

CURRICULUM

FOR THE TRADE OF

CUSTOMER CARE ASSOCIATE

UNDER

APPRENTICESHIP TRAINING SCHEME



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

CONTENTS

Sl. No.	Topics	Page No.
1.	Acknowledgement	3
2.	Background 2.1 Apprenticeship Training under Apprentice Act 1961 2.2 Changes in Industrial Scenario 2.3 Reformation	4-5
3.	Rationale	6
4.	Job roles: reference NCO	7
5.	General Information	8
6.	Course structure	9
7.	Syllabus 7.1 Basic Training 7.1.1 Detail syllabus of Professional Skill & Professional Knowledge - Block – I 7.1.2 Employability Skill (General Information) 7.1.2.1 Syllabus of Employability skill - Block – I 7.2 Practical Training (On-Job Training) 7.2.1 Broad Skill Component to be covered during on-job training- Block – I	10-20
8.	Assessment Standard 8.1 Assessment Guideline 8.2 Final assessment-All India trade Test (Summative assessment)	21-23
9.	Further Learning Pathways	24
10.	Annexure-I – Tools & Equipment for Basic Training	25
11.	Annexure-II – Tools & Equipment for On-Job Training	26
12.	Annexure-III - Guidelines for Instructors & Paper setter	27

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2. BACKGROUND

2.1 Apprenticeship Training Scheme under Apprentice Act 1961

The Apprentices Act, 1961 was enacted with the objective of regulating the programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate (ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are four categories of apprentices namely; **trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of **trade apprentices** vary from trade to trade. The apprenticeship training for trade apprentices consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department of Education, Ministry of Human Resource Development.

2.2 Changes in Industrial Scenario

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

2.3 Reformation

The Apprentices Act, 1961 has been amended and brought into effect from 22nd December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.

- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.
- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.

3. RATIONALE

(Need for Apprenticeship in Customer Care Associate trade)

In recent years, the importance of Customer care Associate has increased exponentially in the customer care industry. Ninety seven percent of business transactions take place over the telephone. On average, they handle around thousands of customer calls per month. Smart marketers have learned that this associate are an essential and inextricable part of their business success or failure. They are rightly viewed as a profit driver, not a cost. Despite its spectacular growth, the industry has a spotty record of service. A call centre is a central place where Customer Care Associates (CCA) handles queries of customers over the telephone. A call center may also make telephone calls to prospective customers for selling products and services. Most call centers use software and automation for handling telephone calls as the volume of calls are generally considerably high. Call Centers are evolving as technologies and customer demands change, but the core fundamentals of a customer contacting a company by phone, e-mail, website, IVR or fax remain steady because customers demand service in real time and on their own terms. Good business people have learned that great customer service is absolutely essential to sustaining and growing market share.

4. JOB ROLES: REFERENCE NCO

Brief description of Job roles:

CUSTOMER CARE ASSOCIATE; Investigates and resolves customers' inquiries/Request/Complaint concerning merchandise, service, billing, or credit rating.Examines pertinent information to determine accuracy of customer's complaints and responsibility for Resolve errors.Notifies customers and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's accounts, or adjustment to customer's bills.Reviews claims, adjustments with dealer, Main Object for Customer care is Satisfy customer Need which arise as Query/Request/Complaint, Make to customer Happy + Satisfied=Delight

Reference NCO: 4221.90, 4221.30

5. GENERAL INFORMATION

1. **Name of the Trade** : **Customer care Associate**
2. **N.C.O. Code No.** : 4221.90, 4221.30
3. **Duration of Apprenticeship Training (Basic Training + Practical Training):**15 Months
 - 3.1 **For Fresher's:- Duration of Basic Training: -**
Block –I: 3 months
Total duration of Basic Training: 3 months
 - Duration of Practical Training (On -job Training): -**
Block–I: 12 months
Total duration of Practical Training: 12 months
 - 3.2 **For ITI Passed: - Duration of Basic Training: - 3 months**
Duration of Practical Training (On -job Training): 12 months
4. **Entry Qualification** : 10thPassed under 10+2 system of education
5. **Selection of Apprentices:** The apprentices will be selected as per Apprentices Act amended time to time.
6. **Rebate for ITI passed trainees** : Nil

Note: Industry may impart training as per above time schedule, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspect is compromised and duration of industry training to be remain as 1 year.

6. COURSE STRUCTURE

Training duration details: -

Time (in months)	1-3	4-15
Basic Training	Block– I	-----
Practical Training (On - job training)	----	Block – I

Components of Training	Duration of Training in Months														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Basic Training Block - I															
Practical Training Block - I															

7. SYLLABUS
7.1 BASIC TRAINING
(BLOCK – I)
DURATION: 03MONTHS

GENERAL INFORMATION

- 1) **Name of the Trade** : **Customer Care Associate**
- 2) **Hours of Instruction** : 500Hrs.
- 3) **Batch size** : 20
- 4) **Power Norms** : 4 KW for Workshop
- 5) **Space Norms** : 70 Sq.m.
- 6) **Examination** : The internal assessment will be held on completion of the Block.
- 7) **Instructor Qualification** :

Degree in any stream from recognized university with one year post qualification experience in the Field.

- 8) **Tools, Equipments & Machinery required** : - As per Annexure – I

7.1 DETAILSYLLABUS OF BASIC TRAINING

7.1.1DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

Block –I

Basic Training

Week No.	Professional Skills	Professional Knowledge
	Introduction to industry with importance of the trade.	
	Role Play, Mock Call Practice, News Reading	CUSTOMER’S CARE SKILLS: Communicating clearly, avoiding jargon and slang, greeting early asking permission to hold respecting customer on hold, explaining transferring, offering service, building relationship.
	Inter call listening and identification, self-development.	CROSS OCCUPATIONAL SKILL: Dealing with enquiries, complaint, problem solving – listening to the problem, expressing concern, apologizing, committing to help, clarifying the details summarizing and confirming providing total solution checking satisfaction and offering more
	Call Listening, Mock Call Practice, Videos	CONFLICT MANAGEMENT (HANDLING UPSET CUSTOMER): Listening sympathetically, apologizing, taking responsibility now, outlining the plan to help gaining customer agreement.
	Call Listening, Mock Call Practice, Videos, Soft Skill Training	MANAGING AND ANGER AND ABUSE: Listening positively, reducing anger by apologizing Not taking personally, staying calm, be responsive, outlining the plan to help, agreeing on solution
	Concentration On Customer Query, What actually they want.	TIME MANAGEMENT (CONTROLLING CALL TIME): Maintaining patience, responding and moving on, asking questions and offering help, summerizing, interrupting politely, using by name, sticking to rules.
	Team Engagement, Fun and learn Activities	STRESS MANAGEMENT: Staying positive and calm, keeping motivated, maintaining professionalism, contributing to the team and organization.
	Share Performance on Day by day and provide guidance	FOCUSING ON RESULT: Achieving target, getting it right first time committing to improve.

	Convincing Power, Soft skill	TELE MARKETING SKILLS: On line advertisement and enquiry, getting orders, supplying items, getting payment etc. Sales and Marketing Philosophy, Internal and external customer, Delighting and Holding Customer
	Preparing in advance, Listening and question asking skill, Concentration on performance	INTERVIEWING SKILLS: Preparing in advance, Listening and question asking skill, Concentration on performance not in personality issues, be specific about success and future, agreeing on objectives, not imposing your ideas, not to be destructive, follow up any issues , using past to shape future etc.
	Rapid Fire, Question-Answer.	LISTENING COMPREHENSION AND PUBLIC SPEAKING: Accent Training, Proficiency in English/ Hindi/Regional Language, Voice Modulation Practice.
	Mock calls, Soft skills, Convincing power.	TELEPHONE SKILLS: Effective call organization and Management for in-Bound and out-bound calls – handling multiple calls, transferring calls, taking message, voice mails, etc.
		Operation of EPBX console, call conferencing system, accustomed with various telephone tones – busy tone, ringing tone, fax tone, NU (Number unavailable) tone, voice interactive tones/ services etc.
	Computer Practice And basic knowledge of computer, practice on Typing Application	COMPUTER OPERATIONAL SKILLS: Demonstration and identification of different input output devices – CPU, VDU, Keyboard, Interconnecting Cords, Hard disk, floppy disk, CD ROMs etc. Key Boarding Skills. Demonstration of Window commands , Booting practice, Use of task bar, start button, title bar, mouse menu and window’s help, using My Computer and Recycle bin etc. Opening and closing different windows, creating and renaming files and folders. Hands on practice of basic files, Directory manipulation commands – COPY, EDIT, DEL, TYPE, MD, RD, CD, RENAME, MOVE, etc.

		<p>DEMONSTRATION PRACTICE ON MS OFFICE:</p> <p>WORD PROCESSING (MS WORD): Creating, Saving, quitting, Opening Document, Moving Around Document, Manipulating Windows using tool bar, Editing Text – Insert, delete, move, copy, paste , Finding, replacing text, spell check, grammar check etc. Creating modifying Tables and doing calculation, creating a formation of charts and graphs etc. Creating and printing merged documents using mail merge.</p> <p>WORKSHEET (MS EXCEL): Elements of worksheets, application of electronic worksheet and entering data in Worksheet, Saving and Quitting, Opening and Moving around worksheet, Formating cells, and Data copying, printing, editing and entering formula.</p> <p>DATA BASE (MS ACCESS):Data-based Management system – Microsoft Access Interface, Title Bar, Menu Bar, Tables, Query, Forms, Reports, Opening a form, report, Printing and closing etc.</p> <p>POWER POINT: Overview of power point, using wizard for creating slides, selecting slide type title, text creation, fonts and sizes, bullets & indenting and importing Text from word document.</p>
	<p>Internet Surfing with Computer Practice and printing and Compose and send mail.</p>	<p>INTERNET OPERATIONAL SKILL: Networking concept, LAN WAN, Services on Internet – Websites (www) e-Mails, Voice Mails, Browser and search engines. Searching, Downloading, Printing, Saving portion of webpage. E-Mail addressing, Inbox, outbox viewing, sending and saving mails. Sending same mails to various users (multi-address) sending attachment and enclosures. Web Page Transaction.</p>
<p>13.</p>	<p>Internal Assessment 03days</p>	

7.1.2EMPLOYABILITY SKILLS

GENERAL INFORMATION

- 1) **Name of the subject** : **EMPLOYABILITY SKILLS**
- 2) **Applicability** : **ATS- Mandatory for fresher only**
- 3) **Hours of Instruction** : **110Hrs.**
- 4) **Examination** : **The examination will be held at the end of two years Training by NCVT.**
- 5) **Instructor Qualification** :

i) MBA/BBA with two years' experience or graduate in sociology/social welfare/Economics with two years' experience and trained in Employability skill from DGET Institute.

And

Must have studied in English/Communication Skill and Basic Computer at 12th /diploma level

OR

ii) Existing Social Study Instructor duly trained in Employability Skill from DGET Institute.

7.1.2.1 SYLLABUS OF EMPLOYABILITY SKILLS

A. Block – I Basic Training

Topic No.	Topic	Duration (in hours)
	English Literacy	15
1	Pronunciation : Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
2	Functional Grammar Transformation of sentences, Voice change, Change of tense, Spellings.	
3	Reading Reading and understanding simple sentences about self, work and environment	
4	Writing Construction of simple sentences Writing simple English	
5	Speaking / Spoken English Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.	
	I.T. Literacy	15
1	Basics of Computer Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
2	Computer Operating System Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.	
3	Word processing and Worksheet Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets	
4.	Computer Networking and INTERNET Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page	

	and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.	
	Communication Skill	25
1	Introduction to Communication Skills Communication and its importance Principles of Effective communication Types of communication - verbal, non verbal, written, email, talking on phone. Non verbal communication -characteristics, components-Para-language Body - language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort. Case study/Exercise	
2	Listening Skills Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.	
3	Motivational Training Characteristics Essential to Achieving Success The Power of Positive Attitude Self awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning. Case study/Exercise	
4	Facing Interviews Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview	
5	Behavioral Skills Organizational Behavior Problem Solving Confidence Building Attitude Decision making Case study/Exercise	
	Entrepreneurship skill	15
1	Concept of Entrepreneurship Entrepreneurship- Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.	

2	Project Preparation & Marketing analysis Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.	
3	Institutions Support Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes& procedure & the available scheme.	
4	Investment Procurement Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
	Productivity	10
1	Productivity Definition, Necessity, Meaning of GDP.	
2	Affecting Factors Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3	Comparison with developed countries Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
4	Personal Finance Management Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
	Occupational Safety, Health & Environment Education	15
1	Safety & Health Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2	Occupational Hazards Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	
3	Accident & safety Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	First Aid Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	
5	Basic Provisions Idea of basic provision of safety, health, welfare under legislation of India.	
6	Ecosystem Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	Pollution Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	

8	Energy Conservation Conservation of Energy, re-use and recycle.	
9	Global warming Global warming, climate change and Ozone layer depletion.	
10	Ground Water Hydrological cycle, ground and surface water, Conservation and Harvesting of water	
11	Environment Right attitude towards environment, Maintenance of in -house environment	
	Labour Welfare Legislation	5
1	Welfare Acts Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.	
	Quality Tools	10
1	Quality Consciousness : Meaning of quality, Quality Characteristic	
2	Quality Circles : Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.	
3	Quality Management System : Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	House Keeping : Purpose of Housekeeping, Practice of good Housekeeping.	
5	Quality Tools Basic quality tools with a few examples	

7.2 PRACTICAL TRAINING (ON-JOB TRAINING)
(BLOCK – I)
DURATION: 12MONTHS

GENERAL INFORMATION

- 1) **Name of the Trade** : **Customer Care Associate**
- 2) **Batch size** : a) Apprentice selection as per Apprenticeship Guidelines
- b) Maximum 20 candidates
- Examination** : i) The internal assessment will be held on completion of the block
- ii) NCVT exam will be conducted at the end of Apprenticeship Training
- 3) **Instructor Qualification** :

Degree in any stream from recognized university with one year post qualification experience in the Field.

- 4) **Infrastructure for On-Job Training** : - As per Annexure – II

7.2.1 BROAD SKILL COMPONENT TO BE COVERED DURING ON-JOB TRAINING

BLOCK – I

1. Safety and best practices (5S, KAIZEN etc.)
2. Record keeping and documentation

DURATION: 12MONTHS (52 WEEKS)	
SL NO	LIST OF PRACTICAL SKILLS TO BE COVERED DURING ON JOB TRAINING
1	Application Introduction and System Practice, Role play
2	Career growth in BPO & KPO(Bottom Level ,Middle Level, Top Level Management)(Executive, Sr. Executive/ Team Leader/ Manager/ AGM/ DGM/AVP/VP/ Director growth point should be covered under the Orientation programme
3	Function & Roles in BPO Department (HR/IT/Admin/Operations / Training/ Quality/ MIS)(Internal Job Posting)
4	Team Meeting , Group Discussion(Take Some Suggestion From Associate how we make our work easy and if any change require for make easy)
5	Understanding about the new product launch and particular of the specification & Updates.
6	Practice on call listening and video demonstration with role play
7	Practice on Listening and question asking skill, Concentration on performance with role play
8	Practice on mock call and telephone etiquette.
9	Team, Performance & Time Management. (Example, Share the performance and instruct them to correct and need to provide proper attention on weaker part)
10	Weekly Product & Process Knowledge Test(Take Test on New Update and check current Knowledge of associates)

8. ASSESSMENT STANDARD

8.1 Assessment Guideline:

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking assessment. Due consideration to be given while assessing for team work, avoidance/reduction of scrape/wastage and disposal of scarp/wastage as per procedure, behavioral attitude and regularity in training.

The following marking pattern to be adopted while assessing:

a)Weightage in the range of 60-75% to be allotted during assessment under following performance level:

For this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- many tolerances while undertaking different work are in line with those demanded by the component/job.
- a fairly good level of neatness and consistency in the finish
- occasional support in completing the project/job.

b)Weightage in the range of above75%- 90% to be allotted during assessment under following performance level:

For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- the majority of tolerances while undertaking different work are in line with those demanded by the component/job.
- a good level of neatness and consistency in the finish
- little support in completing the project/job

c)Weightage in the range of above 90% to be allotted during assessment under following performance level:

For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.

In this work there is evidence of:

- high skill levels in the use of hand tools, machine tools and workshop equipment
- tolerances while undertaking different work being substantially in line with those demanded by the component/job.
- a high level of neatness and consistency in the finish.
- minimal or no support in completing the project

8.2 FINAL ASSESSMENT- ALL INDIA TRADE TEST(SUMMATIVE ASSESSMENT)

SUBJECTS	Marks	Sessional Marks	Full Marks	Pass Marks	Duration of Exam.
Practical	300	100	400	240	08 hrs.
Trade Theory	100	20	120	48	3 hrs.
Employability Skill	50		50	17	2 hrs.
Grand Total	450	120	570	-	

Note: - The candidate pass in each subject conducted under all India trade test.

9. FURTHER LEARNING PATHWAYS

Employment opportunities:

On successful completion of this course, the candidates shall be gainfully

Employed in the following industries:

1. Business Process Out sourcing / Knowledge Process Out sourcing
2. Manufacturing Units
3. Non-Government NGOs
4. Institutes
5. Telecom Industry
6. Travel & Tourism
7. Railways/ Airlines
8. E-Chat
9. Police Control / Military room
10. Entertainment
11. Health Care
12. Boutiques
13. Marketing
14. Retail

ANNEXURE – I

TOOLS & EQUIPMENT FOR BASIC TRAINING

**INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL
KNOWLEDGE**

TRADE: CUSTOMER CARE ASSOCIATE

LIST OF TOOLS & EQUIPMENTS FOR 20 APPRENTICES

A: TRAINEES TOOL KIT AND GENERAL SHOP OUT FIT

Sl. No.	Name of the items	Quantity (indicative)
1.	Computer System with Headphone and mic	21
2.	Projector	1
3.	Software like PACS (Provisioning And Customer Care System), ICRM (Integrated Customer Relationship Management), Crystal etc.	1
4.	Network Printer	1
5.	Computer chairs and tables	As required

Note: In case of basic training setup by the industry the tools, equipment and machinery available in the industry may also be used for imparting basic training.

INFRASTRUCTURE FOR ON-JOB TRAINING

TRADE: CUSTOMER CARE ASSOCIATE

For Batch of 20 APPRENTICES

Actual training will depend on the existing facilities available in the establishments. However, the industry should ensure that the broad skills defined against On-Job Training part (i.e. 12 months) are imparted. In case of any short fall the concern industry may impart the training in cluster mode/ any other industry/ at ITI.

GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following some method of delivery may be adopted:

- A) LECTURE
- B) LESSON
- C) DEMONSTRATION
- D) PRACTICE
- E) GROUP DISCUSSION
- F) DISCUSSION WITH PEER GROUP
- G) PROJECT WORK
- H) INDUSTRIAL VISIT

2. Maximum utilization of latest form of training viz., audio visual aids, integration of IT, etc. may be adopted.

3. The total hours to be devoted against each topic may be decided with due diligence to safety & with prioritizing transfer of required skills.