

# Model Curriculum

## CRM Domestic Non-Voice

SECTOR: IT-ITES  
SUB-SECTOR: BUSINESS PROCESS MANAGEMENT  
OCCUPATION: CUSTOMER RELATIONSHIP MANAGEMENT  
REF. ID: PWD/SSC/Q2211, VERSION 1.0  
NSQF LEVEL: 4

**Curriculum Alignment  
for  
Persons with Blindness  
Persons with Low Vision  
Persons with Hearing Impairment  
and  
Persons with Locomotor Disability**

 Skill India शिक्षण-विद्या-गुरु-विद्या	 SCPwD Skill Council for Persons with Disability	 N-S-D-C National Skill Development Corporation Transforming the skill landscape
<h2>Certificate</h2>		
<h3>CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS</h3>		
<p>is hereby issued by the</p>		
<p>SKILL COUNCIL FOR PERSONS WITH DISABILITY (SCPwD)</p>		
<p>for</p>		
<p>MODEL CURRICULUM – ALIGNED FOR PERSONS WITH DISABILITY</p>		
<p>Complying to National Occupational Standards of Job Role/ Qualification Pack: <b><u>'CRM Domestic Non-Voice'</u></b> QP No. PWD/SSC/Q2211, <b><u>NSQF Level 4</u></b></p>		
<p>Date of Issuance: May 3, 2017 Valid up to*: May 3, 2019</p> <p><small>*Valid up to the next review date of the Qualification Pack or the "Valid up to" date mentioned above, whichever is earlier</small></p>	<hr/>	 Authorized Signatory (Skill Council for Persons with Disability)

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# CRM Domestic Non- Voice

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of **CRM Non – Voice** in the **IT-ITes** Sector/Industry and aims at building the following key competencies in the learner.

Program Name	CRM Domestic Non-Voice		
Qualification Pack Name & Reference ID.	CRM Non- Voice PWD/SSC/Q2211, version 1.0		
Version No.	1.0	Version Update Date	31/12/2015
Pre-requisites to Training	10 <sup>th</sup> Standard		
Trainer Pre- requisites to Training	1. Educational qualification as per SSC (I have to change it) 2. Experience as per SSC 3. Certified by the SSC & SCPwD (Inclusive trainer)		
Training Outcomes	<b>After completing this programme, participants will be able to:</b> <ul style="list-style-type: none"> <li>• Deal remotely with customer query in the domestic market</li> <li>• Manage their work to meet requirement</li> <li>• Maintain a health, safe &amp; secure working environment.</li> </ul>		

The Course encompasses all three National Occupational Standards (NOS) of **CRM Domestic Non-Voice PWD/SSC/Q2211** Qualification Pack issued by **IT-ITES Sector Skills Council NASSCOM**. The Curriculum Aligned by **Skill Council for Persons with Disability** for Persons with Disabilities

## Curriculum Alignment for Persons with Blindness

S.N.	Module	Key Learning Outcomes	Equipment Required	Disability wise Training Tools with reference to Expository for Each NOS
1	<p><b>Deal remotely with customer queries</b></p> <p><b>Theory Duration</b> (hh:mm) 40:00</p> <p><b>Practical Duration</b> (hh:mm) 210:00</p> <p><b>Corresponding NOS Code</b>  SSC/N3021</p>	<p><b>Candidates will be able to:</b></p> <ul style="list-style-type: none"> <li>Greet customers and verify their details, following are organization's procedures</li> <li>Read carefully, summarize, and obtain customer confirmation of, your understanding of queries</li> <li>Express their concern for any difficulties caused and commitment to resolving queries</li> <li>Record and categorize queries accurately using them organization's query management tool</li> <li>Refer queries outside their area of competence or authority promptly to appropriate people</li> <li>Access organization's knowledge base for solutions to queries, where available</li> <li>Resolve queries within their area of competence or authority in line with organizational guidelines and service level agreements (SLAs)</li> <li>Obtain advice and guidance from appropriate people, where necessary</li> <li>Obtain confirmation from customers that queries have been resolved to their satisfaction</li> <li>Record the resolution of queries accurately using their organization's query management tool</li> <li>Comply with relevant standards, policies, procedures and guidelines when dealing remotely with customer queries.</li> </ul>	Refer to Unique Equipment Required section	<p>These tools may be used during the different jobs:</p> <ul style="list-style-type: none"> <li>Clear View+ Speech Zoom Ex</li> <li>Kurzweil,</li> <li>ABBY Fine Reader</li> <li>Tesseract</li> <li>Non-Visual Desktop Access (NVDA),</li> <li>Job Access with Speech (JAWS),</li> <li>System Access to Go (SATAGO),</li> <li>Voiceover,</li> <li>Talkback,</li> <li>Nuance Talks and Mobile Speak,</li> <li>ORCA</li> <li>Dolphin Supernova</li> <li>DAISY</li> <li>Tactile diagrams</li> <li>Tactile stickers</li> <li>Tactile flooring</li> <li>Tactile marks to identify various things/devices/S pots</li> </ul>
2	<p><b>Manage work to meet requirements</b></p> <p><b>Theory Duration</b></p>	<p><b>Candidates will be able to:</b></p> <ul style="list-style-type: none"> <li>Establish and agree work requirements with appropriate people</li> <li>Keep immediate work area clean and tidy</li> </ul>	Refer to Unique Equipment Required section	<p>These tools may be used during the different jobs:</p>

	(hh:mm) 30:00 <b>Practical Duration</b> (hh:mm) 70:00  <b>Corresponding NOS Code</b> SSC/N9001	<ul style="list-style-type: none"> <li>Utilize time effectively</li> <li>Use resources correctly and efficiently</li> <li>Treat confidential information correctly</li> <li>Work in line with organization's policies and procedures</li> <li>Work within the limits of job role</li> <li>Obtain guidance from appropriate people, where necessary</li> <li>Ensure work meets the agreed requirements</li> </ul>		<ul style="list-style-type: none"> <li>Clear View+ Speech Zoom Ex</li> <li>Kurzweil,</li> <li>ABBY Fine Reader</li> <li>Tesseract</li> <li>Non-Visual Desktop Access (NVDA),</li> <li>Job Access with Speech (JAWS),</li> <li>System Access to Go (SATAGO),</li> <li>Voiceover,</li> <li>Talkback,</li> <li>Nuance Talks and Mobile Speak,</li> <li>ORCA</li> <li>Dolphin Supernova</li> <li>DAISY</li> <li>Tactile diagrams</li> <li>Tactile stickers</li> <li>Tactile flooring</li> <li>Tactile marks to identify various things/devices/S pots</li> </ul>
3	<b>Maintain a healthy, safe and secure working environment</b>  <b>Theory Duration</b> (hh:mm) 12:00  <b>Practical Duration</b> (hh:mm) 38:00  <b>Corresponding NOS Code</b> SSC/N9003	<b>Candidates will be able to:</b> <ul style="list-style-type: none"> <li>Comply with organization's current health, safety and security policies and procedures</li> <li>Report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>Identify and correct any hazards that can deal with safely, competently and within the limits of authority</li> <li>Report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</li> <li>Follow their organization's emergency procedures promptly, calmly, and efficiently</li> <li>Identify and recommend opportunities for improving health, safety, and security to the designated person</li> <li>Complete any health and safety records legibly and Accurately</li> </ul>	Refer to Unique Equipment Required section	
	<b>Total Duration</b>  <b>Theory Duration</b> 82.00  <b>Practical Duration</b> 318.00	<b>Unique Equipment Required:</b> Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome.  <b>NOS SSC/N3021 requirements:</b> <ul style="list-style-type: none"> <li>Internet messenger and Web based Chat tools</li> <li>Any CRM and ticketing tool</li> <li>Open Office or MS – Office (word, Excel, PPT, Outlook)</li> <li>Access to PC, LAN, search engine</li> </ul> <b>Common requirements</b> Comfortable seats with adequate lighting, controlled temperature and acoustics for		

	<p>training and learning</p> <ul style="list-style-type: none"> <li>• White Board, Markers and Eraser</li> <li>• Projector with screen</li> <li>• Flip chart with markers</li> <li>• Faculty's PC/Laptop with latest configuration and internet connection</li> <li>• Supporting software / applications for projecting audio, video, recording,</li> <li>• Presentation Tools to support learning activities:</li> <li>• Intranet</li> <li>• Email</li> <li>• IMs</li> <li>• Learning management system e.g. Moodle, Blackboard to enable blended learning</li> <li>• Microphone / voice system for lecture and class activities</li> <li>• Handy Camera</li> <li>• Stationery kit-Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li> <li>• For IT Lab sessions: Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools, CRM and ticketing tool(s) such as Fresh desk</li> <li>• Assessment and Test Tools for day to day online Tests and Assessments</li> <li>• For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li> </ul> <p><b>Reading Resources:</b> Access to relevant sample documents and learning forums to enable self-study before and after each training session.</p>
	<p><b>Grand Total Course Duration: 400Hours0 Minutes</b> <b>(This Syllabus/Curriculum has been approved by IT-ITES Sector Skills Council NASSCOM.)</b></p>



### Curriculum Alignment for Persons with Low Vision

S.N.	Module	Key Learning Outcomes	Equipment Required	Disability wise Training Tools with reference to Expository for Each NOS
1	<b>Deal remotely with customer queries</b> <b>Theory</b> <b>Duration</b>  (hh:mm) 40:00  <b>Practical</b> <b>Duration</b>  (hh:mm) 210:00  <b>Corresponding NOS Code</b> SSC/N3021	<b>Candidates will be able to:</b> <ul style="list-style-type: none"> <li>Greet customers and verify their details, following are organization's procedures Read carefully, summarize, and obtain customer confirmation of, your understanding of queries</li> <li>Express their concern for any difficulties caused and commitment to resolving queries</li> <li>Record and categorize queries accurately using them organization's query management tool</li> <li>Refer queries outside their area of competence or authority promptly to appropriate people</li> <li>Access organization's knowledge base for solutions to queries, where available</li> <li>Resolve queries within their area of competence or authority in line with organizational guidelines and service level agreements (SLAs)</li> <li>Obtain advice and guidance from appropriate people, where necessary Obtain confirmation from customers that queries have been resolved to their satisfaction</li> <li>Record the resolution of queries accurately using their organization's query management tool</li> <li>Comply with relevant standards, policies, procedures and guidelines when dealing remotely with customer queries</li> </ul>	Refer to Unique Equipment Required section	These tools may be used during the different jobs: <ul style="list-style-type: none"> <li>ClearView+ Speech</li> <li>ZoomEx,</li> <li>Kurzweil,</li> <li>ABBY Fine Reader,</li> <li>Tesseract</li> <li>Non-Visual Desktop Access (NVDA),</li> <li>Job Access with Speech (JAWS),</li> <li>System Access to Go(SATAGO),</li> <li>Voiceover,</li> <li>Talkback,</li> <li>Nuance Talks and Mobile Speak,</li> <li>ORCA</li> <li>Windows Magnifier</li> <li>Magic Screen Magnification</li> <li>Zoom Text</li> <li>Supernova Screen Reader and Magnifier</li> <li>DAISY</li> <li>Onyx</li> <li>Topaz</li> <li>Prism</li> <li>Optelec</li> <li>Kindle Paper White/I Pad</li> <li>Android/IOS Technology is best known for accessibility for persons with Low</li> </ul>



				<ul style="list-style-type: none"> <li>• Vision (Visually Impaired).</li> <li>• Angel Player/I-Pods.</li> <li>• Talking calculator</li> <li>• Signature Guide</li> <li>• Wrist Watch-Tata</li> <li>• General table lamp</li> <li>• Tactile diagrams,</li> <li>• Tactile stickers,</li> <li>• Tactile flooring,</li> </ul>
2	<p><b>Manage work to meet requirements</b></p> <p><b>Theory Duration</b> (hh:mm) 30:00</p> <p><b>Practical Duration</b> (hh:mm) 70:00</p> <p><b>Corresponding NOS Code</b> SSC/N9001</p>	<p><b>Candidates will be able to:</b></p> <ul style="list-style-type: none"> <li>• Establish and agree work requirements with appropriate people</li> <li>• Keep immediate work area clean and tidy</li> <li>• Utilize time effectively</li> <li>• Use resources correctly and efficiently</li> <li>• Treat confidential information correctly Work in line with organization's policies and procedures</li> <li>• Work within the limits of job role</li> <li>• Obtain guidance from appropriate people, where necessary</li> <li>• Ensure work meets the agree requirements</li> </ul>	Refer to Unique Equipment Required section	<p>These tools may be used during the different jobs:</p> <ul style="list-style-type: none"> <li>• Clear View+ Speech</li> <li>• ZoomEx,</li> <li>• Kurzweil,</li> <li>• ABBY Fine Reader,</li> <li>• Tesseract</li> <li>• Non-Visual Desktop Access (NVDA),</li> <li>• Job Access with Speech (JAWS),</li> <li>• System Access to Go(SATAGO),</li> <li>• Voiceover,</li> <li>• Talkback,</li> <li>• Nuance Talks and Mobile Speak,</li> <li>• ORCA</li> <li>• Windows Magnifier</li> <li>• Magic Screen Magnification Zoom Text</li> <li>• Supernova Screen Reader and Magnifier</li> <li>• DAISY</li> <li>• Onyx</li> <li>• Topaz</li> <li>• Prism</li> <li>• Optelec</li> <li>• Kindle Paper White/I Pad</li> <li>• Android/IOS Technology is best known for accessibility for</li> </ul>
3	<p><b>Maintain a healthy, safe and secure working environment</b></p> <p><b>Theory Duration</b> (hh:mm) 12:00</p> <p><b>Practical Duration</b> (hh:mm) 38:00</p> <p><b>Corresponding NOS Code</b> SSC/N9003</p>	<p><b>Candidates will be able to:</b></p> <ul style="list-style-type: none"> <li>• Comply with organization's current health, safety and security policies and procedures</li> <li>• Report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>• Identify and correct any hazards that can deal with safely, competently and within the limits of authority</li> <li>• Report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</li> <li>• Follow their organization's emergency procedures promptly, calmly, and efficiently</li> </ul>	Refer to Unique Equipment Required section	

		<ul style="list-style-type: none"><li>Identify and recommend opportunities for improving health, safety, and security to the designated person</li><li>Complete any health and safety records legibly and Accurately</li></ul>		<ul style="list-style-type: none"><li>persons with Low Vision (Visually Impaired).</li><li>Angel Player/I-Pods.</li><li>Talking calculator</li><li>Signature Guide</li><li>Wrist Watch-Tata</li><li>General table lamp</li><li>Tactile diagrams,</li><li>Tactile stickers,</li><li>Tactile flooring,</li></ul>
	<b>Total Duration</b>  <b>Theory Duration</b> <b>82.00</b>  <b>Practical Duration</b> <b>318.00</b>	<b>Unique Equipment Required:</b> Training room should be fully furnished with the following equipment / tools /accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome.  <b>NOS SSC/N3021 requirements:</b> <ul style="list-style-type: none"><li>Internet messenger and Web based Chat tools</li><li>Any CRM and ticketing tool</li><li>Open Office or MS – Office (word, Excel, PPT, Outlook)</li><li>Access to PC, LAN, search engine</li></ul> <b>Common requirements</b> <ul style="list-style-type: none"><li>Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning</li><li>White Board, Markers and Eraser</li><li>Projector with screen</li><li>Flip chart with markers</li><li>Faculty's PC/Laptop with latest configuration and internet connection</li><li>Supporting software / applications for projecting audio, video, recording,</li><li>Presentation Tools to support learning activities:<ul style="list-style-type: none"><li>Intranet</li><li>Email</li><li>IMs</li></ul></li><li>Learning management system e.g. Moodle, Blackboard to enable blended learning</li><li>Microphone / voice system for lecture and class activities</li><li>Handy Camera</li><li>Stationery kit-Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li><li>For IT Lab sessions: Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools, CRM and ticketing tool(s) such as Fresh desk</li><li>Assessment and Test Tools for day to day online Tests and Assessments</li><li>For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li></ul> <b>Reading Resources:</b> Access to relevant sample documents and learning forums to enable self-study before and after each training session.		
	<b>Grand Total Course Duration: 400Hours0 Minutes</b> <b>(This Syllabus/Curriculum has been approved by IT-ITES Sector Skills Council NASSCOM.)</b>			

## Curriculum Alignment for Persons with Hearing Impairment

S.N.	Module	Key Learning Outcomes	Equipment Required	Disability wise Training Tools with reference to Expository for Each NOS
1	<b>Deal remotely with customer queries</b>  <b>Theory Duration</b> (hh:mm) 40:00  <b>Practical Duration</b> (hh:mm) 210:00  <b>Corresponding NOS Code</b> SSC/N3021	<b>Candidates will be able to:</b> <ul style="list-style-type: none"> <li>Greet customers and verify their details, following are organization's procedures Read carefully, summarize, and obtain customer confirmation of, your understanding of queries</li> <li>Express their concern for any difficulties caused and commitment to resolving queries</li> <li>Record and categorize queries accurately using them organization's query management tool</li> <li>Refer queries outside their area of competence or authority promptly to appropriate people</li> <li>Access organization's knowledge base for solutions to queries, where available</li> <li>Resolve queries within their area of competence or authority in line with organizational guidelines and service level agreements (SLAs)</li> <li>Obtain advice and guidance from appropriate people, where necessary Obtain confirmation from customers that queries have been resolved to their satisfaction</li> <li>Record the resolution of queries accurately using their organization's query management tool</li> <li>Comply with relevant standards, policies, procedures and guidelines when dealing remotely with customer queries</li> </ul>	Refer to Unique Equipment Required section	Indian Sign Language (ISL) Interpreter for all modules should be mandatory. In addition, the following tools may be used during training: <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> <li>Google Now for Android,</li> </ul>
2	<b>Manage work to meet requirements</b>  <b>Theory Duration</b> (hh:mm)	<b>Candidates will be able to:</b> <ul style="list-style-type: none"> <li>Establish and agree work requirements with appropriate people</li> <li>Keep immediate work area clean and tidy</li> <li>Utilize time effectively</li> </ul>	Refer to Unique Equipment Required section	Indian Sign Language (ISL) Interpreter for all modules should be mandatory. In addition, the following tools may be used during training: <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> </ul>

	<p>30:00</p> <p><b>Practical Duration</b> (hh:mm) 70:00</p> <p><b>Corresponding NOS Code</b> SSC/N9001</p>	<ul style="list-style-type: none"> <li>• Use resources correctly and efficiently</li> <li>• Treat confidential information correctly Work in line with organization's policies and procedures</li> <li>• Work within the limits of job role</li> <li>• Obtain guidance from appropriate people, where necessary</li> <li>• Ensure work meets the agree requirements</li> </ul>		<ul style="list-style-type: none"> <li>• Ai-Live</li> <li>• Captions First</li> <li>• Captions 2020</li> <li>• Closed Capp</li> <li>• Let's Talk</li> <li>• Google Now for Android,</li> </ul>
3	<p><b>Maintain a healthy, safe and secure working environment</b></p> <p><b>Theory Duration</b> (hh:mm) 12:00</p> <p><b>Practical Duration</b> (hh:mm) 38:00</p> <p><b>Corresponding NOS Code</b> SSC/N9003</p>	<p><b>Candidates will be able to:</b></p> <ul style="list-style-type: none"> <li>• Comply with organization's current health, safety and security policies and procedures</li> <li>• Report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>• Identify and correct any hazards that can deal with safely, competently and within the limits of authority</li> <li>• Report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</li> <li>• Follow their organization's emergency procedures promptly, calmly, and efficiently</li> <li>• Identify and recommend opportunities for improving health, safety, and security to the designated person</li> <li>• Complete any health and safety records legibly and Accurately</li> </ul>	Refer to Unique Equipment Required section	<p>Indian Sign Language (ISL) Interpreter for all modules should be mandatory. In addition, the following tools may be used during training:</p> <ul style="list-style-type: none"> <li>• Assistive Aid/Service</li> <li>• Ai-Live</li> <li>• Captions First</li> <li>• Captions 2020</li> <li>• Closed Capp</li> <li>• Let's Talk</li> <li>• Google Now for Android,</li> </ul>
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> 82.00</p> <p><b>Practical Duration</b> 318.00</p>	<p><b>Unique Equipment Required:</b> Training room should be fully furnished with the following equipment / tools /accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome.</p> <p><b>NOS SSC/N3021 requirements:</b></p> <ul style="list-style-type: none"> <li>• Internet messenger and Web based Chat tools</li> </ul>		<p><b>In such NOSs where specific requirements have not been indicated will need value addition by using these tools which are mentioned with NOSs and sign language interpreter during the training programme.</b></p>

	<ul style="list-style-type: none"> <li>Any CRM and ticketing tool</li> <li>Open Office or MS – Office (word, Excel, PPT, Outlook)</li> <li>Access to PC, LAN, search engine</li> </ul> <p><b>Common requirements</b></p> <ul style="list-style-type: none"> <li>Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning</li> <li>White Board, Markers and Eraser</li> <li>Projector with screen</li> <li>Flip chart with markers</li> <li>Faculty's PC/Laptop with latest configuration and internet connection</li> <li>Supporting software / applications for projecting audio, video, recording,</li> <li>Presentation Tools to support learning activities: <ul style="list-style-type: none"> <li>Intranet</li> <li>Email</li> <li>IMs</li> </ul> </li> <li>Learning management system e.g. Moodle, Blackboard to enable blended learning</li> <li>Microphone / voice system for lecture and class activities</li> <li>Handy Camera</li> <li>Stationery kit-Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li> <li>For IT Lab sessions: Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools, CRM and ticketing tool(s) such as Fresh desk</li> <li>Assessment and Test Tools for day to day online Tests and Assessments</li> <li>For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li> </ul> <p><b>Reading Resources:</b> Access to relevant sample documents and learning forums to enable self-study before and after each training session.</p>	<p><b>ISL Interpreter for all modules will be mandatory.</b></p>
<p><b>Grand Total Course Duration: 400Hours0 Minutes</b> (This Syllabus/Curriculum has been approved by IT-ITES Sector Skills Council NASSCOM.)</p>		

## Curriculum Alignment for Persons with Locomotor Disability

S.N.	Module	Key Learning Outcomes	Equipment Required	Disability wise Training Tools with reference to Expository for Each NOS
1	<p><b>Deal remotely with customer queries</b></p> <p><b>Theory Duration</b> (hh:mm) 40:00</p> <p><b>Practical Duration</b> (hh:mm) 210:00</p> <p><b>Corresponding NOS Code</b> SSC/N3021</p>	<p><b>Candidates will be able to:</b></p> <ul style="list-style-type: none"> <li>Greet customers and verify their details, following are organization's procedures Read carefully, summarize, and obtain customer confirmation of, your understanding of queries</li> <li>Express their concern for any difficulties caused and commitment to resolving queries</li> <li>Record and categorize queries accurately using them organization's query management tool</li> <li>Refer queries outside their area of competence or authority promptly to appropriate people</li> <li>Access organization's knowledge base for solutions to queries, where available</li> <li>Resolve queries within their area of competence or authority in line with organizational guidelines and service level agreements (SLAs)</li> <li>Obtain advice and guidance from appropriate people, where necessary Obtain confirmation from customers that queries have been resolved to their satisfaction</li> <li>Record the resolution of queries accurately using their organization's query management tool</li> <li>Comply with relevant standards, policies, procedures and guidelines when dealing remotely with customer queries</li> </ul>	Refer to Unique Equipment Required section	<p>These tools may be used during the different jobs:</p> <ul style="list-style-type: none"> <li>Computer</li> <li>Laptop</li> <li>iPad</li> <li>Modify Chair/seating arrangement</li> <li>Need based modification in working environment</li> <li>Need based modified equipment</li> <li>Ease of Access Centre</li> <li>Sticky Keys</li> <li>On the screen Keyboard</li> <li>One-Handed Keyboard</li> <li>Foot Pedals</li> <li>Access Switches</li> <li>Wheel Chair</li> <li>Walker</li> </ul>
2	<p><b>Manage work to meet requirements</b></p> <p><b>Theory Duration</b> (hh:mm) 30:00</p>	<p><b>Candidates will be able to:</b></p> <ul style="list-style-type: none"> <li>Establish and agree work requirements with appropriate people</li> <li>Keep immediate work area clean and tidy</li> <li>Utilize time effectively</li> <li>Use resources correctly and efficiently</li> </ul>	Refer to Unique Equipment Required section	<p>These tools may be used during the different jobs:</p> <ul style="list-style-type: none"> <li>Computer</li> <li>Laptop</li> <li>iPad</li> <li>Modify Chair/seating arrangement</li> </ul>



	<p><b>Practical Duration</b> (hh:mm) 70:00</p> <p><b>Corresponding NOS Code</b> SSC/N9001</p>	<ul style="list-style-type: none"> <li>• Treat confidential information correctly Work in line with organization's policies and procedures</li> <li>• Work within the limits of job role</li> <li>• Obtain guidance from appropriate people, where necessary</li> <li>• Ensure work meets the agree requirements</li> </ul>		<ul style="list-style-type: none"> <li>• Need based modification in working environment</li> <li>• Need based modified equipment</li> <li>• Ease of Access Centre</li> <li>• Sticky Keys</li> <li>• On the screen Keyboard</li> </ul>
3	<p><b>Maintain a healthy, safe and secure working environment</b></p> <p><b>Theory Duration</b> (hh:mm) 12:00</p> <p><b>Practical Duration</b> (hh:mm) 38:00</p> <p><b>Corresponding NOS Code</b> SSC/N9003</p>	<p><b>Candidates will be able to:</b></p> <ul style="list-style-type: none"> <li>• Comply with organization's current health, safety and security policies and procedures</li> <li>• Report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>• Identify and correct any hazards that can deal with safely, competently and within the limits of authority</li> <li>• Report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</li> <li>• Follow their organization's emergency procedures promptly, calmly, and efficiently</li> <li>• Identify and recommend opportunities for improving health, safety, and security to the designated person</li> <li>• Complete any health and safety records legibly and Accurately</li> </ul>	Refer to Unique Equipment Required section	<ul style="list-style-type: none"> <li>• One-Handed Keyboard</li> <li>• Foot Pedals</li> <li>• Access Switches</li> <li>• Wheel Chair</li> <li>• Walker</li> </ul>
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> 82.00</p> <p><b>Practical Duration</b> 318.00</p>	<p><b>Unique Equipment Required:</b> Training room should be fully furnished with the following equipment / tools /accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome.</p> <p><b>NOS SSC/N3021 requirements:</b></p> <ul style="list-style-type: none"> <li>• Internet messenger and Web based Chat tools</li> <li>• Any CRM and ticketing tool</li> <li>• Open Office or MS – Office (word, Excel, PPT, Outlook)</li> <li>• Access to PC, LAN, search engine</li> </ul>		



	<p><b>Common requirements</b></p> <ul style="list-style-type: none"> <li>• Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning</li> <li>• White Board, Markers and Eraser</li> <li>• Projector with screen</li> <li>• Flip chart with markers</li> <li>• Faculty's PC/Laptop with latest configuration and internet connection</li> <li>• Supporting software / applications for projecting audio, video, recording,</li> <li>• Presentation Tools to support learning activities:</li> <li>• Intranet</li> <li>• Email</li> <li>• IMs</li> <li>• Learning management system e.g. Moodle, Blackboard to enable blended learning</li> <li>• Microphone / voice system for lecture and class activities</li> <li>• Handy Camera</li> <li>• Stationery kit-Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li> <li>• For IT Lab sessions: Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools, CRM and ticketing tool(s) such as Fresh desk</li> <li>• Assessment and Test Tools for day to day online Tests and Assessments</li> <li>• For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li> </ul> <p><b>Reading Resources:</b> Access to relevant sample documents and learning forums to enable self-study before and after each training session.</p>	
	<p><b>Grand Total Course Duration: 400Hours0 Minutes</b>  <b>(This Syllabus/Curriculum has been approved by IT-ITES Sector Skills Council NASSCOM.)</b></p>	

## Trainer Prerequisites for Job role: CRM Domestic Non-Voice mapped to Qualification Pack: PWD/SSC/Q2211

### Trainer Prerequisites for Persons with Blindness

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 PWD/SSC/Q2211.
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 quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in this field.
3	<b>Minimum Educational Qualifications</b>	Minimum 10 <sup>th</sup> Standard;
4a	<b>Domain Certification</b>	Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP PWD/SSC/Q2211. Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 80%.
4c	<b>Disability Specific Top Up Module</b>	The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines.
5	<b>Experience</b>	Field experience: Minimum 2 years' experience in the same domain

### Trainer Prerequisites for Persons with Low Vision

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 PWD/SSC/Q2211.
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 quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in this field.
3	<b>Minimum Educational Qualifications</b>	Minimum 10 <sup>th</sup> Standard;
4a	<b>Domain Certification</b>	Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP PWD/SSC/Q2211. Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 80%.
4c	<b>Disability Specific Top Up Module</b>	The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines.
5	<b>Experience</b>	Field experience: Minimum 2 years' experience in the same domain

### Trainer Prerequisites for Persons with Hearing Impairment

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 PWD/SSC/Q2211.
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 quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in this field.
3	<b>Minimum Educational Qualifications</b>	Minimum 10 <sup>th</sup> Standard;
4a	<b>Domain Certification</b>	Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP PWD/SSC/Q2211. Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 80%.
4c	<b>Disability Specific Top Up Module</b>	The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines.
4d	<b>Specific Requirement for persons with Hearing Impairment</b>	The Indian sign language interpreter should be mandatory during the training, counselling and placement cell of persons with hearing impairment
5	<b>Experience</b>	Field experience: Minimum 2 years' experience in the same domain

### Trainer Prerequisites for Persons with Locomotor Disability

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 PWD/SSC/Q2211.
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 quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in this field.
3	<b>Minimum Educational Qualifications</b>	Minimum 10 <sup>th</sup> Standard;
4a	<b>Domain Certification</b>	Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP PWD/SSC/Q2211. Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 70%
4c	<b>Disability Specific Top Up Module</b>	The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines.
5	<b>Experience</b>	Field experience: Minimum 2 years' experience in the same domain

## Annexure: Assessment Criteria

<b>Assessment Criteria for CRM Domestic Non-Voice</b>	
<b>Job Role</b>	<b>CRM Domestic Non-Voice</b>
<b>Qualification Pack</b>	<b>PWD/SSC/Q2211</b>
<b>Skill Councils</b>	<b>Skill Council for Persons with Disability and IT-ITeS Sector Skill Council</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
1	Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2	The assessment will be conducted online through assessment providers authorized by SSC.
3	Format of questions will include a variety of styles suitable to the PC being tested such as multiple -choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4	To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5	For latest details on the assessment criteria, please visit <a href="http://www.sscnasscom.com">www.sscnasscom.com</a> .

				MARKS ALLOCATION	
ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	TOTAL MARKS	OUT OF	THEORY	SKILLS PRACTICAL
<b>1.SSC/N3021 (DEAL REMOTELY WITH CUSTOMER QUERIES)</b>	PC1. Greet customers and verify their details, following your organization's procedures	<b>120</b>	12.5	2.5	10
	PC2. Read carefully, summarize, and obtain <b>customer</b> confirmation of, your understanding of queries		12.5	2.5	10
	PC3. Express your concern for any difficulties caused and your commitment to resolving queries		15	0	15
	PC4. Record and categorize queries accurately using your organization's query management tool		5	0	5
	PC5. Refer queries outside your area of competence or authority promptly to appropriate people		2.5	0	2.5
	PC6. Access your organization's knowledge base for solutions to queries, where available		2.5	0	2.5
	PC7. Resolve queries within your area of competence or authority in line with organizational guidelines and service level agreements (SLAs)		15	0	15
	PC8. Obtain advice and guidance from appropriate people, where necessary		2.5	0	2.5
	PC9. Obtain confirmation from customers that queries have been resolved to their satisfaction		10	0	10
	PC10. Record the resolution of queries accurately using your organization's query management tool		35	15	20
	PC11. Comply with relevant standards, policies, procedures and guidelines when dealing remotely with customer queries		7.5	0	7.5



		<b>NOS Total</b>	<b>120</b>	<b>20</b>	<b>100</b>
<b>2.SSC/N9001 (MANAGE YOUR WORK TO MEET REQUIREMENTS)</b>	PC1. Establish and agree your work requirements with appropriate people	40	10	5	5
	PC2. Keep your immediate work area clean and tidy		5	0	5
	PC3. Utilize your time effectively		5	5	0
	PC4. Use resources correctly and efficiently		5	2.5	2.5
	PC5. treat confidential information correctly		5	0	5
	PC6.Work in line with your organization's policies and procedures		2.5	0	2.5
	PC7. Work within the limits of your job role		2.5	0	2.5
	PC8.Obtain guidance from appropriate people, where necessary		2.5	0	2.5
	PC9.Ensure your work meets the agreed requirements		2.5	0	2.5
		<b>NOS Total</b>	<b>40</b>	<b>12.5</b>	<b>27.5</b>
<b>3.SSC/N9003 (MAINTAIN A HEALTHY, SAFE AND SECURE WORKING ENVIRONMENT)</b>	PC1. Comply with your organization's current health, safety and security policies and procedures		10	5	5
	PC2. Report any identified breaches in health, safety, and security policies and procedures to the designated person		5	0	5
	PC3. Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		10	5	5
	PC4. Report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		5	0	5

	PC5. Follow your organization's emergency procedures promptly, calmly, and efficiently		5	0	5
	PC6. Identify and recommend opportunities for improving health, safety, and security to the designated person		2.5	0	2.5
	PC7. Complete any health and safety records legibly and accurately		2.5	0	2.5
		<b>Nos Total</b>	<b>40</b>	<b>10</b>	<b>30</b>

## **Accommodation Guideline recommended for Inclusive Trainers**

### **Persons with Blindness and Low Vision**

#### **Characteristics**

- The Learning happens through non-visual modes mostly by Touch, hence it is recommended to use real, concrete materials.
- Listening will Include greater use of detailed and descriptive instructions.
- Training which relates to understanding of Smell and Taste real & concrete material should be used e.g. Job Role of Pickle making Technician may include training on smell and taste.

#### **Guidelines for Trainers**

- Use existing visual skills where/when you can/seating closer to the blackboard. Lesser use of reflective surfaces. Appropriate lighting. Use of contrast colors.
- Use specialized material available (Braille, Taylor frame, Math's Kit)
- Use orientation and Mobility training
- Reserve a seat in the front row of the classroom (or, closer to the teacher).
- Keep the passages and available open spaces in the classroom clear.
- When speaking with the VI child specifically, address her/him by name.
- Modify/adapt assignments
- Provide students with tactile graphs and diagrams.
- Keep in mind, there may be instances when the VI student may not have had exposure to the material discussed in class and for which the persons may not have a prior experiences or references (for example, food in altered form: popcorn v/s whole corn, sliced mango v/s the whole fruit/shape; materials and sources: water-ice, vapor; curd-buttermilk; milk-cows), occupations (tailor, doctor, engineer).
- Use educational aids like talking books, tape-recorders, Use of Colour, contrast and texture
- Minimize noise so that students with VI can hear you speak
- When speaking, face the class.
- If you feel the VI student is not attentive, touch her/ him on the shoulder or arm to draw attention; this also helps in indicating to the student that you are including her/him in your instructions and discussions.
- Provide large print, Braille versions when needed so that the VI child can follow the classroom's text-based teaching and lessons along with the sighted peers.
- Use real objects to allow the student to learn and experience
- Provide students with tactile graphs and diagrams where available.
- Consider alternative assignments (as explained in the previous box)

## **Persons with Hearing Impairment**

### **Characteristics**

- Use other senses as mediums of learning. (Use gestures, body language, expressions, lip reading etc.)
- Use adapted material such as visual or sight vocabulary to provide firsthand experience.
- Use assistive devices such as hearing aid, loop system etc.
- Teach how to access sound-based information.

### **Guidelines for Trainers**

- Make sure you are aware of the learners' language abilities and preferred learning style to ensure inclusion into the group.
- When you have a student with HI in the group, reduce background noise or, request for a classroom that is away from noise. Make sure you have the whole group's attention before starting the session.
- Allow HI students to sit where they wish. HI students who can read the lip should sit near the front. (Optimum distance for lip-reading is considered to be about 6 feet.)
- Face the HI student when speaking.
- Use clear speech.
- Make sure the room is well lit to allow the student with HI to see your facial expression, signing and/or lip read.
- Use assistive device where available, to facilitate teaching-learning in the classroom.
- Arrange the classroom so that students can see each other, e.g., organizing the class in a circle or semicircle allows all students to see each other.
- Use shorter sentences, clearer speech.
- Associate words with real objects, pictures; for example, the colour concept
- Use pictures (flash cards), real objects, real experiences, dramatization, and activities.
- You can write key points on the board or chart.
- Encourage other people or staff to develop communication strategies so that they can get into the style of students with HI

## **Persons with Locomotor Disability**

### **Characteristics**

Need specific requirement for a student with impairment to the lower limbs:

- Appropriate/suitable seating if not in a wheelchair;
- Adequate space and height of desk if the student is in a wheelchair;
- Consider alternative to activities involving writing, drawing and other fine motor activities, such as sorting, threading, solving puzzles, etc. for persons with upper limb affected.

Some considerations as the students with physical disabilities may experience limitations in one of the following ways:

- Difficulty in writing

- Sitting at a standard desk or on the floor;
- Participating in activities where tables and instruments are difficult to access
- Movements within the class and within the school;
- Mobility in spaces that are not user friendly for wheelchair.

### **Guidelines for Trainers**

1. Make the classroom accessible.
2. Alternative modes of communicating such as audio recorder, or support for note taking, gestures, pictures, computers may be used.
3. Provide accessible seating and a table in the classroom.
4. Make writers available for written work and for tests and exams.
5. Give additional time for completing assignments/exams
6. Provide a supportive and welcoming environment by sensitizing other students /staff and creating a sense of responsibility in them.
7. should be comfortably seated and with proper posture.
8. Free movement of learners within the class must be ensured.
9. Learners can be shown pictures or other visual cues, concrete objects, a few at a time, for better understanding.
10. Audio books, daisy books or books on computer, as found suitable, can be used for reading. Alternatively, a classmate can read aloud to the child.
11. Make use of computers for teaching learning, if possible.
12. Extra time for writing should be given if the child is able to write on his / her own and there should not be undue emphasis on the quality of writing as long as it is legible.
13. Students can use adapted brushes, modified pencils and thick markers that can be gripped easily, for drawing. Alternatively, the children can use stamping methods or paste cut outs. The books, papers, brushes etc. can be fixed on the table with the help of tape etc. so that they do not slip down.
14. For assessment, have students present the material orally or if required, with the help of a scribe. Use objective type, multiple type questions using yes/no or true/false answers

