KU8.** customer grievance redressal procedures and escalation mechanisms
- KU9.** applicable telecom regulations related to store-level transactions

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret product labels, pricing details, and store policies
- GS2.** communicate clearly with customers in English and/or the regional language
- GS3.** maintain a professional and approachable demeanor during customer interactions
- GS4.** work efficiently with point-of-sale (POS) systems and billing software
- GS5.** follow structured workflows for stock tracking and reporting
- GS6.** coordinate with store personnel to address stock shortages and order fulfillment
- GS7.** handle customer inquiries courteously and escalate complex issues appropriately
- GS8.** organize and maintain transaction records systematically
- GS9.** adhere to timelines for stock reconciliation and sales reporting

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct counter operations</i>	10	20	-	10
PC1. adhere to grooming standards and dress code as per telecom store guidelines	2	4	-	2
PC2. ensure the sales counter and display area are clean, organized, and visually appealing	2	4	-	2
PC3. arrange telecom merchandise (handsets, SIM cards, accessories, etc.) to maximize visibility	2	4	-	2
PC4. monitor stock levels and coordinate with store personnel for replenishment	2	4	-	2
PC5. update product price tags, promotional signage, and store information boards regularly	2	4	-	2
<i>Handle customer interactions professionally</i>	10	15	-	5
PC6. greet and acknowledge customers professionally to ensure a welcoming experience	2	3	-	1
PC7. respond to general customer queries regarding store policies, available products, and offers	2	3	-	1
PC8. conduct product demonstrations for customers	2	3	-	1
PC9. handle basic customer concerns and escalate unresolved issues to the store manager	2	3	-	1
PC10. assist in managing customer queues and ensure orderly transactions	2	3	-	1
<i>Process transactions and maintain records</i>	10	15	-	5
PC11. process sales transactions, issue invoices, and handle cashless payments as per company policy	2	3	-	1
PC12. follow proper billing procedures, ensuring accuracy in product details and pricing	2	3	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. record daily sales transactions and submit reports to the store manager	2	3	-	1
PC14. maintain updated logs for stock movement and product availability	2	3	-	1
PC15. compile customer feedback on store experience and escalate recurring issues for resolution	2	3	-	1
NOS Total	30	50	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N2108
NOS Name	Handle telecom storefront and sales counter operations
Sector	Telecom
Sub-Sector	Handset
Occupation	Sales and Distribution - Handset Segment
NSQF Level	3
Credits	6
Version	4.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

TEL/N2109: Assist customers in selecting and purchasing telecom products

Description

This unit focuses on assisting walk-in customers by understanding their requirements, recommending appropriate telecom products and services, and guiding them through post-sales processes.

Scope

The scope covers the following :

- Identify customer needs and recommend products
- Guide customers in the purchasing process
- Provide after-sales assistance

Elements and Performance Criteria

Identify customer needs and recommend products

To be competent, the user/individual on the job must be able to:

- PC1.** engage customers with open-ended and targeted questions to assess their telecom usage, preferences, and requirements
- PC2.** explain telecom products, features, specifications, services, and offers in a clear and informative manner
- PC3.** match customer needs with suitable telecom products such as smartphones, SIM cards, broadband plans, and accessories
- PC4.** highlight ongoing promotional offers, discounts, and trade-in schemes
- PC5.** upsell and cross-sell telecom products to maximize customer satisfaction and sales revenue
- PC6.** provide information on emerging telecom technologies, including wearable devices and 5G connectivity
- PC7.** educate customers on value-added services such as device protection plans and extended warranties

Guide customers in the purchasing process

To be competent, the user/individual on the job must be able to:

- PC8.** assist customers in making informed purchase decisions by addressing their queries and concerns
- PC9.** explain return policies, exchange options, and after-sales service support
- PC10.** explain installment plans, financing options, and eligibility criteria where applicable
- PC11.** ensure that customers understand product handling, activation steps, and warranty policies
- PC12.** assist customers in completing necessary documentation, e.g. SIM activation and service registration
- PC13.** ensure all Know Your Customer (KYC) verifications are conducted as per regulatory guidelines

Provide after-sales assistance

Qualification Pack

To be competent, the user/individual on the job must be able to:

- PC14.** guide customers on activating new telecom services and troubleshooting connectivity issues
- PC15.** assist customers with modifying existing plans, subscribing to add-ons, or cancelling services
- PC16.** educate customers on self-service portals and mobile apps for managing their telecom
- PC17.** assist customers in making online and in-store bill payments and recharges
- PC18.** provide guidance on Mobile Number Portability (MNP) and service transfer procedures
- PC19.** assist customers in troubleshooting common device and network-related issues
- PC20.** escalate unresolved customer issues to the appropriate support team or technical personnel

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the fundamentals of customer engagement and needs assessment in telecom sales
- KU2.** features, benefits, and pricing structures of telecom products, including handsets, broadband, and IoT devices
- KU3.** the key differences between prepaid, postpaid, and broadband plans
- KU4.** organizational guidelines for sales recommendations and product positioning
- KU5.** customer eligibility criteria for financing options and trade-in programs
- KU6.** KYC requirements and documentation procedures for telecom services
- KU7.** basic troubleshooting techniques for common telecom-related queries
- KU8.** customer rights and policies regarding returns, refunds, and warranty claims
- KU9.** the importance of post-sales support in building long-term customer relationships

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and explain product brochures, warranty documents, and promotional materials
- GS2.** communicate effectively in English and/or the regional language to assist customers
- GS3.** build rapport with customers and ensure a smooth sales experience
- GS4.** adapt sales techniques based on customer preferences and buying behavior
- GS5.** use digital tools for processing sales, verifying KYC documents, and updating customer records
- GS6.** provide clear instructions on service activation, plan modifications, and payment options
- GS7.** address customer concerns professionally and escalate unresolved issues as required
- GS8.** follow updates on new telecom product launches, offers, and industry trends
- GS9.** work collaboratively with team members and ensure compliance with company policies

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify customer needs and recommend products</i>	11	18	-	7
PC1. engage customers with open-ended and targeted questions to assess their telecom usage, preferences, and requirements	1.5	2.5	-	1
PC2. explain telecom products, features, specifications, services, and offers in a clear and informative manner	2	3	-	1
PC3. match customer needs with suitable telecom products such as smartphones, SIM cards, broadband plans, and accessories	1.5	2.5	-	1
PC4. highlight ongoing promotional offers, discounts, and trade-in schemes	1.5	2.5	-	1
PC5. upsell and cross-sell telecom products to maximize customer satisfaction and sales revenue	1.5	2.5	-	1
PC6. provide information on emerging telecom technologies, including wearable devices and 5G connectivity	1.5	2.5	-	1
PC7. educate customers on value-added services such as device protection plans and extended warranties	1.5	2.5	-	1
<i>Guide customers in the purchasing process</i>	9	15	-	6
PC8. assist customers in making informed purchase decisions by addressing their queries and concerns	1.5	2.5	-	1
PC9. explain return policies, exchange options, and after-sales service support	1.5	2.5	-	1
PC10. explain installment plans, financing options, and eligibility criteria where applicable	1.5	2.5	-	1
PC11. ensure that customers understand product handling, activation steps, and warranty policies	1.5	2.5	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. assist customers in completing necessary documentation, e.g. SIM activation and service registration	1.5	2.5	-	1
PC13. ensure all Know Your Customer (KYC) verifications are conducted as per regulatory guidelines	1.5	2.5	-	1
<i>Provide after-sales assistance</i>	10	17	-	7
PC14. guide customers on activating new telecom services and troubleshooting connectivity issues	1.5	2.5	-	1
PC15. assist customers with modifying existing plans, subscribing to add-ons, or cancelling services	1.5	2.5	-	1
PC16. educate customers on self-service portals and mobile apps for managing their telecom	1.5	2.5	-	1
PC17. assist customers in making online and in-store bill payments and recharges	1.5	2.5	-	1
PC18. provide guidance on Mobile Number Portability (MNP) and service transfer procedures	1.5	2.5	-	1
PC19. assist customers in troubleshooting common device and network-related issues	1.5	2.5	-	1
PC20. escalate unresolved customer issues to the appropriate support team or technical personnel	1	2	-	1
NOS Total	30	50	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N2109
NOS Name	Assist customers in selecting and purchasing telecom products
Sector	Telecom
Sub-Sector	Handset
Occupation	Sales and Distribution - Handset Segment
NSQF Level	3
Credits	6
Version	4.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

TEL/N9106: Follow sustainability practices in telecom retail and customer service operations

Description

This focuses on following sustainable practices in telecom retail and customer service operations to minimize environmental impact and ensure compliance with environmental regulations.

Scope

The scope covers the following :

- Use resources efficiently
- Handle e-waste and waste disposal responsibly
- Promote sustainable products and practices
- Comply with environmental standards

Elements and Performance Criteria

Use resources efficiently

To be competent, the user/individual on the job must be able to:

- PC1.** use energy-efficient equipment and optimize electricity consumption by switching off unused devices
- PC2.** follow water conservation measures to reduce wastage
- PC3.** promote paperless operations by utilizing digital documentation and billing systems

Handle e-waste and waste disposal responsibly

To be competent, the user/individual on the job must be able to:

- PC4.** follow proper procedures for collecting, segregating, and disposing of e-waste
- PC5.** encourage customers to return used telecom products for recycling
- PC6.** segregate biodegradable and non-biodegradable waste and ensure safe disposal of hazardous materials

Promote sustainable products and practices

To be competent, the user/individual on the job must be able to:

- PC7.** offer eco-friendly and energy-efficient telecom products
- PC8.** educate customers on sustainable choices and their benefits
- PC9.** support responsible packaging initiatives by minimizing plastic usage

Comply with environmental standards

To be competent, the user/individual on the job must be able to:

- PC10.** follow government and company-specific environmental policies
- PC11.** assist in maintaining records of sustainability efforts for audits and regulatory compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** the relevant environmental laws and policies
- KU2.** e-waste disposal regulations and approved recycling methods
- KU3.** company-specific sustainability policies and procedures
- KU4.** the importance of resource conservation in telecom retail and customer service operations
- KU5.** sustainable product features, including energy efficiency and eco-friendly materials
- KU6.** the impact of e-waste on the environment and sustainable disposal methods
- KU7.** the methods to minimize resource wastage, including electricity, water, and packaging materials
- KU8.** the techniques for optimizing operational efficiency through sustainable practices
- KU9.** the guidelines for engaging with customers on sustainability awareness
- KU10.** energy-efficient devices, such as LED lights, and smart power strips
- KU11.** digital billing and documentation
- KU12.** use of waste segregation containers and e-waste disposal bins

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret environmental policies, guidelines, and sustainability-related documentation
- GS2.** document sustainability initiatives and maintain records
- GS3.** explain sustainability measures and eco-friendly product benefits to customers and colleagues
- GS4.** identify and resolve issues related to sustainability, such as improper waste disposal
- GS5.** work with colleagues to implement and promote sustainability initiatives in the workplace
- GS6.** educate customers on sustainability practices and encourage responsible behaviour
- GS7.** manage tasks effectively while ensuring compliance with sustainability standards
- GS8.** use digital platforms for paperless operations, online customer interactions, and sustainability tracking
- GS9.** learn new sustainable technologies and practices to improve telecom retail operations

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use resources efficiently</i>	9	15	-	6
PC1. use energy-efficient equipment and optimize electricity consumption by switching off unused devices	3	5	-	2
PC2. follow water conservation measures to reduce wastage	3	5	-	2
PC3. promote paperless operations by utilizing digital documentation and billing systems	3	5	-	2
<i>Handle e-waste and waste disposal responsibly</i>	9	15	-	6
PC4. follow proper procedures for collecting, segregating, and disposing of e-waste	3	5	-	2
PC5. encourage customers to return used telecom products for recycling	3	5	-	2
PC6. segregate biodegradable and non-biodegradable waste and ensure safe disposal of hazardous materials	3	5	-	2
<i>Promote sustainable products and practices</i>	8	15	-	6
PC7. offer eco-friendly and energy-efficient telecom products	3	5	-	2
PC8. educate customers on sustainable choices and their benefits	3	5	-	2
PC9. support responsible packaging initiatives by minimizing plastic usage	2	5	-	2
<i>Comply with environmental standards</i>	4	5	-	2
PC10. follow government and company-specific environmental policies	2	3	-	1
PC11. assist in maintaining records of sustainability efforts for audits and regulatory compliance	2	2	-	1
NOS Total	30	50	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9106
NOS Name	Follow sustainability practices in telecom retail and customer service operations
Sector	Telecom
Sub-Sector	
Occupation	Generic
NSQF Level	4
Credits	1
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	30/04/2025
Next Review Date	30/04/2028
NSQC Clearance Date	30/04/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
TEL/N2108.Handle telecom storefront and sales counter operations	30	50	-	20	100	35
TEL/N2109.Assist customers in selecting and purchasing telecom products	30	50	-	20	100	35
TEL/N9106.Follow sustainability practices in telecom retail and customer service operations	30	50	-	20	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	110	180	-	60	350	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NCO	National Classification of Occupations
TSSC	Telecom Sector Skill Council
OJT	On the Job Training
POS	Point-of-Sale
KYC	Know Your Customer
MNP	Mobile Number Portability

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.