

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR IT-ITes INDUSTRY

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

Contact Us:

IT-ITes SSC NASSCOM

E-mail: ssc@nasscom.ir



Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. Glossary of Key Terms.....P.3
4. NOS Units.....P.5

Introduction

Qualifications Pack-Collections Executive

SECTOR: IT-ITES

SUB-SECTOR: Business Process Management

OCCUPATION: Customer Relationship Management

REFERENCE ID: SSC/Q2214

Collections Executive in the IT-ITes Industry is also known as a Field Executive.

Brief Job Description: Individuals in this job are responsible for reconciliation of customer accounts through payment follow ups, sending payment reminders, investigating and solving customers' problems, which may lead to delay in payments, communicate the right information to the customers.

Personal Attributes: This job requires the individual to interact with customers. The individual should be result oriented and should also be able to demonstrate logical thinking and interpersonal skills; ensure prioritization of workload and should be willing to work at a desk-based job for long hours.

Job Details	Qualifications Pack Code	SSC/Q2214		
	Job Role	Collections Executive		
	Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
	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	30/04/15

Job Role	Collections Executive (Field Executive)
Role Description	Manage payment collections from customers and solving customer enquiries.
NVEQF/NVQF level	4
Minimum Educational Qualifications	12th
Maximum Educational Qualifications	Master's Degree in any discipline
Training (Suggested but not mandatory)	Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes etc.
Experience	0-1 year of work experience/internship in a related area
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> SSC/N2320 (Collect payments over the telephone) SSC/N9001 (Manage your work to meet requirements) SSC/N9003 (Maintain a healthy, safe and secure working environment) Optional: Not Applicable
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Table 1: Glossary of Key Terms

Definitions	Keywords /Terms	Description
	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 organization.	
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 organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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.
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

Acronyms

SSC/N2320 Collect payments over the telephone.

National Occupational Standard

Overview

This unit is about collecting payments from customers over the telephone.

SSC/N2320 Collect payments over the telephone.

Applicable NOS Unit

Unit Code	SSC/ N 2320
Unit Title (Task)	Collect payments over the telephone
Description	This unit is about collecting payments from customers over the telephone.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> • supervisor • other members of the finance team • subject matter experts
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. establish contact with customers, following your organization's procedures</p> <p>PC2. introduce yourself and the purpose of your call, following standard scripts</p> <p>PC3. verify customer details and account status, following your organization's procedures</p> <p>PC4. make collections pitches to customers following standard scripts</p> <p>PC5. handle customer queries, objections and rebuttals following standard scripts</p> <p>PC6. negotiate payment terms with customers, within the limits of your competence and authority</p> <p>PC7. refer issues outside your area of competence and authority to appropriate people, following your organization's procedures</p> <p>PC8. confirm with customers their commitment to make payments.</p> <p>PC9. obtain required financial information from customers, following your organization's procedures</p> <p>PC10. update customer account status, following your organization's procedures</p> <p>PC11. comply with relevant standards, policies, procedures and guidelines when collecting payments over the telephone</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's standards, policies, procedures and guidelines for collecting and processing payments over the telephone and your role and responsibilities in relation to this</p> <p>KA2. legislation, regulation, statutory requirements and government guidelines for collections pitches and verbal agreements that apply in the customers geographical area</p> <p>KA3. standard scripts and tools available for collections pitches, customer queries, objections and rebuttals and how to use these</p> <p>KA4. the importance of verifying customer details and account status</p> <p>KA5. the extent of your competence and authority to negotiate payment terms</p>

SSC/N2320 Collect payments over the telephone.

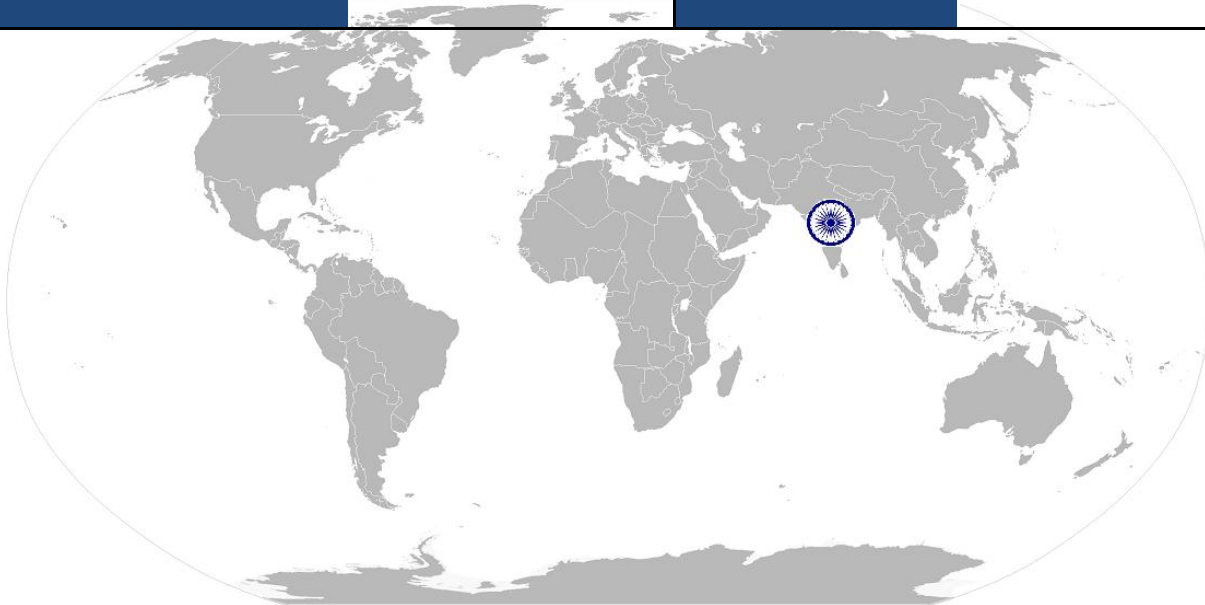
	<p>with customers</p> <p>KA6. relevant aspects of the organization’s credit terms and where payments fall outside these terms</p> <p>KA7. various methods of payment used by clients and the documentation required to process payments</p> <p>KA8. typical issues that may occur when collecting customer payments and how to address these</p> <p>KA9. where to refer issues outside your authority</p> <p>KA10. your organization’s systems and procedures for recording and updating customer details and account status</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. methods and techniques for negotiating payment terms with customer</p> <p>KB2. types of queries regarding payments and standard responses to these</p> <p>KB3. methods used by your organization to obtain customer commitment and the importance of this</p> <p>KB4. methods used by your organization to obtain financial information from customers and the importance of this</p> <p>KB5. how to deal with different types of non-payments and problems</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate well written work with attention to detail</p> <p>SA2. write in at least one local language</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA3. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA4. listen effectively and orally communicate information accurately</p> <p>SA5. ask for clarification and advice from others</p> <p>SA6. communicate orally with colleagues regarding queries</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. follow rule-based decision-making processes</p> <p>SB2. make decisions on suitable courses of action</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB3. plan and organize your work to achieve targets and deadlines</p> <p>Customer Centricity</p>

SSC/N2320 Collect payments over the telephone.

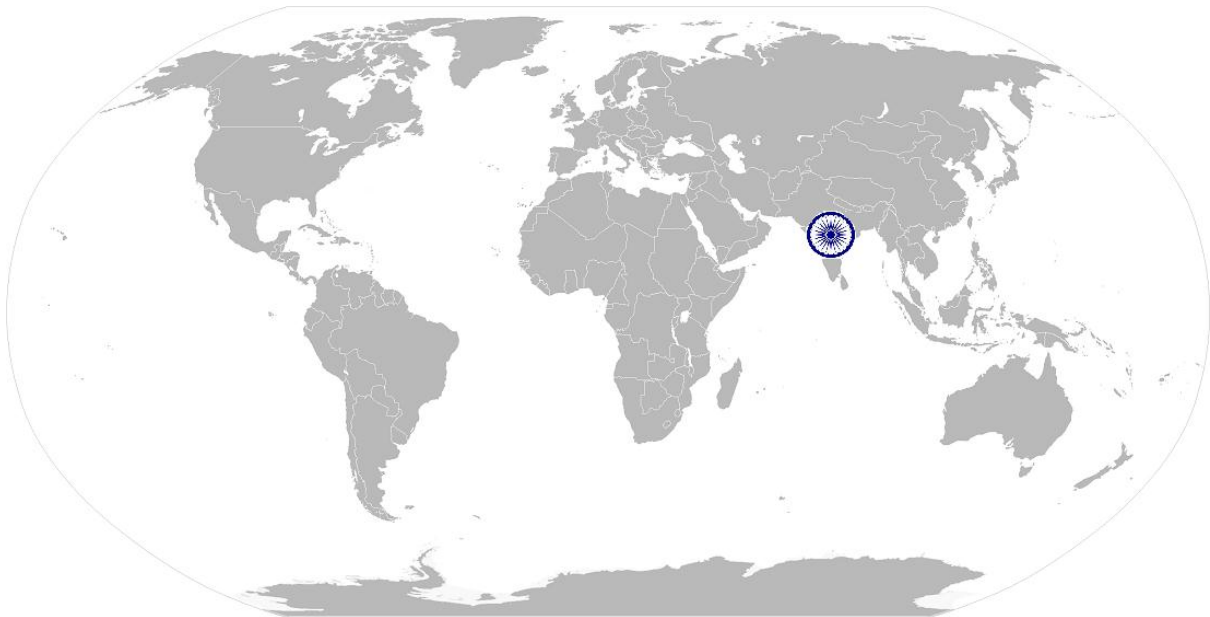
	You need to know and understand how to:
	SB4. build and maintain positive and effective relationships with customers
	SB5. work effectively in a customer facing environment
	SB6. deliver consistent and reliable service to customers
	SB7. check your own work meets customer requirements
	SB8. carry out 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. refer anomalies to the line manager
	SB10. apply problem-solving approaches in different situations
SB11. seek clarification on problems from others	
Analytical Thinking	
You need to know and understand how to:	
SB12. pass on relevant information to others	
SB13. analyze data and activities	
Critical Thinking	
You need to know and understand how to:	
SB14. apply balanced judgments to different situations	
Attention to Detail	
You need to know and understand how to:	
SB15. check your work is complete and free from errors	
Team Working	
You need to know and understand how to:	
SB16. work effectively in a team environment	
SB17. 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. agree objectives and work requirements
	SC4. keep up to date with changes, procedures and practices in your role

SSC/N2320 Collect payments over the telephone.
NOS Version Control

NOS Code	SSC/N2320		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
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 planning and organizing your work in order to complete it to the required standards on time

SSC/N9001

Manage your work to meet requirements

Applicable NOS Unit

Unit Code	SSC/ N 9001
Unit Title (Task)	Manage your work to meet requirements
Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
Scope	<p>This unit/task covers the following:</p> <p>Work requirements:</p> <ul style="list-style-type: none"> • 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) <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • the person requesting the work • members of the team/department • members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> • equipment • materials • information
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your work requirements with appropriate people</p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use resources correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from appropriate people, where necessary</p> <p>PC9. ensure your work meets the agreed requirements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</p> <p>KA2. limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p>

SSC/N9001

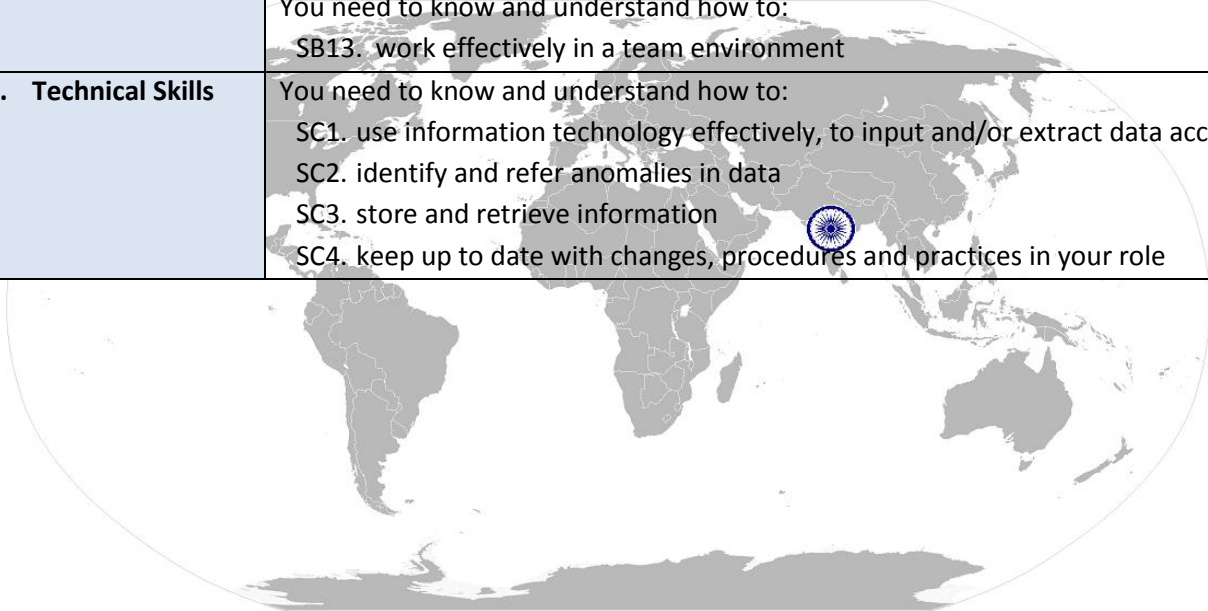
Manage your work to meet requirements

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

SSC/N9001

Manage your work to meet requirements

	<p>You need to know and understand how to:</p> <p>SB8. provide relevant information to others</p> <p>SB9. analyze needs, requirements and dependencies in order to meet your work requirements</p>
	<p>Critical Thinking</p>
	<p>You need to know and understand how to:</p> <p>SB10. apply judgments to different situations</p>
	<p>Attention to Detail</p>
	<p>You need to know and understand how to:</p> <p>SB11. check your work is complete and free from errors</p> <p>SB12. get your work checked by peers</p>
	<p>Team Working</p>
<p>C. Technical Skills</p>	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively, to input and/or extract data accurately</p> <p>SC2. identify and refer anomalies in data</p> <p>SC3. store and retrieve information</p> <p>SC4. keep up to date with changes, procedures and practices in your role</p>



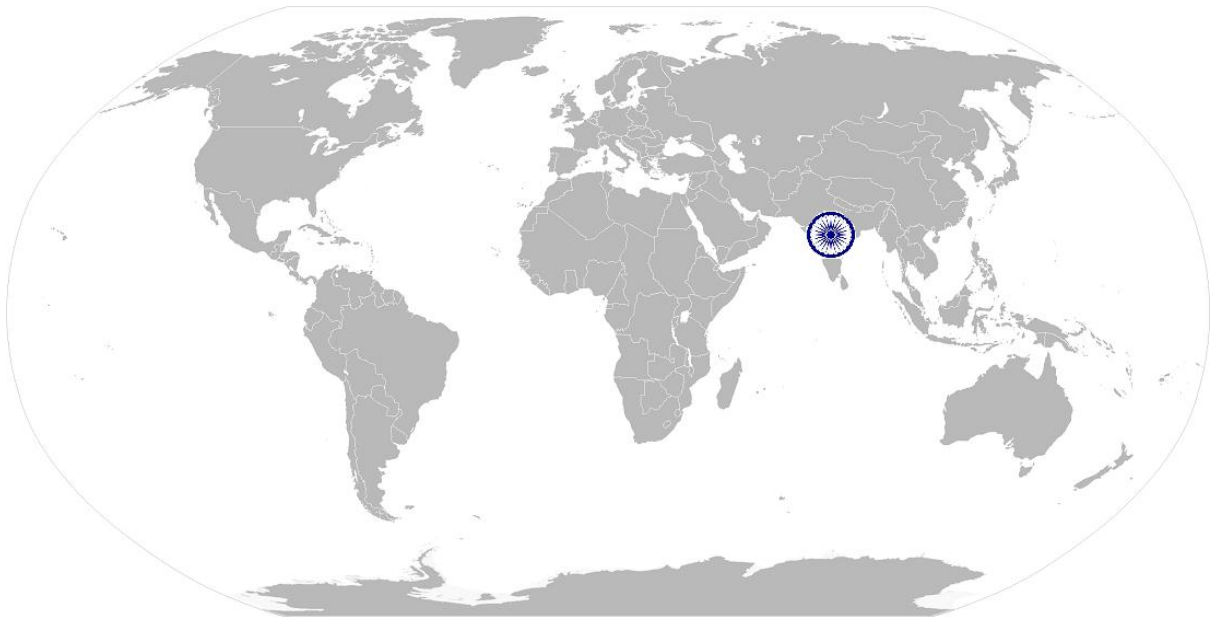
SSC/N9001
NOS Version Control

Manage your work to meet requirements

NOS Code	SSC/N9001		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
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/N9003 Maintain a healthy, safe and secure working environment.

Applicable NOS Unit

Unit Code	SSC/ N 9003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/task covers the following:</p> <p>Emergency procedures:</p> <ul style="list-style-type: none"> • illness • accidents • fires • other reasons to evacuate the premises • breaches of security
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. follow your organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC1. complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. limits of your responsibility for dealing with hazards</p> <p>KA5. your organization's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>

SSC/N9003

Maintain a healthy, safe and secure working environment.

<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. government agencies in the areas of safety, health and security and their norms and services</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. make decisions on suitable courses of action</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to meet health, safety and security requirements</p> <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <p>SB3. build and maintain positive and effective relationships with colleagues and customers</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB4. apply problem solving approaches in different situations</p> <p>Analytical Thinking</p> <p>You need to know and understand how to:</p> <p>SB5. analyze data and activities</p> <p>Critical Thinking</p> <p>You need to know and understand how to:</p> <p>SB6. apply balanced judgments to different situations</p>

SSC/N9003

Maintain a healthy, safe and secure working environment.

	Attention to Detail
	You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. 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



SSC/N9003 Maintain a healthy, safe and secure working environment.

NOS Version Control

NOS Code	SSC/N9003		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
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

