

## Frequently asked questions

### 1. What do TSSC and Nasscom stand for

TSSC - Telecom Sector Skills Council ([www.TSSCindia.com](http://www.TSSCindia.com)) and Nasscom ([www.nasscom.in](http://www.nasscom.in)) are the sector skills councils for the telecom and IT/BPO industries who are working with the PMO backed National Skills Development Council with the objective of bringing funded courses for students. NASSCOM and TSSC have developed industry endorsed courses in IT, BPO and Telecom sectors, which are available under STAR scheme for students to enhance their skills and make them industry ready.

### 2. What is the STAR scheme

**STAR scheme is announced by the Govt of India,**

- The objective of this Scheme is to encourage skill development for youth by providing monetary rewards for successful completion of approved training programs. Specifically, the Scheme aims to:
- Increase productivity of the existing workforce and align the training and certification to the needs of the country.
- Provide Monetary Awards for Skill Certification to boost employability and productivity of youth by incentivizing them for skill trainings
- Reward candidates undergoing skill training by authorized institutions at an average monetary reward of Rs. 10,000 (Rupees Ten Thousand) per candidate.
- Benefit 10 lakh youth at an approximate total cost of Rs. 1,000 Crores.

### 3. What are the eligibility criteria for the STAR scheme?

This scheme is available to any student of Indian nationality who:

- Undergoes a skill development training in an eligible sector by an eligible training provider.
- Is availing of this monetary award for the first and only time during the operation of this scheme

#### 4. What are the benefits of the TSSC/ Nasscom programs

- The students will be given an industry endorsed program certificate certified by TSSC or Nasscom, which are nationally respected industry institutions set up by Govt
- Rigorous assessment and certification process ensures high industry respect and ensures higher employability
- The student will join a central portal SDMC, which would act as an employment exchange, for IT, BPO and Telecom industry to source talent from
- The student shall enhance/obtain skills which the industry considers essential for employment
- programs have been designed to build more than 50% practical skills. Focus will be on adoption of skills rather than theory. The assessments will be completely practical
- Reimbursement of entire training cost (except certification and examination cost) shall be done by the government on successful completion and passing the exam
- The skills being trained, are essential skills, which can even be used in other industries. For example, a sales program under TSSC would be equally useful for sales career in any other service oriented industry

#### 5. What are the programs that I can join?

##### TSSC :

- Customer Relationship Management – Voice operations
- Retail Centre Customer Relationship Management
- Sales Best Practices – Telecom Broadband

##### NASSCOM :

- Customer Relationship Management- Voice
- Customer Relationship Management- Back Office
- Data entry operation
- Collections Management

**6. Is there a provision for trial classes/sessions before actually enrolling for the programs?**

No, there is no provision of trial classes, however you can go through the TSSC ([www.TSSCindia.com](http://www.TSSCindia.com)) and Nasscom ([www.nascom.in](http://www.nascom.in)) websites and go through the course details before enrolling for the programs.

**7. Can I join 2 programs simultaneously or start another program after the completion of one program?**

You can enrol yourselves for as many programs you wish, however the moneyback scheme will be applicable for only one program

Please be aware that as per STAR scheme the trainee can get the refund of the award money only once

**8. What will happen to the moneyback if I do not pass the assessment**

If a student does not clear the assessment test, he will not get the money back. However, he can attend another training batch at no extra cost, pay an additional examination/certification fees to Govt, and give the exam again

**9. Do I get a guarantee that I will get a good job after attaining the certificate?**

**We are not providing a guarantee, however:-**

- Each student taking training under this scheme, will be mandatorily registered in SDMC, a central repository portal of talent pool, maintained by NSDC (National skills Development Council), a Govt enterprise
- All employers who have registered under this scheme (more than 200 telecom companies) will have access to this database for their hiring requirements.
- These students with a TSSc certification will be given a preference over those who do not have this certification, as the employer knows that these students have higher employability, and can become productive as soon as they join
- Apart from this, Xntuate will arrange a letter of appreciation from TSSC for signing up for this program

## 10. How do I enrol for the program

### Option 1

- In case Xntuate team has reached out to your institute/university and put up posters/announcements on the notice board including the enrolment forms and batch dates, you can fill the form and enrol for the program

### Option 2

Incase Xntuate staff has not reached out to your institute yet, You can visit our website ([www.xntuate.com](http://www.xntuate.com)), download the enrolment form from the student section. Drop an email at [smrithi.juneja@xntuate.com](mailto:smrithi.juneja@xntuate.com), we will reach out to you and ensure that you are included in the batch

## 11. What is the TSSC course duration

### How many hours / day & how many days a week ?

4 hours per day, alternate days, for 24-25 days, Assignments/project work will be given in days in between classroom sessions

## 12. Do the assignments, projects, tests etc carry weightage that will add up to the final assessment?

The assessment and projects will contribute to the internalization of skills mandated for the course. The assessment questions relate not to the theory but how you have internalized the skills.

## 13. What is the Nasscom course duration

### How many hours / day & how many days a week ?

Nasscom programs are designed as a 120 hours program to be delivered over a 20 week semester

80 - 90 hours will be class room sessions and rest assignment days. These will span over 40 days

## 14. I am not an Indian national, can I still attend this program?

No, this program is only for Indian nationals

## 15. Is there an minimum educational criteria for enrolling for these programs?

**TSSC** - All first year –final students across all undergraduate streams of universities – full time or distance learning can apply for TSSC courses.

**Nasscom** - These courses are targeted for students from 10<sup>th</sup> standard to Diploma/Graduation

The minimum criteria is enclosed below.

S No	TSSC Programs	Eligibility		
		Minimum qualifications	Maximum qualifications	Experience <i>0 = a current UG student can avail training</i>
1	Customer Relationship Management – Voice operations	10+2	Graduate in any stream	0-1 years
2	Retail Centre Customer Relationship Management	10+2	Graduate in any stream	2-3 years of sales / call centre work experience
3	Sales Best Practices – Telecom Broadband	Any Graduate	MBA Sales	0-1 year in Telecom Industry
4	Sales Best Practices – Field (FSE)	10+2	Graduate in any stream	0-1 year

S No	Nasscom Programs	Eligibility		
		Minimum qualifications	Maximum qualifications	Experience <i>0 = a current UG student can avail training</i>
1	Customer Relationship Management- Voice	10 <sup>th</sup>	Masters Degree	0-1 years
2	Customer Relationship Management- Back Office	10 <sup>th</sup>	Masters Degree	0-1 year
3	Data entry operation	10 <sup>th</sup>	Diploma in computer Science	0-1 years
4	Collections Management	12 <sup>th</sup>	Masters Degree	0-1 year

**16. What is the guarantee that I will get my money refunded after I clear the assessment**

These programs are launched by Telecom and IT/BPO Sector skills Councils which are backed by PMO and Government of India driven organizations like National Skills Development Council. The money back scheme has been announced by Union Finance Minister Sh. Chidambaram. Feel free to check all details in the below mentioned link

<http://pib.nic.in/newsite/erelease.aspx?relid=98315>

**17. What is the difference between Customer Service Executive - Call centre with TSSC and Customer Relationship management - Voice with Nasscom?**

TSSC will be telecom specific, and Nasscom will be industry neutral. Both will be for domestic call center operations

**18. What is the fee that I need to pay for these programs**

- Rs 12,000/-

**19. What is the money that will be refunded to me if I clear the assessment .**

The fee, less the certification and assessment fee (upto a maximum of Rs. 10,000/-) shall be refunded by the government on successful completion of the program and the student clearing the assessment

**20. Where will the training happen?**

The training shall happen at your college/university/institute premises

**21. Who will refund the money to me when I clear the assessment**

The money shall be directly get deposited to your bank account by NSDC on successfully passing the assessment.

**22. What is SDMC registration**

SDMC is the skill registry portal of NDMC is like an employment exchange, for IT, BPO and Telecom industry to source talent from

All students who enroll a batch, would get entered into the SDMC portal. This would enter all relevant details of the student, including his UID or mobile no, his bank account number. The amount will be credited directly into the students bank account, subject to his/her having passed the assessment with minimum prescribed marks

**23. Which are the jobs that I can apply for after completing Nasscom trainings**

These are listed below

Programs	Potential positions that can be applied for - Nasscom
CRM- Voice Operations	<ul style="list-style-type: none"> <li>• Customer Service Associate,</li> <li>• Customer Service Representative,</li> <li>• Customer Care Executive,</li> <li>• Customer Service Advisor,</li> <li>• Helpdesk Coordinator,</li> <li>• Customer Support Representative,</li> <li>• Support Engineer,</li> <li>• Support Consultant,</li> <li>• Process Associate-Voice</li> </ul>
CRM- back office Operations	<ul style="list-style-type: none"> <li>• Customer Service Associate,</li> <li>• Customer Service Representative,</li> <li>• Customer Care Executive,</li> <li>• Customer Service Advisor,</li> <li>• Helpdesk Coordinator,</li> <li>• Customer Support Representative,</li> <li>• Support Engineer,</li> <li>• Support Consultant,</li> <li>• Process Associate- Transaction</li> </ul>
Data Entry Operations	<ul style="list-style-type: none"> <li>• Data entry operator</li> </ul>
Collections	<ul style="list-style-type: none"> <li>• Collections Incharge,</li> <li>• Collections Executive</li> </ul>

**24. Which are the jobs that I can apply for after completing TSSC trainings**

NOS	Potential positions that can be applied for
CRM - Voice Operations	<ul style="list-style-type: none"> <li>• Customer Service Representative</li> <li>• Customer Care Associate</li> <li>• Customer Relationship Officers</li> <li>• Call Centre Executive</li> </ul>

Retail Centre - Customer Relationship Management	<ul style="list-style-type: none"> <li>• Customer Service Representative</li> <li>• Customer Care Associate</li> <li>• Showroom Executive</li> <li>• Customer Relationship Officer</li> <li>• Customer Service Executive</li> <li>• Store Executive</li> <li>• Retail Executive.</li> </ul>
Sales Best Practices – Field (FSE)	<ul style="list-style-type: none"> <li>• Distributor Sales Representative (DSR).</li> <li>• Field Sales Executive</li> <li>• Distributor Sales Executive (DSE)</li> </ul>
Best Practices - Distribution	<ul style="list-style-type: none"> <li>• Field Service Executive</li> <li>• Distributor Sales Executive</li> <li>• Field Sales</li> </ul>
In-Store Promotion	<ul style="list-style-type: none"> <li>• In-Shop Promoter</li> <li>• Sales Representative</li> <li>• Retail Sales Representative</li> <li>• Sales Executive.</li> </ul>
Sales Best Practices – Telecom Broadband	<ul style="list-style-type: none"> <li>• Territory Sales Executive</li> <li>• Territory Sales Representative</li> <li>• Field Sales Executive/ Field Sales Representative</li> <li>• Feet on Street (FOS)</li> <li>• Business Development Executive.</li> </ul>

**25. What are the skills that I can develop/enhance with the Nasscom training programs**

Nasscom programs	Attributes students can enhance after the training
CRM- Voice Operations	<ul style="list-style-type: none"> <li>• Build rapport with customers</li> <li>• Handle irate/difficult customers</li> <li>• Provide quality service</li> <li>• Communicate effectively on email and phone</li> <li>• Increase your credibility with customers</li> <li>• How to make great first impression</li> <li>• result orientation,</li> <li>• Logical thinking interpersonal skills;</li> <li>• Decision making, problem solving, critical thinking, and listening skills</li> <li>• Become skilled at identifying causes of customer dissatisfaction.</li> <li>• How to maintain control, quality, efficiency and professionalism</li> </ul>



CRM- back office Operations	<ul style="list-style-type: none"> <li>• Build rapport with customers through powerful emails</li> <li>• Provide quality service to customers</li> <li>• Communicate effectively on email and phone</li> <li>• Increase your credibility with customers</li> <li>• result orientation</li> <li>• logical thinking and interpersonal skills;</li> <li>• Decision making, problem solving and critical thinking skills,</li> <li>• Attention to detail, analytical thinking</li> </ul>
Data Entry Operation	<ul style="list-style-type: none"> <li>• Database management systems</li> <li>• IT initiatives,</li> <li>• analytical thinking, critical thinking,</li> <li>• planning and organizing skills,</li> <li>• Data entry tools and procedures</li> </ul>
Collections	<ul style="list-style-type: none"> <li>• Active listening and paraphrasing skills</li> <li>• Result orientation, logical thinking, interpersonal skills,</li> <li>• customer centricity, problem solving, analytical thinking,</li> <li>• attention to detail, work prioritization,</li> <li>• How to empathize with customer</li> <li>• Assertiveness</li> </ul>

**26. What are the skills that I can develop/enhance with the TSSC training programs**

<b>TSSC Programs</b>	<b>Attributes students can enhance</b>
CRM - Voice Operations	<ul style="list-style-type: none"> <li>• Communication with a clear diction,</li> <li>• Communicate compellingly,</li> <li>• problem solving skills,</li> <li>• strong customer centricity, listening skills,</li> <li>• build rapport with customers,</li> <li>• Handling difficult customers.</li> <li>• How to make a great first impression</li> </ul>
Retail Centre - Customer Relationship Management	<ul style="list-style-type: none"> <li>• Communicate compellingly and with a clear diction,</li> <li>• problem solving skills;</li> <li>• strong customer service focus;</li> <li>• Handling difficult and irate customers ,</li> <li>• Ability to work under pressure.</li> </ul>

Sales Best Practices – Field (FSE)	<ul style="list-style-type: none"> <li>• Have strong customer focus;</li> <li>• Learn know how to manage customer relationships;</li> <li>• meet customers with confidence,</li> <li>• pitch your sales efficiently to get maximum results.</li> <li>• Be in line with the pulse of the market;</li> <li>• Be target focused and possess active listening skills.</li> <li>• Maximizing persuasion and influencing,</li> <li>• matching customer needs with product benefits</li> </ul>
Best Practices - Distribution	<ul style="list-style-type: none"> <li>• Maximizing persuasion and influencing,</li> <li>• build rapport with customers</li> <li>• Pitch your sales efficiently to get maximum results,</li> <li>• Matching customer needs with product benefits,</li> </ul>
In-Store Promotion	<ul style="list-style-type: none"> <li>• Influencing and persuasion skills;</li> <li>• verbal and non-verbal communication skills,</li> <li>• time management, selling skills</li> </ul>
Sales Best Practices – Telecom Broadband	<ul style="list-style-type: none"> <li>• Effective negotiation and influencing;</li> <li>• meet customers with confidence,</li> <li>• be customer centric and proactive,</li> <li>• different selling styles,</li> <li>• up-selling, cross selling, Mis-selling</li> <li>• suspecting and prospecting,</li> <li>• matching customer needs with product benefits,</li> </ul>

**27. Will there be cab/conveyance facility available for students?**

No there will not be any cab facility, the training will happen at your current institute itself where you are pursuing your education

**28. Do I have to pay the full amount while enrolling for a program?**

Yes, the full payment will need to be paid before enrolling for a program

**29. How do I make the payment for the program and to whom?**

You can make a DD/Cheque in favor of Xntuate Solutions. The Cheque will be accepted only a week prior to the batch start date

**30. Will there be weekly assessments or only one final assessment?**

There will be only one final assessment at the end of the training session, however during the program we shall initiate assignments, tests and project work for guided learning -

**31. When will I get the certificate and the refund?**

Certificate will be issued to all candidates who pass the assessment, within 15 days. You can collect your certificate from the Institute office. The refund will directly get deposited to your bank account by NSDC

**32. Is there a 100% refund on completion of the program?**

The trainee shall get the refund of the fee, less the certification and assessment fee

**33. Is the certification globally recognized?**

these programs are recognized across India

**34. Will there be assessment for both theory and practicals?**

The assessment would completely be practical oriented

**35. If I cannot continue with the program due to unavoidable reasons, will my fee be refunded?**

No the fee is non refundable

The refund by the Govt. under the STAR scheme, is subject to the student attending the training batch regularly, completes all project work and assignments as prescribed during time to time and passes the assessment carried out by a third part Govt assessment agency with minimum prescribed marks

**36. Can I change venues during the execution of the course?**

No, You cannot change the venue in between the course, you can however choose the location while filling the enrolment form

**37. Which are the documents that I need to enclose along with the enrolment form**

- Passport sized Photograph (two)
- copy of UID card
- Certificate of last education completed
- ID proof (driving license/voters ID card)
- Proof of residence (Ration card/driving license/voters ID card)
- BPL(Below poverty line) certificate if applicable

**38. What if I don't have a UID number or a bank account?**

UID number (as per Govt. norms) and bank account in the student name is mandatory as this would facilitate online money transfer to the trainee's account, on certification.

Adequate assistance can be however provided by Xntuate to the trainee to facilitate obtaining the UID number

As an interim measure, if the trainee does not have a UID number and a bank account number, the trainee can use the mobile number to enrol in the training program provided the mobile number is registered in his name. After enrolling, the trainee needs to open a bank account mandatorily