COMPETENCY STANDARD

Professional Customer Services

Level: 03

(ICT Sector)

Competency Standard Code: CS-ICT-PCS-L3-EN-V1

National Skills Development Authority
Prime Minister's Office
Government of the People's Republic of Bangladesh

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This Competency Standard for Professional Customer Services is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been validated by NSDA in association with Information Communication Technology Sector ISC, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "Professional Customer Services" is selected as one of the priority occupations of Information Communication Technology Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the National Skills Qualification Framework (NSQF) under Bangladesh National Qualification Framework (BNQF) and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:
- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in Informal Sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:
- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guides

Together, all the parts of a unit of competency:
- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:
- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skills Certificate – Level-3 in Professional Customer Services in ICT Sector

Level Descriptors of NSQF (BNQF 1-6)

Level & Job Classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

General	
NSDA	National Skills Development Authority
BMET	Bureau of Manpower Employment and Training
ILO	International Labor Organization
ISC	Industry Skills Council
NPVC	National Pre-Vocation Certificate
NSQF	National Skills Qualifications Framework
PPP	Public Private Partnership
SCVC	Standards and Curriculum Validation Committee
SEIP	Skills for Employment Investment Program
STP	Skills Training Provider
UoC	Unit of Competency
OSH	Occupational Health and Safety
HACCP	Hazard Analysis and Critical Control Points
SOP	Standard Operating Procedures
PPE	Personal Protective Equipment

Approval of Competency Standard

Approved by
---th Executive Committee (EC) Meeting of NSDA
Held on ---th -- 2022

Deputy Director (Admin)
and
Officer of Secretarial Duties for EC Meeting
National Skills Development Authority

Contents

Competency Standards for National Skill Certificate – 3 in Professional Customer Services in ICT Sector

Course Structure

SL	Unit Code and Title		UoC Level	Nominal Duration (Hours)
Generic Units of Competencies				**85**
1.	GU-02-L2-V1	Apply occupational health and safety (OHS) practice in the workplace	2	15
2.	GU-05-L3-V1	Carry out Workplace Interaction in English	3	15
3.	GU-06-L3-V1	Apply basic IT skills	3	20
4.	GU-08-L2-V1	Work in a Team Environment	2	20
5.	GU-11-L3-V1	Make a Presentation	3	15
Sector Specific Units of Competencies				**15**
6.	SU-ICT-05-L3-V1	Comply with ethical standards in IT workplace	3	15
Occupation Specific Units of Competencies				**120**
7.	OU-ICT-PCS-01-L3-V1	Apply soft skills in customer service	3	15
8.	OU-ICT-PCS-02-L3-V1	Apply effective communication skills	3	25
9.	OU-ICT-PCS-03-L3-V1	Apply Customer Management Techniques	3	40
10.	OU-ICT-PCS-04-L3-V1	Use Software Tools in Customer Service	3	25
11.	OU-ICT-PCS-05-L3-V1	Comply service quality requirement	3	15
Total Nominal Learning Hours				**220**

Units & Elements at Glance

Generic Units of Competencies

SL	Code	Unit of competency	Elements of Competency	Duration (hours)
1.	GU-02-L2-V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	1. Identify OSH policies and procedures 2. Follow OSH procedure 3. Report hazards and risks 4. Respond to emergencies 5. Maintain personal well-being	15
2.	GU-05-L3-V1	Carry out Workplace Interaction in English	1. Interpret workplace communication and etiquette 2. Read and understand workplace documents 3. Participate in workplace meetings and discussions 4. Apply professional ethics at work	15
3.	GU-08-L3-V1	Apply basic IT skills	1. Identify and use most commonly used IT tools. 2. Perform use of computer. 3. Work with word processing application. 4. Work with spreadsheet. 5. Access email and search the internet.	20
4.	GU-08-L2-V1	Work in a Team Environment	1. Define team role and scope 2. Identify individual role and responsibility 3. Participate in team discussions 4. Work as a team member	20
5.	GU-11-L3-V1	Make a Presentation	1. Prepare written presentation 2. Identify interview techniques 3. Prepare official presentation	15
Total hours				**85**

Sector Specific Units of Competencies

SL	Code	Unit of competency	Elements of Competency	Duration (hours)
1	SU-ICT-05-L3-V1	Comply to Ethical Standards in the ICT Workplace	1. Uphold the requirements of clients 2. Deliver quality products and services 3. Maintain professionalism at workplace 4. Maintain workplace code of conduct.	15
Total hours				**15**

Occupation-Specific Units of Competencies

SL	Code	Unit of Competency	Elements of Competency	Duration (hours)
1.	OU-ICT-PCS-01-L3-V1	Apply Soft Skills in Customer Service	1. Interpret the interests of clients 2. Deliver quality products and services 3. Apply professionalism at work 4. Comply workplace code of conduct	15
2.	OU-ICT-PCS-02-L3-V1	Apply Effective Communication Skills	1. Illustrate effective communication 2. Interpret communication techniques 3. Apply listening techniques 4. Apply questioning skills	25
3.	OU-ICT-PCS-03-L3-V1	Apply Customer Management Techniques	1. Interpret the activities of customer service 2. Provide on-site customer service 3. Provide off-site customer service 4. Manage difficult situations 5. Apply customer psychometrics	40
4.	OU-ICT-PCS-04-L3-V1	Use Software Tools in Customer Service	1. Illustrate concept of CRM 2. Interpret the functions of dialer 3. Apply basic functions of CRM 4. Interpret online transaction	25
5.	OU-ICT-PCS-05-L3-V1	Comply Service Quality Requirement	1. Interpret the quality requirement in customer service 2. Perform quality service delivery 3. Interpret quality standard definition document (QSDD)	15
Total hours				**120**

Generic Units of Competencies

Unit Code and Title	**GU-02-L2-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply occupational safety and health (OSH) procedure in the workplace. It specifically includes the task of identifying OSH policies and procedures, following OSH procedure, reporting hazards and risks, responding to emergencies and maintaining personal well-being.
Nominal Hours	**15 Hours**
Elements of Competency	**Performance Criteria** **Bold & Underlined** terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures	1.1. **OSH policies** and **safe operating procedures** are accessed and stated 1.2. **Safety signs and symbols** are identified and followed 1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements
2. Follow OSH procedure	2.1 **Personal protective equipment (PPE)** is selected and collected as required 2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OSH procedures and practices 2.3 A clear and tidy workplace is maintained as per workplace standard 2.4 PPE is maintained to keep them operational and compliant with OSH regulations
3. Report hazards and risks	3.1 **Hazards** and risks are identified, assessed and controlled 3.2 Incidents arising from hazards and risks are reported to designated authority
4. Respond to emergencies	4.1 Alarms and warning devices are responded 4.2 Workplace **emergency procedures** are followed 4.3 **Contingency measures** during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures 4.4 First aid procedures are applied during emergency situations
5. Maintain personal well-being	5.1 OSH policies and procedures are adhered to OSH awareness programs are participated in as per workplace guidelines and procedures.

	5.2 Corrective actions are implemented to correct unsafe condition in the workplace 5.3 **"Fit to work" records** are updated and maintained according to workplace requirements

Range of Variables

Variables	Range (may include but not limited to):
1. OSH policies	1.1. Bangladesh standards for OSH 1.2. Fire Safety Rules and Regulations 1.3. Code of Practice 1.4. Industry Guidelines
2. Safe operating procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/Gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical Hazards 5.4 Mechanical and Electrical Hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid

	6.4	Evacuation
7. Contingency measures	7.1	Evacuation
	7.2	Isolation
	7.1	Decontamination
8. "Fit to Work" records	8.1	Medical Certificate every year
	8.2	Accident reports, if any
	8.3	Eye vision certificate

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency

	Assessment required evidence that the candidate:
1. Critical aspects of competency	1.1 stated OSH policies and safe operating procedures 1.2 followed safety signs and symbols 1.3 used personal protective equipment (PPE) 1.4 maintained workplace clear and tidy 1.5 assessed and Controlled hazards 1.6 followed emergency procedures 1.7 followed contingency measures 1.8 implemented corrective actions
2. Underpinning knowledge	2.1 Define OSH 2.2 OSH Workplace Policies and Procedures 2.3 Work safety procedures 2.4 Emergency procedures 2.5 Hazard control procedure 2.6 Different types of hazards 2.7 PPE and there uses 2.8 Personal hygiene practices 2.9 OSH awareness
3. Underpinning skills	3.1 Accessing OSH policies 3.2 Using of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace

5. Resource implications	5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, equipment, materials and documentation required 5.4 OSH Policies and Procedures
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	**GU-05-L3-V1: Carry out Workplace Interaction in English**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to carry out workplace interaction in english. It specifically includes the task of interpreting workplace communication and etiquette, reading and understanding workplace documents, participating in workplace meetings and discussions, and applying professional ethics at work.
Nominal Hours	**15 Hours**
Elements of Competency	**Performance Criteria** **Bold & Underlined** terms are elaborated in the Range of Variables
1. Interpret workplace communication and etiquette	1.1. Workplace code of conducts are interpreted as per organisational guidelines. 1.2. Appropriate lines of communication are maintained with supervisors and colleagues. 1.3. Workplace interactions are conducted in a **courteous manner** to gather and convey information. 1.4. **Workplace procedures and matters** are comprehended.
2. Read and understand workplace documents	2.1 Workplace documents are interpreted correctly. 2.2 Visual information/symbols/signage are understood correctly and followed. 2.3 Specific and relevant information are accessed from **appropriate sources.** 2.4 Appropriate medium is used to transfer information and ideas.
3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time and. 3.2 Meeting procedures and etiquette are followed. 3.3 Active participation is ensured, opinions are expressed and heard. 3.4 Inputs are provided and interpreted in line with the meeting purpose.
4. Apply professional ethics at work	4.1 Responsibilities as a team member are performed. 4.2 Tasks are performed in accordance with workplace procedures. 4.3 Confidentiality is maintained. 4.4 Inappropriate and conflicting situations are avoided.
Range of Variables	
Variables	**Range** (may include but not limited to):
1. Courteous manner	1.1. Effective questioning 1.2. Active listening 1.3. Speaking skills 1.4. writing skill 1.5. Email etiquette

2. Workplace procedures and matters	2.1 Notes
	2.2 Arranging a meeting
	2.3 Agenda
	2.4 Simple reports such as progress and incident reports
	2.5 Job sheets
	2.6 Operational manuals
	2.7 Brochures and promotional material
	2.8 Visual and graphic materials
	2.9 Standards
	2.10 OHS information
	2.11 Signs
3. Appropriate sources	3.1 HR department
	3.2 Managers
	3.3 Supervisors
	3.4 MIS

Evidence Guide
The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency

1. Critical aspects of competency	Assessment required evidence that the candidate:
	1.1. interpreted workplace communication and etiquette
	1.2. interpreted workplace instructions and symbols
	1.3. performed active participation on workplace meetings
2. Underpinning knowledge	2.1 workplace communication and etiquette
	2.2 workplace documents, signs and symbols
	2.3 meeting procedure and etiquette
	2.4 professional ethics
3. Underpinning skills	3.1 demonstrating workplace communication and etiquette
	3.2 interpreting workplace instructions and symbols
	3.3 demonstrating active participation on workplace meeting
	3.4 practicing professional ethics at work
4. Underpinning attitudes	4.1 Prompt in carrying out activities
	4.2 Tidy and punctual
	4.3 Respectful of peers, subordinates and seniors in the workplace
	4.4 Concerned about the work environment
	4.5 Sincere and honest concerning duties
5. Resource implications	The following resources must be provided:
	5.1 Workplace procedure
	5.2 Materials relevant to the proposed activity
	5.3 Course material
	5.4 Projector
	5.5 Relevant specifications or work instructions

	Competency should be assessed by:
6. Methods of assessment	6.1 Written test 6.2 Demonstration 6.3 Oral Questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

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Unit Code and Title	**GU-08-L3-V1: Apply basic IT skills**
Unit descriptor	This unit covers the basic knowledge, skills and attitudes required to apply basic IT skills. It specifically includes identifying and using most commonly used IT tools, performing use of computer, working with word processing application, working with spreadsheet, accessing email and searching the internet.
Nominal Hours	20 Hours

Elements of Competency	**Performance Criteria** **Bold & Underlined** terms are elaborated in the Range of Variables Training Components
1. Identify and use most commonly used IT tools	1.1 Context of IT is interpreted. 1.2 Commonly used **IT tools** are identified and described.
2. Perform use of computer	2.1 Basic parts of a computer are identified. 2.2 Turning on and off technique of a computer is performed. 2.3 Working environment of operating system is interpreted. 2.4 Simple trouble-shooting techniques are performed.
3. Work with word processing application	3.1 Word processing application is operated. 3.2 Basic typing technique is performed. 3.3 Word processing techniques are applied. 3.4 Personal CV writing is practiced. 3.5 Saving and retrieving technique of a document are applied.
4. Work with spreadsheet	4.1 Spread sheet working environment is interpreted. 4.2 Data entry on spread sheet is performed. 4.3 **Data manipulation techniques** are applied. 4.4 A sample spread sheet document is created.
5. Access email and search the internet	5.1 Use of email account in online environment is interpreted. 5.2 Writing and sending emails is practiced. 5.3 Different **browsers** are identified to work online. 5.4 Browsing on different web portals is practiced.

Range of Variables	
Variables	**Range** (may include but not limited to)
1. IT tools	1.1 Phone 1.2 Cell phone 1.3 Tabs 1.4 Radio 1.5 Television 1.6 Computers, laptops, notebooks 1.7 Internet 1.8 Software 1.9 Satellite
2. Data manipulation techniques	2.1 Sum 2.2 Average 2.3 Count 2.4 Max 2.5 Min 2.6 If

	2.7 Sort
	2.8 Fill
	2.9 Header
	2.10 Footer
	2.11 Print
3. Browsers	3.1 Internet explorer
	3.2 Firefox
	3.3 Google chrome
	3.4 Opera
	3.5 Safari
	3.6 Omniweb
	3.7 Microsoftedge

Evidence guides

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the unit of competency.

1.Critical aspects of competency	Assessment required evidence that the candidate:
	1.1 Identified commonly used IT tools
	1.2 Performed simple trouble-shooting with computer
	1.3 Performed typing on word processing software, saved and retrieved documents
	1.4 Performed data entry with spreadsheet
	1.5 Used email account for different online purposes
2.Underpinning knowledge	2.1 IT and IT tools
	2.2 Computer trouble-shooting
	2.3 Techniques to access internet
3.Underpinning skills	3.1 Demonstrating simple trouble-shooting with computer
	3.2 Demonstrating typing on word processing software
	3.3 Demonstrating data entry with spreadsheet
	3.4 Open email account and use it for different purposes
4.Underpinning attitudes	4.1 Active on teamwork
	4.2 Prompt in carrying out activities
	4.3 Tidy and punctual
	4.4 Respectful of peers, subordinates and seniors in the workplace
	4.5 Sincere and honest concerning duties
5.Resource implications	5.1 The following resources must be provided:
	5.2 Workplace (simulated or actual)
	5.3 IT tools
	5.4 Computers with word processing application
	5.5 Internet connection
	5.6 Presentations
	5.7 Learning manuals
6.Methods of assessment	Methods of assessment may include but not limited to:
	6.1 Written test
	6.2 Demonstration
	6.3 Oral questioning

| 7.Context of assessment | 7.1 | Competency assessment must be done in NSDA accredited center. |
| | 7.2 | Assessment should be done by NSDA certified/ nominated assessor. |

Accreditation Requirements

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Unit Code and Title	**GU-08-L2-V1: Work in a Team Environment**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to work in a team environment. It specifically includes the task of defining team role and scope, identifying individual role and responsibility, participating in team discussions and working as a team member.
Nominal Hours	**20 Hours**
Elements of Competency	**Performance Criteria** **Bold & Underlined** terms are elaborated in the Range of Variables
1. Define team role and scope	1.1. Role and objectives of the team are defined 1.2. Team structure, responsibilities and reporting relations are identified from team discussions and other external sources
2. Identify individual role and responsibility	2.1 Individual roles and responsibilities of **team members** are identified 2.2 Reporting relationships among team members are defined and clarified 2.3 Reporting relationships external to the team are defined and clarified
3. Participate in team discussions	3.1 Ideas related to team plans are contributed 3.2 Recommendations for improving team work are put forward
4. Work as a team member	4.1 Effective forms of communication are used to interact with team members 4.2 Communication channels are followed 4.3 OHS practices are followed
Range of Variables	
Variables	**Range** (may include but not limited to):
1. Team Members	1.1 Coach/mentor 1.2 Supervisor/Manager 1.3 Peers/Colleagues 1.4 Employee representative
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 demonstrated knowledge in working in a team environment. 1.2 satisfied the requirements mentioned in the

	1.3	Performance Criteria and Range of Variables
2. Underpinning knowledge	2.1	Team structure, role and responsibility
	2.2	Individual members' roles and responsibilities
	2.3	Communication flow and reporting structures
	2.4	Team planning
	2.5	Interpersonal communication skills
	2.6	Team meeting procedures
	2.7	OHS practices
3. Underpinning skills	3.1	Identifying the role and responsibility of the team
	3.2	Identifying roles and responsibilities of individual members
	3.3	Participating in team discussions
	3.4	Working as a team member
4. Required attitude	4.1	Commitment to occupational health and safety
	4.2	Sincere and honest to duties
	4.3	Promptness in carrying out activities
	4.4	Environmental concerns
	4.5	Eagerness to learn
	4.6	Tidiness and timeliness
	4.7	Respect of peers and seniors in workplace
	4.8	Communicate with peers and seniors in workplace
5. Resource implications	5.1	Pens
	5.2	Telephone
	5.3	Computer
	5.4	Writing materials
	5.5	Online communication
6. Methods of assessment	Competency should be assessed by:	
	6.1	Written test
	6.2	Demonstration
	6.3	Oral questioning
7. Context of assessment	7.1	Competency assessment must be done in NSDA accredited assessment centre
	7.2	Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	**GU-11-L3-V1: Make a Presentation**
Unit descriptor	This unit covers the skills, knowledge and attitudes required to make a presentation. It specifically includes preparing a written presentation, identifying interview techniques and preparing official presentation.
Nominal Hours	15 Hours

Elements of Competency	**Performance Criteria** **Bold & Underlined** terms are elaborated in the Range of Variables Training Components
1. Prepare written presentation	1.1 Personal written presentation matters and requirements are identified. 1.2 Standard resume writing techniques are identified and applied. 1.3 Standard coverletter points are clearly explained and utilised. 1.4 Portfolio is created on professional social media.
2. Identify interview techniques	2.1 **Types of interviews** are identified and explained. 2.2 Interview techniques are identified and described. 2.3 Steps to prepare for interview are identified and employed. 2.4 Interview phases are identified and recognised.
3. Prepare official presentation	3.1 **Presentation media** is identified. 3.2 Presentation plan is outlined. 3.3 Presentation is prepared.

Range of Variables	
Variables	**Range** (may include but not limited to)

1. Types of interviews	1.1 Written
	 1.2 Oral
	     1.2.1. One-on-one
	     1.2.2. Group
	     1.2.3. Telephone
	     1.2.4.
	 1.3 Online
	 1.4 Demonstration

2. Presentation media	2.1 Board 2.2 Poster paper 2.3 Slides 2.4 Photographs 2.5 Audio 2.6 Video 2.7 Website

Evidence guides The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the unit of competency.	
1. Critical aspects of	Assessment must evidence that the candidate: 1.1 created personal written presentation

	competency	1.2	applied different techniques to interview
		1.3	prepared official presentation
2.	Underpinning knowledge	2.1	Curriculum Vitae/Resume
		2.2	Coverletter
		2.3	Presentation media
3.	Underpinning skills	3.1	Create personal written presentation
		3.2	Identify interview techniques
		3.3	Prepare for different types of interviews
		3.4	Develop official presentation
4.	Underpinning attitudes	4.1	Active on teamwork
		4.2	Prompt in carrying out activities
		4.3	Tidy and punctual
		4.4	Respectful of peers, subordinates and seniors in the workplace
		4.5	Sincere and honest concerning duties
5.	Resource implications	5.1	The following resources must be provided:
		5.2	Workplace (simulated or actual)
		5.3	IT tools
		5.4	Computers with word processing application
		5.5	Internet connection
		5.6	Presentations
		5.7	Learning manuals
6.	Methods of assessment	Methods of assessment may include but not limited to:	
		6.1	Written test
		6.2	Demonstration
		6.3	Oral questioning
7.	Context of assessment	7.1	Competency assessment must be done in NSDA accredited center.
		7.2	Assessment should be done by NSDA certified/ nominated assessor.

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Sector Specific Units of Competencies

Unit Code and Title	**SU-ICT-05-L3-V1: Comply to Ethical Standards in the ICT Workplace**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to comply to ethical standards in the ICT workplace. It specifically includes upholding the requirements of clients, delivering quality products and services, maintaining professionalism at workplace, and maintaining workplace code of conduct.
Nominal Hours	**15 Hours**
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables
1. Uphold the requirements of clients	1.1 Clients' requirements are identified. 1.2 Confidentiality of information is maintained in accordance with workplace policies / organizational policies/ national legislation. 1.3 Potential conflicts of interest are identified and involved parties of potential conflicts are notified. 1.4 Proprietary rights of client/customer is asserted.
2. Deliver quality products and services	2.1. Products and services are provided according to the clients' requirements. 2.2. Work is completed as per standards. 2.3. Quality processes are implemented when developing products and services.
3. Maintain professionalism at workplace	3.1 Work processes are delivered as per standards. 3.2 Skills, knowledge and qualifications are presented in a professional manner. 3.3 Services and products developed by self and others are delivered as per workplace standard. 3.4 Unbiased and objective information are provided to clients. 3.5 Realistic estimates for time, cost and delivery of outputs are presented during negotiation.
4. Maintain workplace code of conduct.	4.1 Workplace code of conduct are interpreted 4.2 Workplace code of conduct is followed.

Range of variables

Variables	**Range** (may include but not limited to):
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 asserted proprietary rights of client/customer. 1.2 completed work to industry and international standards. 1.3 implemented quality processes when developing products and services. 1.4 delivered services and products developed by self and others. 1.5 provided unbiased and objective information to clients. 1.6 followed workplace code of conduct.
2. Underpinning knowledge	2.1. Corporate code of confidentiality of information 2.2. organizational policies, national legislation and workplace policies in relation to IT sector 2.3. Law and regulations pertaining to proprietary rights 2.4. Quality processes for products and services 2.5. Procedure of provided to client information 2.6. Method of estimating for time, cost and delivery products and services 2.7. Workplace code of conduct in IT sector
3. Underpinning Skills	3.1. Upholding confidentiality of information in accordance with organizational policies, national legislation and workplace policies 3.2. Asserting proprietary rights of client/customer 3.3. Completing work in accordance with industry and international standards 3.4. Implementing quality processes when developing products and services 3.5. Delivering correctly services and products developed by self and others 3.6. Providing unbiased and objective information are to clients. 3.7. Presenting realistic estimates for time, cost and delivery of outputs during negotiation 3.8. Following workplace code of conduct
4. Underpinning Attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace.
5. Resource Implications	The following resources must be provided: 5.1 Relevant tools, Equipment, software and facilities needed to perform the activities. 5.2 Required learning materials.

6. Methods of Assessment	6.1 Written Test 6.2 Demonstration 6.3 Oral Questioning
7. Context of Assessment	7.1. Competency assessment must be done in NSDA accredited center. 7.2. Assessment should be done by NSDA certified/ nominated assessor

Accreditation Requirements

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Occupation Specific Units of Competencies

Unit Code and Title	**OU-ICT-PCS-01-L3-V1: Apply Soft Skills in Customer Service**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to acquire soft skills in customer service. It specifically includes the tasks of interpreting the interests of clients, delivering quality products and services, applying professionalism at work and complying workplace code of conduct
Nominal Hours	**15 Hours**

Elements of Competency	**Performance Criteria** **Bold and underlined** terms are elaborated in the Range of Variables
1. Interpret the interests of clients	1.1 Client's view is interpreted and respected. 1.2 Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies. 1.3 Potential conflicts of interests are identified and informed to proper authority.
2. Deliver quality products and services	2.1 Benchmark of product and service quality is identified. 2.2 Necessity of quality product and service delivery is comprehended and interpreted. 2.3 Quality process for products and services is ensured.
3. Apply professionalism at work	4.1 Agreed standards to deliver product or services are followed and commitment to delivery deadlines is maintained. 4.2 Professional image in the workplace is maintained. 4.3 Clients are negotiated effectively.
4. Comply workplace code of conduct	5.1 IT security compliance is achieved. 5.2 Workplace code of conduct is interpreted. 5.3 Code of conduct is followed as stated in company guidelines in the workplace.

Range of Variables	
Variable	**Range** (may include but not limited to):

Evidence Guide
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet all requirements of current version of the Units of Competency.

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1. Interpreted customer service skills required 1.2. Applied soft skills at work 1.3. Applied required gesture and posture at work
2. Underpinning knowledge	2.1 Scope and structure of customer service 2.2 Duties of a call centre agent

	2.3 Soft skills techniques
	2.4 Required gesture and posture for an agent
3. Underpinning skills	3.1. Interpreting customer service skills
	3.2. Applying soft skills at work
	3.3. Demonstrating required gesture and posture at work
4. Underpinning attitudes	4.1 Eager to learn
	4.2 Tidy and punctual
	4.3 Concerned for other's rights
	4.4 Sincere and honest concerning duties
5. Resource implications	The following resources must be provided:
	5.1 Workplace (simulated or actual)
	5.2 Environment on internet
	5.3 Course materials
	5.4 Laptops/computers
	5.5 Projector
6. Methods of assessment	6.1 Methods of assessment may include but not limited to:
	6.2 Written Test
	6.3 Demonstration
	6.4 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited center.
	7.2 Assessment should be done by NSDA certified/ nominated assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	**OU-ICT-PCS-02-L3-V1: Apply Effective Communication Skills**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply effective communication skills. It specifically includes the tasks of illustrating effective communication, interpreting communication techniques, applying listening techniques, applying questioning skills
Nominal Hours	**25 Hours**

Elements of Competency	Performance criteria **Bold and underlined** terms are elaborated in the Range of Variables
1. Illustrate effective communication	1.1. **Effective communication** is defined. 1.2. Principles of effective communication are elucidated. 1.3. Methods of effective communication are identified.
2. Interpret communication techniques	2.1 **Workplace requirement** of communication is explained. 2.2 **Ways of communication** are identified. 2.3 Verbal communication is performed. 2.4 Written communication is performed. 2.5 Communication through **chatting tools** is performed
3. Apply listening techniques	3.1 Listening skill is defined. 3.2 **Elements of effective listening** are identified. 3.3 Active listening is performed.
4. Apply questioning skills	4.1 Questioning is defined. 4.2 **Types of questioning** are interpreted. 4.3 Questioning techniques are applied.

Range of Variables	
Variable	**Range** (may include but not limited to):
1. Effective communication	1.1. Right information 1.2. Right audience 1.3. Right format 1.4. Right impact
2. Workplace requirement	2.1 Service modality 2.2 Standard Operating Procedure 2.3 Process Script 2.4 Verbal instructions
3. Ways of communication	3.1. Verbal 3.2. Written 3.3. Body language 3.4. Sign language
4. Chatting tools	4.1 Hootsuite 4.2 Sprout social 4.3 Facebook

	4.4 Twitter
	4.5 Instagram
	4.6 Webchat
5. Elements of effective listening	5.1. Patience
	5.2. Tone
	5.3. Voice
	5.4. Pronunciation
	5.5. Accent
	5.6. Pace
	5.7. Pitch
	5.8. Comprehension Response
6. Types of questioning	6.1 Open and close ended questions
	6.2 Funnel questions
	6.3 Probing questions
	6.4 Leading questions
	6.5 Rhetorical questions

Evidence Guide
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet all requirements of current version of the Units of Competency.

1. Critical aspects of competency	Assessment required evidence that the candidate:
	1.1. Comprehended effective communication
	1.2. Applied listening techniques
	1.3. Applied questioning skills
2. Underpinning knowledge	2.1 Effective communication
	2.2 Verbal communication
	2.3 Written communication
	2.4 Listening skill
	2.5 Questioning
3. Underpinning skills	3.1. Interpreting communication techniques
	3.2. Applying listening techniques
	3.3. Applying questioning skills
4. Underpinning attitudes	4.1. Accepts the job is shifting in nature
	4.2. Eager to search online for ideas and solutions
	4.3. Eager to learn and improve skills throughout training
	4.4. Open-minded and understand of the nuances of the job and industry
5. Resource implications	The following resources must be provided:
	5.1. Course materials
	5.2. Computer
	5.3. Projector

	5.4. Tools
	
	    - Dialler
	
	    - Headset
	
	5.5. CRM
	5.6. Chat platform
	5.7. Internet facility

6. Method of assessment	Methods of assessment may include but not limited to: 6.1. Written Test 6.2. Demonstration 6.3. Oral Questioning
7. Context of assessment	7.1. Competency assessment must be done in NSDA accredited center. 7.2. Assessment should be done by NSDA certified/ nominated assessor

Accreditation Requirements

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Unit Code and Title	**OU-ICT-PCS-03-L3-V1: Apply Customer Management Techniques**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply contact centre management techniques. It specifically includes the tasks of interpreting the activities of customer service, providing on-site customer service, providing off-site customer service, managing difficult situations and applying customer psychometrics
Nominal Hours	**40 Hours**
Elements of Competency	**Performance Criteria** **Bold and underlined** terms are elaborated in the Range of Variables
1. Interpret the activities of customer service	1.1. Functions of customer service is described. 1.2. **Customer service processes** are explained. 1.3. Operational pattern is identified. 1.4. **Customer service functions** are identified. 1.5. **Etiquette requirement** is elucidated.
2. Provide on-site customer service	2.1 Customers are greeted as per organizational practices 2.2 Requirements of customer are acknowledged 2.3 Required solutions are provided as per SOP 2.4 Customer feedback is collected and reported
3. Provide off-site customer service	3.1. **Steps for contact centre calls** are interpreted. 3.2. Call steps are performed. 3.3. Proper words are selected and applied. 3.4. Proper tone, pace, pitch and accent in a call are applied. 3.5. Handling a successful telesales call is performed. 3.6. Call is justified with **Key performance indicators (KPI).**
4. Manage difficult situations	4.1. **Difficult situations** are identified. 4.2. Management techniques of handling difficult situations are applied.
5. Apply customer psychometrics	5.1. **Customer psychometrics** is defined. 5.2. Procedure of handling of different psychometric customer is interpreted. 5.3. Handling of different psychometric customer is performed.
Range of variables	
Variable	**Range** (may include but not limited to):
1. Customer service processes	1.1 Inbound 1.2 Outbound

2. Customer service functions	2.1	Proper approach
	2.2	Identifying RTC (reason to call)
	2.3	Rapport building
	2.4	Negotiation skills
	2.5	Capture customer's data base into CRM
	2.6	Further assistance
	2.7	Summery & Closing
3 Etiquette requirement	3.1	Be polite
	3.2	Effective listening
	3.3	Body language
	3.4	Responsiveness
	3.5	Professionalism
	3.6	Don't willingly put your customers on hold
	3.7	Understand customer
	3.8	Leave personal problems at home
4 Steps for contact centre calls	4.1	Call Opening
	4.2	Identification
	4.3	Customer requirements
	4.4	Clarification
	4.5	Action/respond
	4.6	Summarise/ actions
	4.7	Closing
5 Key performance indicators (KPI)	5.1	Average handling time (AHT)
	5.2	Average talk time (ATT)
	5.3	Log-in hour
	5.4	First call resolution (FCR)
	5.5	Sales per hour
	5.6	Sales per day
6 Difficult situations	6.1	Angry customer
	6.2	Emotional customer
	6.3	Abusive customer
	6.4	Client with objections
	6.5	Confused customer
	6.6	Prank caller
7 Customer psychometrics	7.1	Customer motivation
	7.2	Customer retention
	7.3	Changing Focus
	7.4	Emotional Intelligence
	7.5	Emotional Connection

Evidence Guide

Evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet all requirements of current version of Units of Competency.

1. Critical aspects of competency	Assessment required evidence that the candidate:
	1.1. Applied effective call management techniques
	1.2. Practiced handling exceptional situations
	1.3. Applied customer psychometrics
2. Underpinning knowledge	2.1. Customer
	2.2. Service
	2.3. Customer service
	2.4. Contact centre
	2.5. Call centre process
	2.6. Etiquette
	2.7. Voice (Inbound, Outbound)
	2.8. Non-voice service
	2.9. Sales Techniques
3. Underpinning skills	3.1. Interpreting concept of contact centre
	3.2. Applying effective call management techniques
	3.3. Practicing handling exceptional situations
	3.4. Applying customer psychometrics
4. Underpinning attitudes	4.1. Accepts the job is shifting in nature
	4.2. Eager to search online for ideas and solutions
	4.3. Eager to learn and improve skills throughout training
	4.4. Open-minded and understand of the nuances of the job and industry
5. Resource implications	The following resources must be provided:
	5.1. Course materials
	5.2. Computer
	5.3. Projector
	5.4. Tools
	- Dialler
	- Headset
	5.5. CRM
	5.6. Chat platform
	5.7. Internet facility
6. Method of assessment	Methods of assessment may include but not limited to:
	6.1. Written Test
	6.2. Demonstration
	6.3. Oral Questioning

| 7. Context of assessment | 7.1. Competency assessment must be done in NSDA accredited center. |
| | 7.2. Assessment should be done by NSDA certified/ nominated assessor |

Accreditation Requirements

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Unit Code and Title	**OU-ICT-PCS-04-L3-V1: Use Software Tools in Customer Service**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to use software tools in customer service. It specifically includes the task of illustrating concept of CRM, interpreting the functions of dialler, applying basic functions of CRM and Interpret online transaction
Nominal Hours	**25 Hours**
Elements of Competency	**Performance Criteria** **Bold and underlined** terms are elaborated in the Range of Variables
1. Illustrate concept of CRM	1.1 CRM is defined. 1.2 **Common terms** of CRM are elucidated.
2. Interpret the functions of dialer	2.1 Dialer is comprehended. 2.2 **Types of dialers** are identified. 2.3 **Technical terms** at contact centre are described.
3. Apply basic functions of CRM	3.1. **Basic CRM operation** is interpreted 3.2. Basic CRM operation is performed.
4. Interpret online transaction	4.1 Types of online transactions are identified. 4.2 Payment process and payment security is interpreted. 4.3 Information required for an online transaction is interpreted. 4.4 Payment **card parameters** are identified. 4.5 Two-way authentication system is interpreted.
Range of variables	
Variable	**Range** (may include but not limited to):
1. Common terms	1.1 Query Complaint Request (QCR) 1.2 Opportunity 1.3 Profiles 1.4 Campaign 1.5 Tracking customer history
2. Types of dialer	2.1 Progressive 2.2 Predictive 2.3 Manual 2.4 Preview
3. Technical terms	3.1 Call routing 3.2 CDR 3.3 IVR

	3.4 IPTSP
	3.5 Talk time
	3.6 AHT/ATT
	3.7 Average Call Waiting (ACW)
	3.8 EWT
	3.9 TAT
	3.10 Voice logger
4. Basic CRM operation	4.1 Opening CRM.
	4.2 Create customer's profile.
	4.3 Cross check customer's profile.
	4.4 Identify customer's query/complaint/request properly.
	4.5 Issue management through ticketing
5. Card parameters	5.1. Name
	5.2. Card number
	5.3. Valid date: from and to
	5.4. Card verification code (CVC)

Evidence Guide

Evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet all requirements of current version of Units of Competency.

1. Critical aspects of competency	Assessment required evidence that the candidate:
	1.1 Interpreted the functions of dialler.
	1.2 Applied basic functions of CRM
2. Underpinning knowledge	2.1 CRM
	2.2 Dialler
	2.3 Operational terms
	2.4 Customer information report
	2.5 Customer insight management
3. Underpinning skills	3.1 Interpreting the functions of dialler.
	3.2 Applying basic functions of CRM
4. Underpinning attitudes	4.1 Accepts the job is shifting in nature
	4.2 Eager to search online for ideas and solutions
	4.3 Eager to learn and improve skills throughout training
	4.4 Open minded and understand of the nuances of the job and industry

5. Resource implications	5.1 The following resources must be provided:
	5.2 Course materials
	5.3 Computer
	5.4 Projector
	5.5 Tools
	- Dialler
	- Headset
	5.6 CRM
	5.7 Chat platform
	5.8 Internet facility
6. Method of assessment	Methods of assessment may include but not limited to:
	6.1 Written test
	6.2 Demonstration
	6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited center.
	7.2 Assessment should be done by NSDA certified/ nominated assessor

Accreditation Requirements

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Unit Code and Title	**OU-ICT-PCS-05-L3-V1: Comply Service Quality Requirement**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to comply with service quality requirement. It specifically includes the task of interpreting the quality requirement in customer service, performing quality service delivery and interpreting quality standard definition document (QSDD)
Nominal Hours	**15 Hours**

Elements of Competency	**Performance Criteria** **Bold and underlined** terms are elaborated in the Range of Variables
1. Interpret the quality requirement in customer service	1.1 Quality requirement is explained. 1.2 Quality assurance (QA) process is interpreted. 1.3 Quality monitoring criteria is identified. 1.4 **Quality transaction parameters** are outlined as per industry standard.
2. Perform quality service delivery	2.1 Quality service delivery is interpreted. 2.2 Quality service delivery methods are interpreted. 2.3 Quality service delivery is performed.
3. Interpret quality standard definition document (QSDD)	3.1. QSDD is defined. 3.2. Importance of QSDD is highlighted. 3.3. Quality assurance form is interpreted.

Range of variables	
Variable	**Range** (may include but not limited to):
1. Quality transaction parameters	1.1. Agent Feedback 1.2. Active Coaching 1.3. Typical call recording triggers 1.4. Number of calls per agent per month 1.5. External triggers 1.6. Schedule parameters 1.7. Business compliance 1.8. Behavioural compliance 1.9. Fatal errors

Evidence Guide	
Evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet all requirements of current version of Units of Competency (UoC).	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 Interpreted the quality requirement in customer service 1.2 Performed quality customer transaction 1.3 Interpreted QSDD

2. Underpinning knowledge	2.1 Quality scorecard 2.2 QA process 2.3 QSDD
3. Underpinning skills	3.1 Interpreting the quality requirement in customer service 3.2 Performing quality customer transaction 3.3 Interpreting QSDD
4. Underpinning attitudes	4.1 Accepts the diversity of working platform 4.2 Eager to learn and improve skills throughout training 4.3 Open-minded and understand of the nuances of the job and industry

5. Resource implications	The following resources must be provided:
	5.1 Course materials
	5.2 Computer
	5.3 Projector
	5.4 Speaker
	5.5 Tools
	   - Dialler
	   - Headset
	5.6 Internet connectivity
	5.7 Voice logger

6. Method of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7 Context of assessment	7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/ nominated assessor

Accreditation Requirements
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Development of Competency Standard

The Competency Standards for National Skills Certificate in Professional Customer Services, Level-3 is developed by SEIP on 19th March 2018.

List of Members

S/N	Name and Address	Position in the committee
1.	B N Adhikary, CEO, ISC ICT	Member
2.	Shah Manzur E Khuda, Manager, ISSL	Member
3.	Wasim Rahman, CEO, Times ASL Call Centre and Head of Training	Member
4.	Md. Mostofa Jaman, Head of Training and Development, Genex Infosys Ltd.	Member
5.	Adina Alam, Assistant Coordinator (Training) , BACCO, Call Centre Expert.	Member
6.	Ranjan Datta, Assistant Manager, Impel Service Solution Ltd.	Member
7.	Mohammed Shorab Hossain Mojumder, Coordinator Job placement and Development, SEIP-BACCO Project	Member
8.	Dr. Md. Shah Alam Majumder, Specialist (Course Accreditation), BTEB	Member
9.	Engr. Md. Abdur Razzaque, Specialist-1 (Competency Standards), SEIP	Member
10.	Syed Nasir Ershad, AEPD (Public 1), SEIP	Member
11.	Mahbub Ul Huda, National Subject Matter Consultant - IT Sector, British Council - SD03	Member

Validation of Competency Standard

The Competency Standards for National Skills Certificate in Professional Customer Services, Level-3 is validated by NSDA on 21 August 2022.

List of Members of the SCVC

S/N	Name and Address	Position in the committee	Signature and Date
1.	Shafquat Haider, Chairman, ICT ISC, ciproco@bol-online.com, shafquat.haider@gmail.com, Mobile No. 01711532597	Chairperson	
2.	Md. Shorab Hossain Majumder, Coordinator (Training), SEIP-BACCO, Email: cjd.seip@bacco.org.bd, Mobile: 01748952575	Member	
3.	Mostofa Jaman, Head of Partnership and PR, Genex Infosys Ltd., Email:mostofa.jaman@genexinfosys.com, Mobile: 01847100158	Member	
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11.	Md. Saif Uddin, Process Expert, National Skills Development Authority, Email: engrbd.saif@gmail.com, Mobile: 01723004419.	Member	