IT - ITeS SSC NASSCOM

NSDC National Skill Development Corporation

Contents

What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Associate-Customer Care (Non-Voice)

SECTOR: IT-ITES

SUB-SECTOR: Business Process Management

OCCUPATION: Customer Relationship Management

REFERENCE ID: SSC/ Q 2201

Associate - Customer Care (Non-Voice) in the IT-ITeS Industry is also known as a Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative, Support Engineer, Support Consultant, Process Associate-Transaction etc.

Brief Job Description: Individuals at this job are responsible for resolving queries and customer cases over web-chat or email. They form the primary layer of contact with the customer and responses may be made on either preexisting email templates or customized mails to the query requirement.

Personal Attributes: This job requires the individual to either work independently or collaboratively in teams to resolve customer queries effectively. The individual should possess excellent communication skills and should be willing to take up a desk-based job with long hours.

Job Details

Qualifications Pack Code	SSC/ Q 2201		
Job Role	**Associate - Customer Care (Non-Voice)** This job role is applicable in both national and international scenarios		
Credits(NVEQF/NVQF/NSQF)		Version number	0.1
Sector	IT-ITeS	Drafted on	30/04/13
Sub-sector	Business Process Management	Last reviewed on	30/04/13
Occupation	Customer Relationship Management	Next review date	30/06/14

Job Role	Associate - Customer Care (Non-Voice) (Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative, Support Engineer, Support Consultant, Process Associate- Transaction)
Role Description	Individuals at this job are responsible for resolving queries and customer cases over web-chat or email.
NVEQF/NVQF level Minimum Educational Qualifications Maximum Educational Qualifications	5 12th Master's Degree in any discipline
Training (Suggested but not mandatory)	Training programs in customer orientation, dealing with difficult customers, written communication etc.
Experience	0-1 years of work experience/internship in customer service roles
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. SSC/ N 3003 (Deal remotely with customer queries) 2. SSC/ N 9001 (Manage your work to meet requirements) 3. SSC/ N 9002 (Work effectively with colleagues) 4. SSC/ N 9003 (Maintain a healthy, safe and secure working environment) 5. SSC/ N 9004 (Provide data/information in standard formats) 6. SSC/ N 9005 (Develop your knowledge, skills and competence) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

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Glossary of Key Terms
Table 1: Glossary of Key Terms

|	Keywords /Terms	Description
Definitions	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
	National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
	Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
	Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an '**O**' or an '**N**'.
	Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
	Description	Description gives a short summary of the unit content. This would be

		helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
	Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
	Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
	Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
	Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
	Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
	Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Acronyms	**Keywords /Terms**	**Description**
	IT-ITeS	Information Technology - Information Technology enabled Services
	BPM	Business Process Management
	BPO	Business Process Outsourcing
	KPO	Knowledge Process Outsourcing
	LPO	Legal Process Outsourcing
	IPO	Information Process Outsourcing
	BCA	Bachelor of Computer Applications
	B.Sc.	Bachelor of Science
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	UGC	University Grants Commission
	MHRD	Ministry of Human Resource Development
	MoLE	Ministry of Labor and Employment
	NVEQF	National Vocational Education Qualifications Framework
	NVQF	National Vocational Qualifications Framework

NOS

National Occupational Standards

National Occupational Standard
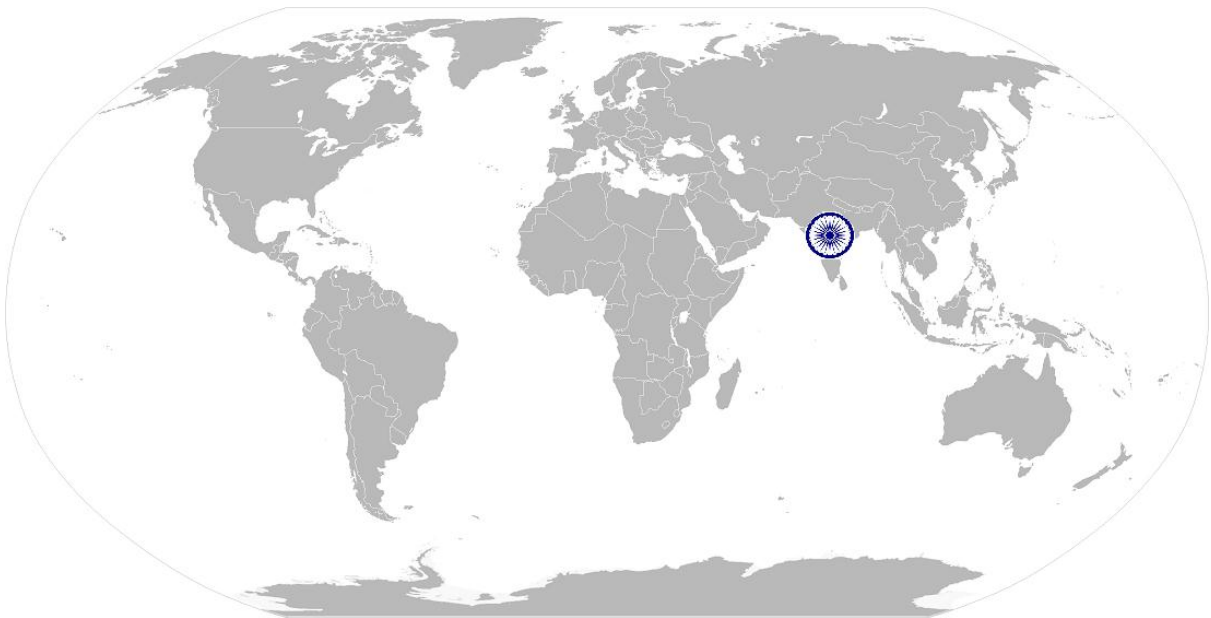
<u>**Overview**</u>

This unit is about dealing with queries received from customers by e-mail or chat.

SSC/ N 3003   **Deal remotely with customer queries**

Unit Code	SSC/ N 3003
Unit Title (Task)	**Deal remotely with customer queries**
Description	This unit is about dealing with queries received from customers by telephone, e-mail or chat.
Scope	This unit/task covers the following: **Customers**: • internal • external **Queries** received by: • e-mail • chat **Appropriate people**: • supervisor • other members of your team • subject matter experts

Applicable NOS Unit (sidebar)

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. greet customers and verify their details, following your organization's procedures PC2. read carefully, summarize, and obtain **customer** confirmation of, your understanding of queries PC3. express your concern for any difficulties caused and your commitment to resolving queries PC4. record and categorize queries accurately using your organization's query management tool PC5. refer queries outside your area of competence or authority promptly to **appropriate people** PC6. access your organization's knowledge base for solutions to queries, where available PC7. resolve queries within your area of competence or authority in line with organizational guidelines and service level agreements (SLAs) PC8. obtain advice and guidance from **appropriate people**, where necessary PC9. obtain confirmation from **customers** that queries have been resolved to their satisfaction PC10. record the resolution of queries accurately using your organization's query management tool PC11. comply with relevant standards, policies, procedures and guidelines when dealing remotely with **customer** queries

Knowledge and Understanding (K)	
A. Organizational Context	You need to know and understand: KA1. your organization's standards, policies, procedures, guidelines and service

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SSC/ N 3003   **Deal remotely with customer queries**

(Knowledge of the company/ organization and its processes)	level agreements for dealing with customer queries and your role and responsibilities in relation to these
	KA2. your organization's management tools and systems for recording, categorizing and resolving customer queries
	KA3. your organization's customer relationship management (CRM) tools and systems and how to use these
	KA4. the importance of documenting, classifying and prioritizing customer queries
	KA5. your organization's knowledge base and how to use this to identify solutions
	KA6. where to refer queries outside your authority
	KA7. who to seek advice and guidance from
	KA8. the importance resolving customer queries
	KA9. standard tools, templates and scripts available for dealing with customer queries
	KA10. limits of your role and responsibilities in relation to customer queries
	KA11. the importance of keeping customers informed about timescales for progress and resolution of customer queries
	KA12. typical response times for customer queries and the importance of these
B. Technical Knowledge	You need to know and understand:
	KB1. relevant standards, policies, procedures and guidelines that apply when dealing with customer queries
	KB2. relevant product reference guides or support materials to resolve queries
	KB3. common types of customer queries and how to resolve them
	KB4. different styles and approaches when working with customers
	KB5. techniques for conveying concern and commitment
	KB6. different questioning techniques for understanding customer queries
	KB7. issues that may affect customer satisfaction and how to deal with these
	KB8. current practice in customer service

Skills (S)

|	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. communicate with others in writing
	SA2. complete accurate well written work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA3. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA4. listen effectively and orally communicate information accurately
	SA5. ask for clarification and advice from others
B. Professional Skills	**Decision Making**

|	
	You need to know and understand how to:
	SB1. make decisions on suitable courses of action
	SB2. follow rule-based decision-making processes
	Plan and Organize
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. build and maintain positive and effective relationships with customers
	SB5. work effectively in a customer facing environment
	SB6. deliver consistent and reliable service to customers
	SB7. check your own work meets customer requirements
	SB8. carry out rule-based transactions in line with customer-specific guidelines, procedures, rules and service level agreements
	Problem Solving
	You need to know and understand how to:
	SB9. apply problem-solving approaches in different situations
	SB10. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:
	SB11. pass on relevant information to others
	SB12. analyze data and activities
	Critical Thinking
	You need to know and understand how to:
	SB13. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB14. check your work is complete and free from errors
	Team Working
	You need to know and understand how to:
	SB15. work effectively in a team environment
	SB16. work independently and collaboratively
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively to input and/or extract data accurately
	SC2. store and retrieve information
	SC3. identify and refer anomalies in data
	SC4. keep up to date with changes, procedures and practices in your role

NOS

National Occupational Standards

NOS Code		SSC/ N 3003	
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]		**Version number**	**0.1**
Industry	**IT-ITeS**	**Drafted on**	**30/04/2013**
Industry Sub-sector	**Business Process Management**	**Last reviewed on**	**30/04/2013**
		Next review date	**30/06/2014**

NOS

National Occupational Standards
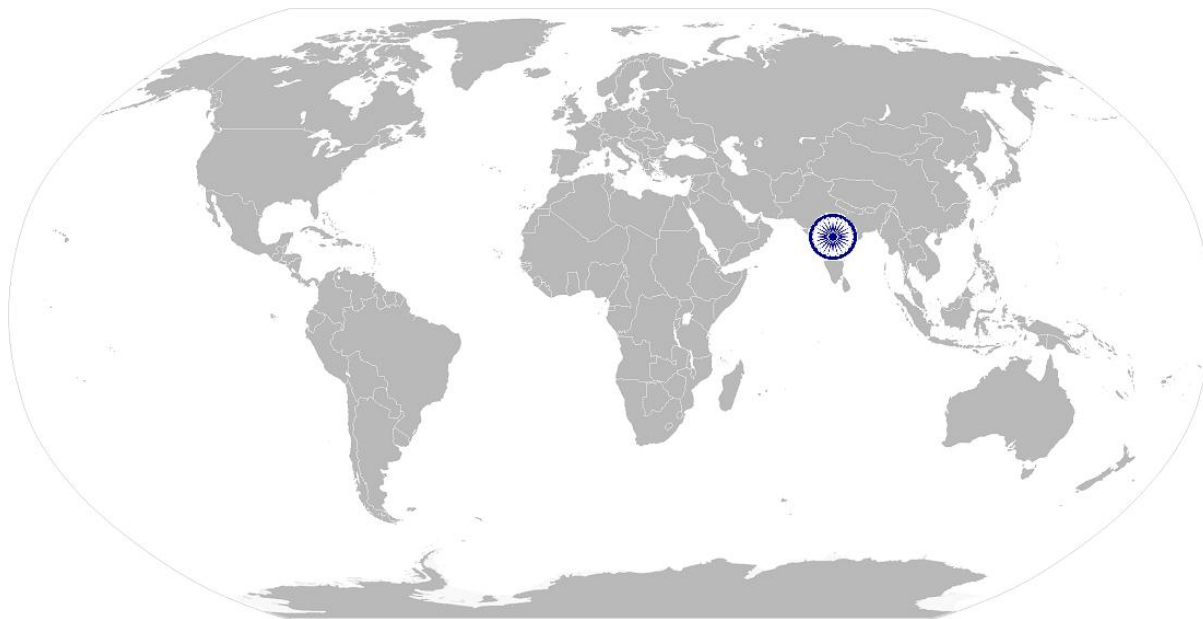
National Occupational Standard
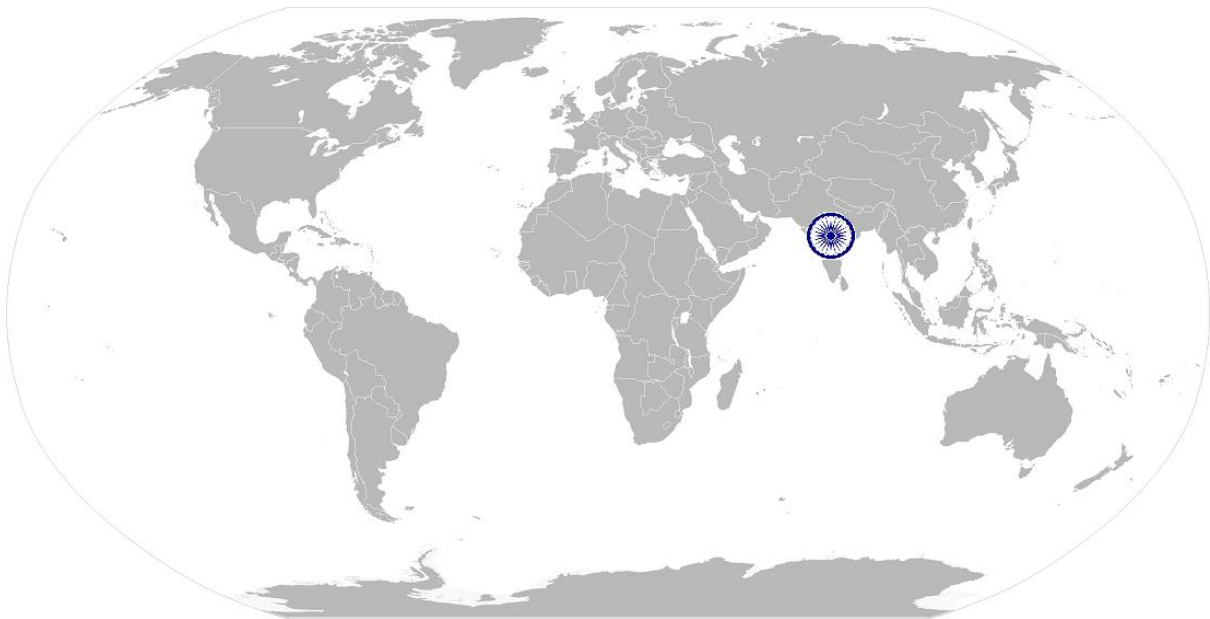
Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time

SSC/ N 9001   **Manage your work to meet requirements**

<table>
<tr><td rowspan="13" style="vertical-align:top">Applicable NOS Unit</td><td>Unit Code</td><td>SSC/ N 9001</td></tr>
<tr><td>Unit Title
(Task)</td><td>Manage your work to meet requirements</td></tr>
<tr><td>Description</td><td>This unit is about planning and organizing your work in order to complete it to the required standards on time.</td></tr>
<tr><td>Scope</td><td>This unit/task covers the following:
Work requirements:
activities (what you are required to do)
deliverables (the outputs of your work)
quantity (the volume of work you are expected to complete)
standards (what is acceptable performance, including compliance with Service Level Agreements)
timing (when your work needs to be completed)
Appropriate people:
line manager
the person requesting the work
members of the team/department
members from other teams/departments
Resources:
equipment
materials
information</td></tr>
<tr><td colspan="2" style="background:#1f3864;color:white">Performance Criteria (PC) w.r.t. the Scope</td></tr>
<tr><td></td><td>To be competent on the job, you must be able to:
<dl>
<dt>PC1.</dt><dd>establish and agree your work requirements with appropriate people</dd>
<dt>PC2.</dt><dd>keep your immediate work area clean and tidy</dd>
<dt>PC3.</dt><dd>utilize your time effectively</dd>
<dt>PC4.</dt><dd>use resources correctly and efficiently</dd>
<dt>PC5.</dt><dd>treat confidential information correctly</dd>
<dt>PC6.</dt><dd>work in line with your organization's policies and procedures</dd>
<dt>PC7.</dt><dd>work within the limits of your job role</dd>
<dt>PC8.</dt><dd>obtain guidance from appropriate people, where necessary</dd>
<dt>PC9.</dt><dd>ensure your work meets the agreed requirements</dd>
</dl></td></tr>
<tr><td colspan="2" style="background:#1f3864;color:white">Knowledge and Understanding (K)</td></tr>
<tr><td>A. Organizational Context
(Knowledge of the company/ organization and its processes)</td><td>You need to know and understand:
<dl>
<dt>KA1.</dt><dd>the organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</dd>
<dt>KA2.</dt><dd>the limits of your responsibilities and when to involve others</dd>
<dt>KA3.</dt><dd>your specific work requirements and who these must be agreed with</dd>
<dt>KA4.</dt><dd>the importance of having a tidy work area and how to do this</dd>
<dt>KA5.</dt><dd>how to prioritize your workload according to urgency and</dd>
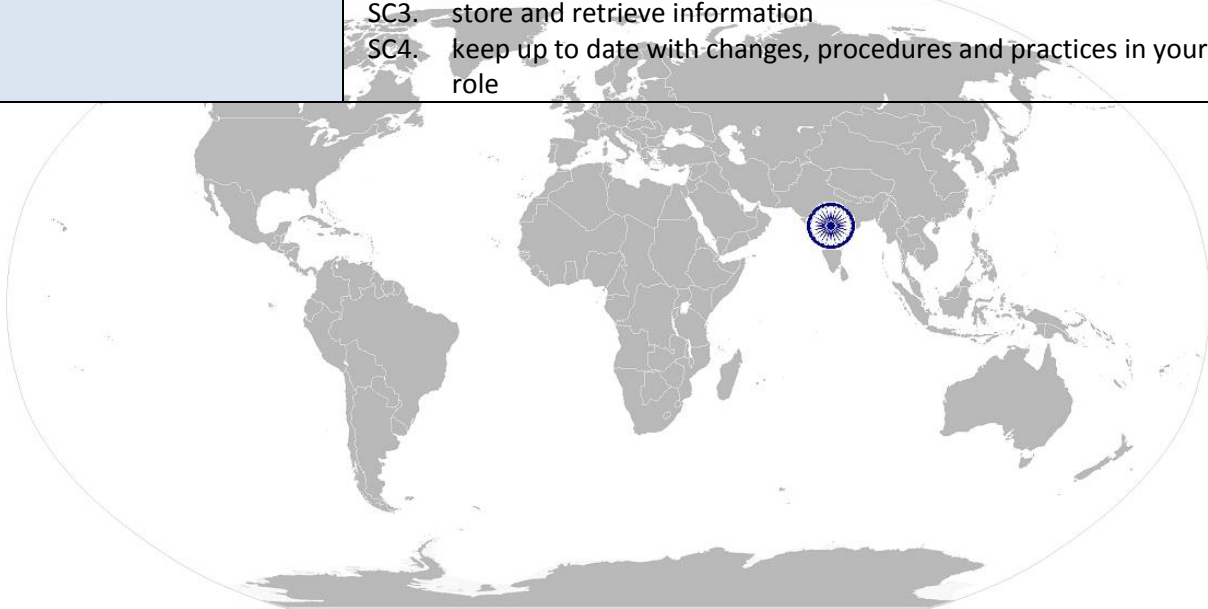</dl></td></tr>
</table>

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SSC/ N 9001   **Manage your work to meet requirements**

	importance and the benefits of this
	KA6. the organization's policies and procedures for dealing with confidential information and the importance of complying with these
	KA7. the purpose of keeping others updated with the progress of your work
	KA8. who to obtain guidance from and the typical circumstances when this may be required
	KA9. the purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	You need to know and understand:
	KB1. the importance of completing work accurately and how to do this
	KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization
	KB3. resources needed for your work and how to obtain and use these
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines/procedures
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. ask for clarification and advice from line managers
	SA4. communicate orally with colleagues
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	SB3. agree objectives and work requirements
	Customer Centricity
	You need to know and understand how to:
	SB4. deliver consistent and reliable service to customers
	SB5. check your own work meets customer requirements
	Problem Solving
	You need to know and understand how to:
	SB6. refer anomalies to the line manager
	Analytical Thinking
	You need to know and understand how to:
	SB7. Provide relevant information to others
	Critical Thinking

SSC/ N 9001 **Manage your work to meet requirements**

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	You need to know and understand how to:
	SB8. apply judgements to different situations
	Attention to Detail
	You need to know and understand how to:
	SB9. apply good attention to detail
	SB10. check your work is complete and free from errors
	SB11. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB12. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. identify and refer anomalies in data
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role

Manage your work to meet requirements

NOS Code		SSC/ N 9001	
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]		Version number	0.1
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	30/04/2013
		Next review date	30/06/2014

National Occupational Standard
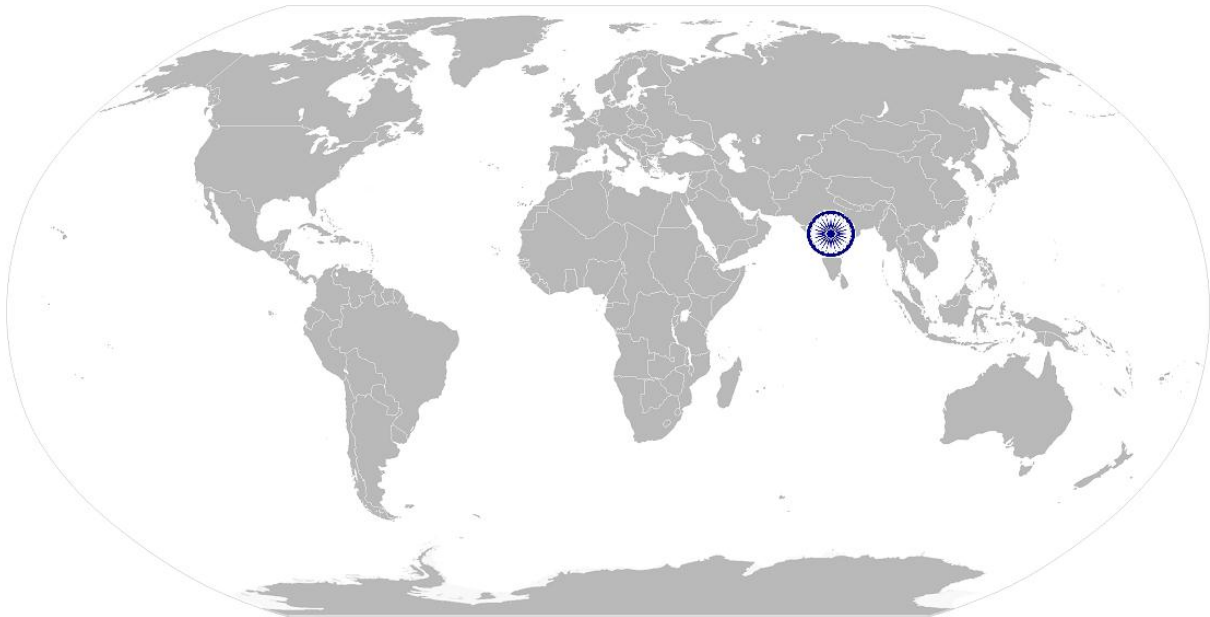
Overview

This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.

SSC/ N 9002   **...Work effectively with colleagues**

| Applicable NOS Unit		
	Unit Code	**SSC/ N 9002**
	Unit Title (Task)	**Work effectively with colleagues**
	Description	This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.
	Scope	This unit/task covers the following: **Colleagues**: • line manager • members of your own work group • people in other work groups in your organization **Communicate**: • face-to-face • by telephone • in writing
	Performance Criteria (PC) w.r.t. the Scope	
		To be competent, you must be able to: PC1. communicate with **colleagues** clearly, concisely and accurately PC2. work with **colleagues** to integrate your work effectively with theirs PC3. pass on essential information to **colleagues** in line with organisational requirements PC4. work in ways that show respect for **colleagues** PC5. carry out commitments you have made to **colleagues** PC6. let **colleagues** know in good time if you cannot carry out your commitments, explaining the reasons PC7. identify any problems you have working with **colleagues** and take the initiative to solve these problems PC8. follow the organization's policies and procedures for working with **colleagues**
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. the organization's policies and procedures for working with colleagues and your role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. benefits of developing productive working relationships with colleagues KA5. the importance of creating an environment of trust and mutual respect in an environment where you have no authority over those you are working with KA6. where you do not meet your commitments, the implications this will have on individuals and the organization

SSC/ N 9002   **…Work effectively with colleagues**

B. Technical Knowledge	You need to know and understand:
	KB1. different types of information that colleagues might need and the importance of providing this information when it is required
	KB2. the importance of understanding problems from your colleague's perspective and how to provide support, where necessary, to resolve these

Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines/procedures
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. listen effectively and orally communicate information accurately SA4. ask for clarification and advice from the line manager
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. make decisions on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB3. check your own work meets customer requirements SB4. deliver consistent and reliable service to customers
	Problem Solving
	You need to know and understand how to: SB5. apply problem solving approaches in different situations
	Critical Thinking
	You need to know and understand how to: SB6. apply balanced judgements to different situations
	Attention to Detail
	You need to know and understand how to: SB7. apply good attention to detail SB8. check your work is complete and free from errors SB9. get your work checked by peers
	Team Working
	You need to know and understand how to: SB10. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. identify and refer anomalies

SSC/ N 9002 …**Work effectively with colleagues**

| | SC2. help reach agreements with colleagues |
| | SC3. keep up to date with changes, procedures and practices in your role |
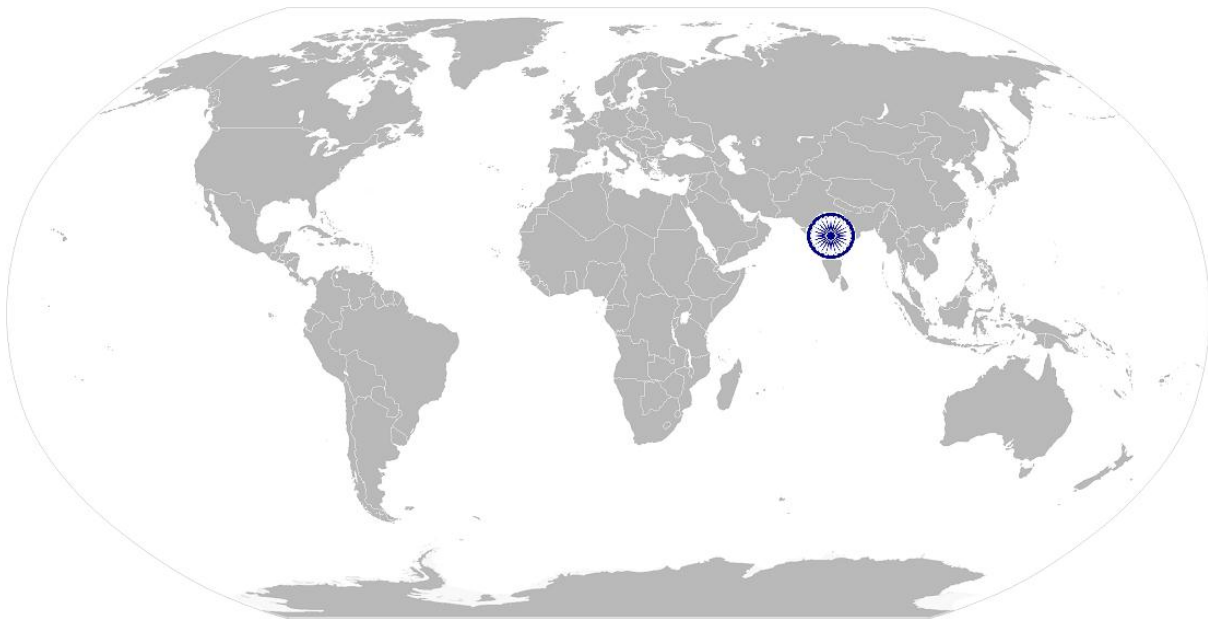
SSC/ N 9002   **…Work effectively with colleagues**

NOS Version Control

NOS Code	SSC/ N 9002		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]		**Version number**	**0.1**
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	30/04/2013
		Next review date	30/06/2014

National Occupational Standard
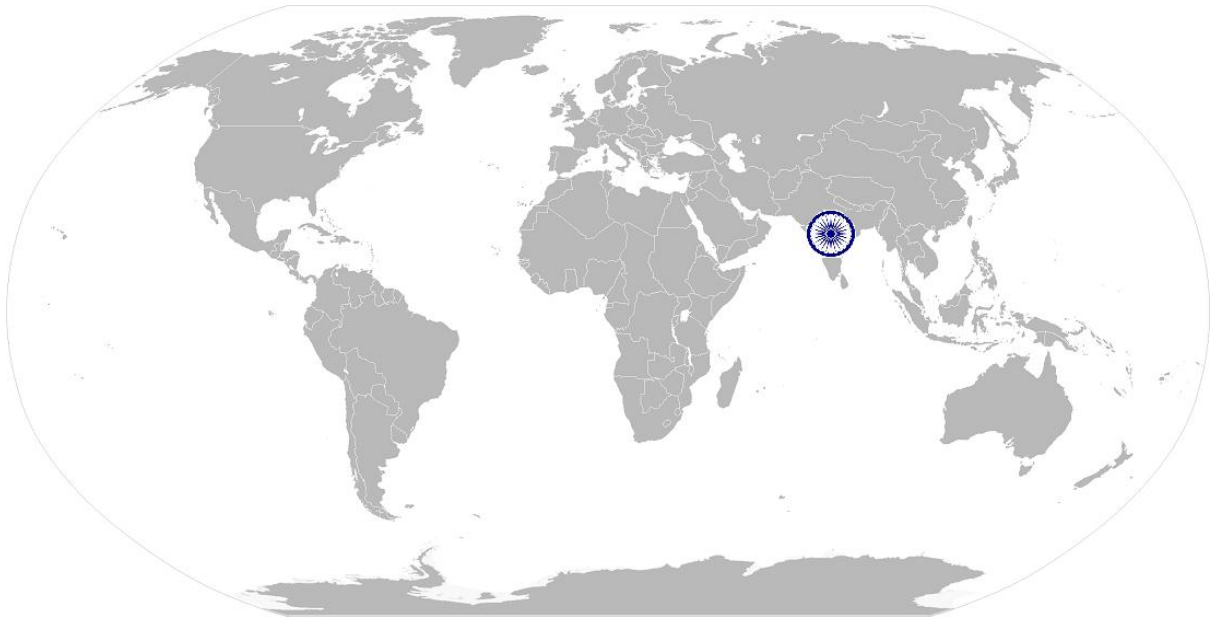
Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

SSC/ N 9003   Maintain a healthy, safe and secure working environment

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Unit Code	**SSC/ N 9003**
Unit Title (Task)	**Maintain a healthy, safe and secure working environment**
Description	This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	This unit/task covers the following: Emergency procedures: • illness • accidents • fires • other reasons to evacuate the premises • breaches of security Resources(needed to achieve the unit objectives): • information • government agencies in the areas of safety, health and security and their norms and services
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. comply with your organization's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority PC4. report any hazards that you are not allowed to deal with to the relevant person in line with organizational procedures and warn other people who may be affected PC5. follow your organization's emergency procedures promptly, calmly, and efficiently PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC7. complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards KA4. the limits of your responsibility for dealing with hazards KA5. the organisation's emergency procedures for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security

Applicable NOS Unit

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SSC/ N 9003   **Maintain a healthy, safe and secure working environment**

	KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization
B. Technical Knowledge	You need to know and understand: KB1. different types of beaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. How to use the health, safety and accident reporting procedures and the importance of these
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines/procedures/rules
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. make decisions on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	You need to know and understand how to: SB4. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB5. analyse data and activities
	Critical Thinking
	You need to know and understand how to: SB6. apply balanced judgements to different situations
	Attention to Detail
	You need to know and understand how to: SB7. apply good attention to detail SB8. check your work is complete and free from errors SB9. get your work checked by peers

SSC/ N 9003   **Maintain a healthy, safe and secure working environment**

|	
	Team Working
	You need to know and understand how to:
	SB10. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role
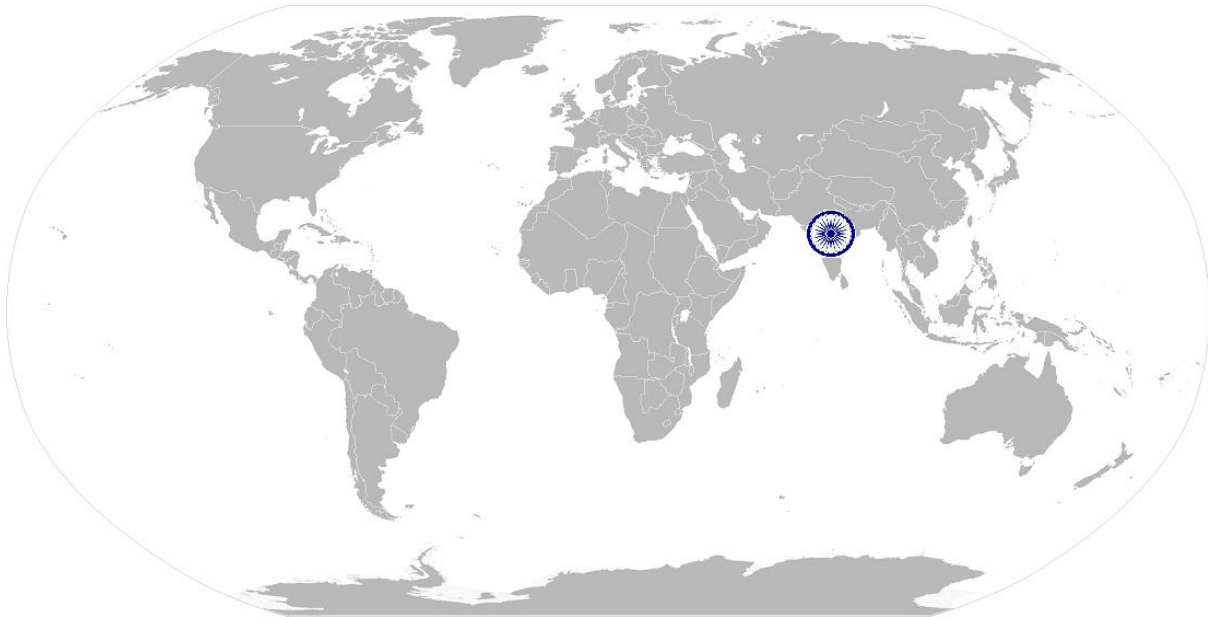
Maintain a healthy, safe and secure working environment

NOS Code		SSC/ N 9003	
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]		**Version number**	0.1
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	Business Process Management	**Last reviewed on**	30/04/2013
		Next review date	30/06/2014

National Occupational Standard
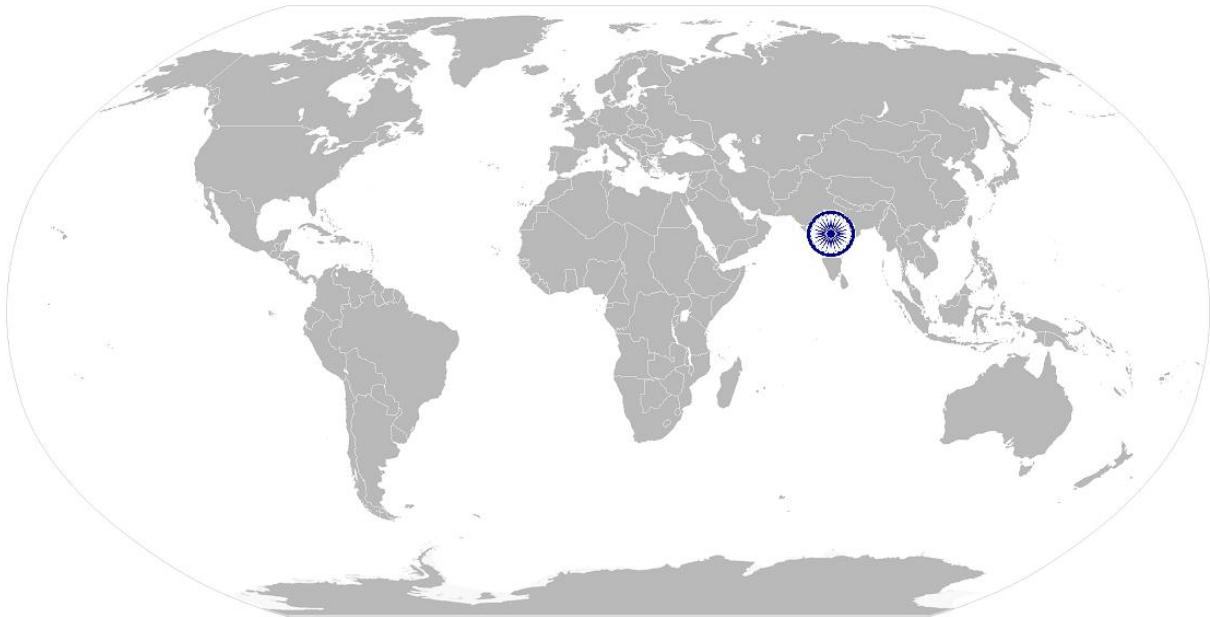
<u>**Overview**</u>

This unit is about providing specified data/information related to your work in templates or other standard formats

SSC/ N 9004   **Provide data/information in standard formats**

<table>
<tr><td>Unit Code</td><td>SSC/ N 9004</td></tr>
<tr><td>Unit Title
(Task)</td><td>Provide data/information in standard formats</td></tr>
<tr><td>Description</td><td>This unit is about providing specified data/information related to your work in templates or other standard formats.</td></tr>
<tr><td>Scope</td><td>

This unit/task covers the following:

Appropriate people:
- line manager
- members of your own work group
- people in other work groups in your organization
- subject matter experts

Data/information:
- quantitative
- qualitative

Sources:
- within your organization
- outside your organization

Formats:
- paper-based
- electronic

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</table>

Applicable NOS Unit *(side label)*

Performance Criteria (PC) w.r.t. the Scope	

| | To be competent, you must be able to:
PC1.   establish and agree with **appropriate people** the **data/information** you need to provide, the **formats** in which you need to provide it, and when you need to provide it
PC2.   obtain the **data/information** from reliable **sources**
PC3.   check that the **data/information** is accurate, complete and up-to-date
PC4.   obtain advice or guidance from **appropriate people** where there are problems with the **data/information**
PC5.   carry out rule-based analysis of the **data/information**, if required
PC6.   insert the **data/information** into the agreed **formats**
PC7.   check the accuracy of your work, involving colleagues where required
PC8.   report any unresolved anomalies in the **data/information** to **appropriate people**
PC9.   provide complete, accurate and up-to-date data/information to the **appropriate people** in the required formats on time |

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. the organization's procedures and guidelines for providing data/information in standard formats and your role and responsibilities in relation to this KA2. the knowledge management culture of the organization

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	KA3. the organization's policies and procedures for recording and sharing information and the importance of complying with these
	KA4. the importance of validating data/information before use and how to do this
	KA5. the purpose of the CRM database
	KA6. how to use the CRM database to record and extract information
	KA7. the importance of having your data/information reviewed by others
	KA8. the scope of any data/information requirements including the level of detail required
	KA9. the importance of keeping within the scope of work and adhering to timescales
B. Technical Knowledge	You need to know and understand:
	KB1. the range of data/information you may need to provide including the sources and how to do this
	KB2. the range of templates and formats used for data and information including their purpose and how to use these
	KB3. different techniques used to obtain data/information and how to apply these
	KB4. how to carry out rule-based analysis on the data/information
	KB5. typical anomalies that may occur in data/information
	KB6. who to go to in the event of inaccurate data/information and how to report this
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines/procedures
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. follow rule-based decision-making processes
	SB2. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. check your own work meets customer requirements
	SB5. meet and exceed customer expectations
	Problem Solving

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	You need to know and understand how to:
	SB6. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to:
	SB7. configure data and disseminate relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB8. apply balanced judgements to different situations
	Attention to Detail
	You need to know and understand how to:
	SB9. apply good attention to detail
	SB10. check your work is complete and free from errors
	SB11. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB12. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. Use information technology effectively, to input and/or extract data accurately
	SC2. identify and refer anomalies in data
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role

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NOS Version Control

NOS Code	SSC/ N 9004		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]		**Version number**	0.1
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	Business Process Management	**Last reviewed on**	30/04/2013
		Next review date	30/06/2014

NOS

National Occupational Standards

SSC/ N 9005   **Develop your knowledge, skills and competence**

National Occupational Standard
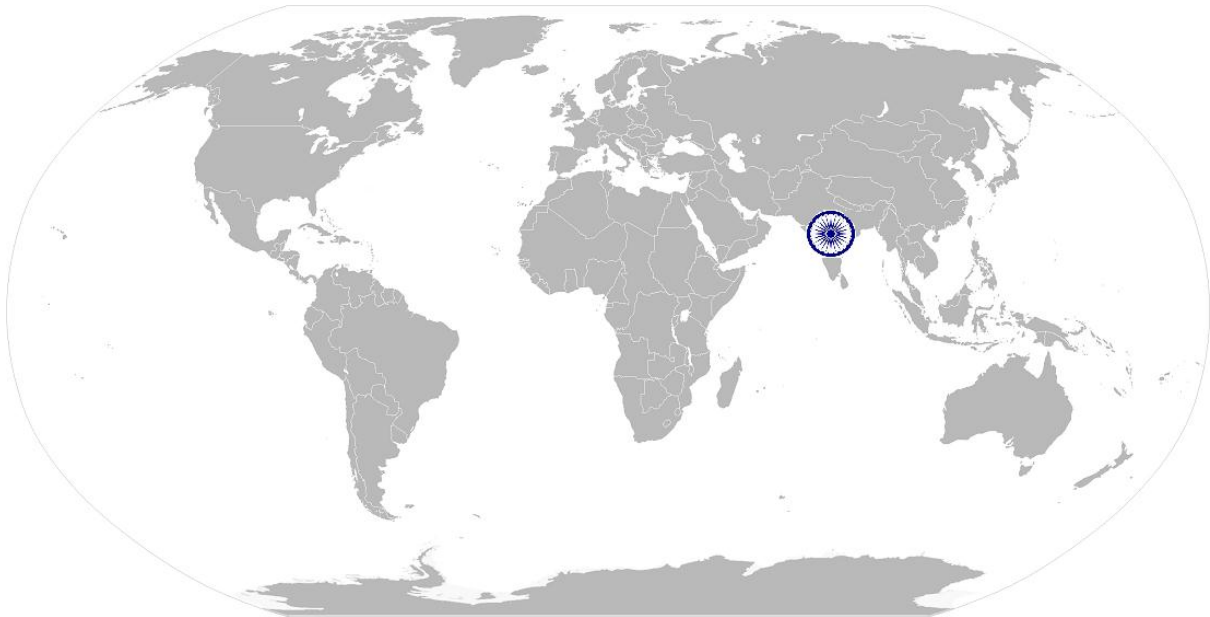
<u>**Overview**</u>

This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.

SSC/ N 9005   **Develop your knowledge, skills and competence**

Unit Code	**SSC/ N 9005**
Unit Title (Task)	**Develop your knowledge, skills and competence**
Description	This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required. *Competence* is defined as: the application of knowledge and skills to perform to the standards required.
Scope	This unit/task covers the following: **Appropriate people** may be: - line manager - human resources specialists - learning and development specialists - peers **Job role**: - current responsibilities as defined in your job description - possible future responsibilities **Learning and development activities**: - formal education and training programs, leading to certification - non-formal activities (such as private study, learning from colleagues, project work), designed to meet learning and development objectives but without certification **Appropriate action** may be: - undertaking further learning and development activities - finding further opportunities to apply your knowledge and skills

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. obtain advice and guidance from **appropriate people** to develop your knowledge, skills and competence PC2. identify accurately the knowledge and skills you need for your **job role** PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs PC4. agree with **appropriate people** a plan of **learning and development activities** to address your learning needs PC5. undertake **learning and development activities** in line with your plan PC6. apply your new knowledge and skills in the workplace, under supervision PC7. obtain feedback from **appropriate people** on your knowledge and skills and how effectively you apply them PC8. review your knowledge, skills and competence regularly and take **appropriate action**
Knowledge and Understanding (K)	

Applicable NOS Unit

SSC/ N 9005 **Develop your knowledge, skills and competence**

A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand:
	KA1. the organization's procedures and guidelines for developing your knowledge, skills and competence and your role and responsibilities in relation to this
	KA2. the importance of developing your knowledge, skills and competence to you and the organization
	KA3. methods used by the organization to review skills and knowledge and how to use these methods to review your knowledge and skills against your job role
	KA4. different types of learning and development activities available for your job role and how to access these
	KA5. how to produce a plan to address your learning and development needs , who to agree it with and the importance of undertaking the planned activities
	KA6. different types of support available to help you plan and undertake learning and development activities and how to access these
	KA7. why it is important to maintain records of your learning and development
	KA8. the ways of obtaining and accepting feedback from appropriate people on your knowledge skills and competence
	KA9. how to use feedback to develop in your job role
B. Technical Knowledge	You need to know and understand:
	KB1. the knowledge and skills required in your job role
	KB2. your current learning and development needs in relation to your job role
	KB3. different types of learning styles and methods including those that help you learn best
	KB4. the importance of taking responsibility for your own learning and development
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. communicate with colleagues in writing
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines/procedures
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. ask for clarification and advice from line managers
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. make decisions on a suitable course of action
	Plan and Organize
	You need to know and understand how to:

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	SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB3. check your own work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB4. refer anomalies to the line manager
	Analytical Thinking
	You need to know and understand how to: SB5. analyse data and activities
	Critical Thinking
	You need to know and understand how to: SB6. apply balanced judgements to different situations
	Attention to Detail
	You need to know and understand how to: SB7. apply good attention to detail SB8. check your work is complete and free from errors SB9. get your work checked by peers
	Team Working
	You need to know and understand how to: SB10. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively SC2. agree objectives and work requirements SC3. keep up to date with changes, procedures and practices in your role

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NOS Version Control

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Industry	IT-ITeS	**Drafted on**	30/04/2013
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