

# Model Curriculum

## DOMESTIC IT HELPDESK ATTENDANT

**SECTOR: IT-ITeS**  
**SUB-SECTOR: IT SERVICES**  
**OCCUPATION: IT SUPPORT SERVICES / HELPDESK**  
**REFERENCE ID: SSC/Q0110, V1.0**  
**NSQF LEVEL: 4**



## Certificate

COMPLIANCE TO  
QUALIFICATION PACK – NATIONAL OCCUPATIONAL  
STANDARDS

is hereby issued by the

**IT-ITeS Sector Skills Council NASSCOM**

for

### MODEL CURRICULUM

Complying to the National Occupational Standards of  
Job Role / Qualification Pack: 'Domestic IT Helpdesk Attendant'  
QP No. SSC/Q0110' NSQF Level '4'

Date of Issuance: March 31<sup>st</sup> 2018

Valid Upto \*: March 31<sup>st</sup> 2019

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



Authorised Signatory

(IT-ITeS Sector Skills Council NASSCOM)

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# Domestic IT Helpdesk Attendant

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of “Domestic IT Helpdesk Attendant” in the “IT-ITes” Sector/Industry and aims at building the following key competencies in the learner.

<b>Program Name</b>	<b>Domestic IT Helpdesk Attendant</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	SSC/Q0110, Version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	07/12/2018
<b>Pre-requisites to Training</b>	12 <sup>th</sup> preferable		
<b>Training Outcomes</b>	<b>After completing this programme, participants will be able to:</b> <ul style="list-style-type: none"><li>• Deal directly with IT service requests/incidents.</li><li>• Manage their work to meet requirements.</li><li>• Maintain a healthy, safe and secure working environment.</li></ul>		

The Course encompasses all 3 of 3 National Occupational Standards (NOS) of “Domestic IT Helpdesk Attendant” SSC/Q0110 Qualification Pack issued by “IT-ITeS Sector Skills Council NASSCOM”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Deal directly with IT service requests / incidents</b></p> <p><b>Theory Duration</b> (hh:mm) 60:00</p> <p><b>Practical Duration</b> (hh:mm) 192:00</p> <p><b>Corresponding NOS Code</b> SSC/N0202</p>	<ul style="list-style-type: none"> <li>Monitor systems to identify promptly, automated alerts and customer service requests.</li> <li>Validate automated alerts to ensure they are genuine incidents.</li> <li>Record and acknowledge service requests/ incidents using organization’s tools and procedures.</li> <li>Obtain sufficient information from customers to accurately identify the nature of service requests.</li> <li>Analyze automated alerts to accurately identify the nature of incident.</li> <li>Access their organization’s knowledge base to identify solutions/workarounds for service requests/ incidents</li> <li>Evaluate the suitability of solutions/workarounds, where available.</li> <li>Refer to organization’s guidelines and standard scripts to resolve service requests/incidents within their level of competence and authority.</li> <li>Refer service requests/incidents outside their level of competence and authority to appropriate people.</li> <li>Obtain help or advice from appropriate people, where necessary.</li> <li>Obtain confirmation from customers that service requests/incidents have been resolved.</li> <li>Record the resolution of service requests/incidents accurately using their organization’s tools and procedures.</li> <li>Comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents.</li> </ul>	<p>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.</p>
2	<p><b>Self and work Management</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>	<ul style="list-style-type: none"> <li>Establish and agree to 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.</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>Whiteboard and Markers.</li> <li>LCD Projector and Laptop for presentations.</li> </ul>
3	<p><b>Managing Health and Safety</b></p> <p><b>Theory Duration</b></p>	<ul style="list-style-type: none"> <li>Comply with organization’s current health, safety and security policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Whiteboard and Markers.</li> </ul>

<p>(hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 38:00</p> <p><b>Corresponding NOS Code</b> SSC/N9003</p>	<ul style="list-style-type: none"> <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>	<ul style="list-style-type: none"> <li>LCD Projector and Laptop for presentations.</li> <li>The training organization's current health, safety and security policies and procedures.</li> <li>Provision for online research in the Lab.</li> <li>A sample health and safety policy document.</li> <li>Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute.</li> </ul>
<p><b>Total Duration:</b> <b>Theory Duration</b> <b>100:00</b></p> <p><b>Practical Duration</b> <b>300:00</b></p>	<p><b>Unique Equipment Required:</b> Training room should be fully furnished with the following equipment / tools / accessories.</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, Eraser, Flip Chart</li> <li>Projector with screen</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 on Intranet, Email and Instant Messaging</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>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> <li>Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.</li> </ul>	

**Grand Total Course Duration: 400 Hours 0 Minutes**

*(This syllabus/curriculum has been approved by [IT-ITeS Sector Skills Council NASSCOM.](#))*

## Trainer Prerequisites for Job role: “Domestic IT Helpdesk Attendant” mapped to Qualification Pack: “SSC/Q0110 Version 1.0”

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>SSC/Q0110 Version 1.0</u> ”.
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-organised and focused, eager to learn and keep oneself updated with the latest in this field.
3	<b>Minimum Educational Qualifications</b>	Minimum 12 <sup>th</sup> Standard; Preferred Master’s degree in any discipline
4a	<b>Domain Certification</b>	Certified for job role “ <u>Domestic IT Helpdesk Attendant</u> ” mapped to Qualification Pack “ <u>SSC/Q0110 Version 1.0</u> ”. Minimum accepted score is 80%.  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: “ <u>MEP/Q0102</u> ”. Minimum accepted score is 80% aggregate.
5	<b>Experience</b>	Field experience: Minimum 2 years’ experience in the same domain Training experience: 1 year preferred

## Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Domestic IT Helpdesk Attendant</b>
<b>Qualification Pack</b>	<b>SSC/Q0110 Version 1.0</b>
<b>Sector Skill Council</b>	<b>IT-ITeS</b>

Sr. No.	Guidelines for Assessment
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 authorised 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> .

ASSESSMENT OUTCOMES	ASSESSMENT CRITERIA FOR OUTCOMES (PC)	TOTAL MARKS	OUT OF	MARKS ALLOCATION	
				THEORY	SKILLS PRACTICAL
<b>1.SSC/N0202 ( Deal directly with IT service requests/ incidents )</b>	PC1. monitor systems to identify promptly automated alerts and customer service requests	<b>120</b>	5	0	5
	PC2. validate automated alerts to ensure they are genuine incidents		5	0	5
	PC3. record and acknowledge service requests/incidents using your organization's tools and procedures		5	0	5
	PC4. obtain sufficient information from customers to accurately identify the nature of service requests		7.5	2.5	5
	PC5. analyze automated alerts to accurately identify the nature of incidents		10	0	10
	PC6. access your organization's knowledge base to identify solutions/ workarounds for service requests/ incidents		10	0	10
	PC7. evaluate the suitability of solutions/workarounds, where available		5	0	5
	PC8. use your organization's guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority		5	0	5
	PC9. refer service requests/incidents outside your level of competence and authority to appropriate people		5	0	5
	PC10. obtain help or advice from appropriate people, where necessary		5	0	5
	PC11. obtain confirmation from customers that service requests/incidents have been resolved		7.5	2.5	5



	PC 12. record the resolution of service requests/incidents accurately using your organization's tools and procedures		35	15	20
	PC13. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents		15	0	15
		<b>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	<b>40</b>	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>Total</b>	<b>40</b>	<b>12.5</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	<b>40</b>	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>Total</b>	<b>40</b>	<b>10</b>	<b>30</b>