CRM Domestic Voice-SSC/Q2210 (IT/Ites)

1. Minimum qualification for Trainers

Sector name	QP Code	Job Role Name	Minimum Educational Qualification of the Trainer	TOTAL Experience (In Years) required for the Trainer	Out of Total Experience, Sector Specific Experience (in years)	Out of Total Experience, Teaching Experience (in years)	Remarks from SSC
IT-ITeS	SSC/Q2210	CRM Domestic Voice	10th	2	2	2	2 years of work/training experience with respect to QP/Occupation

2. Minimum required Class room & Lab Size (in sqft)

Sector	Job Role / Trade	QP code	NSQF level	Job role type	Lab Size	Remark –exception	Class room Size
IT-ITES	CRM Domestic Voice	SSC/Q2210	4	Manufacturing	300 Sqft	NA	600 sqft

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3. Minimum Qualification of Trainees

10th

4. Prescribed Duration of the training & common norms category

Theory	Practical	Additional Duration: Entrepreneurship and Softskills	Additional Duration: Digital Literacy - Not to be counted in total hours - trainee will undergo this on his/her own via online - available in English and Regional Languages at indiaskilsonline.com	Training Duration (excluding Digital Literacy)	Content Available	Common Norms Category	ClassificationA: Regular Class& lab C: High Capex	Training involving Hi capex	Manufacturing / Service	Technical / Non-Technical	Industry visit/OJT - Not applicable (NA)
100	300	40	20	**440**	**Yes**	**II**	**A**	**NA**	**Manufacturing**	**Technical**	**50**

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5. Tools & Equipment required in Lab

SSC	QPCode	Job Role Name	NSQF Level	Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment to be available at the Training Center (Yes/No)	Dimension/Specification/Description of the Equipment/ ANY OTHER REMARK
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Sample CRM tool for demonstration	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Telephone, voice recorder, IVR and software / document formats for recording call / interactions	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	White Board, Markers and Eraser	1		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Projector with screen	1		Yes	

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IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Flip chart with markers	1		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Faculty's PC/Laptop with latest configuration and internet connection	1		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Supporting software / applications for projecting audio, video, recording,	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Presentation Tools to support learning activities: Intranet, Email, Ims, Learning management system e.g. Moodle, Blackboard to enable blended learning	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Microphone / voice system for lecture and class activities	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Handy Camera	1		Yes	

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IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	For IT Lab sessions: Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Assessment and Test Tools for day to day online Tests and Assessments	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Reading Resources: Access to relevant sample documents and learning forums to enable self-study	30		Yes	

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				before and after each training session.				

(*Tool / Equipment marked not mandatory are optional)

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