**Broadcast Engineering Consultants India Limited (BECIL)**

**BIHAR SKILL DEVELOPMENT MISSION   
2020-21**

**2021-22  
2022-23**

**55 - DAYS PROGRAM**

It’s Objective, learning outcomes, Modules, assessments and material list

**CERTIFICATE PROGRAM IN ASSOCIATE CRM**

|  |  |
| --- | --- |
| Submitted to **:-**  **Bihar Skill Development Mission,Labour Resources Department, GoB** | Submitted By **:- Broadcast Engineering Consultants India Limited (BECIL)** |
| Session – 2020-21  2021-22  2022-23 |

Course name: **Certificate Course in Associate CRM**

* Course Id- SSC/Q2202
* Candidate Eligibility : **Graduate degree/ diploma in any discipline**
* Course Duration: 55 days

Course Duration

* Theory duration :100
* Practical duration : 300
* Entrepreneurship & Soft skills : 40
* Total Course Duration : **440**

**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

**Name and address of submitting body:**

**Broadcast Engineering Consultants India Limited (BECIL)**

**Name and contact details of individual dealing with the submission**

**Name :** Mr. Deepak Sharma

**Position** **in** **the** **organization** : Head Government Business

**Tel number(s) :** 9999680018

**Website**               : https://www.becil.com/

**E-mail address :** deepakbecil@gmail.com

**List of documents submitted in support of the Qualifications File**

1. Curriculum Document

**SUMMARY**

|  |  |
| --- | --- |
| **Qualification Title** | **Certificate in Associate CRM** |
| **Qualification Code** | **SSC/Q2202** |
| **Nature and purpose of the qualification** | **Nature**  **55 days Certificate Course in Associate CRM**  **Purpose**  **Individuals in this job receive and make telephone calls which are primarily scripted, basic and routine with the assistance of a computerized system. They answer inquiries, resolve problems, record complaints and/or receive feedback.**  . |
| **Body/bodies which will award the qualification** | **Broadcast Engineering Consultants India Limited (BECIL)** |
| **Occupation(s) to which the qualification gives access** | **Customer Relationship Management** |
| **Entry requirements and / or recommendations** | **Graduate degree/ diploma in any discipline** |

1. **OBJECTIVE OF THE COURSE: -**

Individuals in this job receive and make telephone calls which are primarily scripted, basic and routine with the assistance of a computerized system. They answer inquiries, resolve problems, record complaints and/or receive feedback.

1. **Training Outcomes :-**

After completing this programme, participants will be able to:

* Collect payments over the telephone. 
* Convert customer inquiries into sales. 
* Make outbound telesales calls. 
* Deal remotely with customer queries. 
* Manage your work to meet requirements. 
* Work effectively with colleagues. 
* Maintain a healthy, safe and secure working environment. 
* Provide data/information in standard formats. 
* Develop your knowledge, skills and competence.

1. **MODULE- 55 DAYS (CERTIFICATE PROGRAM IN ASSOCIATE CRM)**

|  |  |
| --- | --- |
| **DURATION :- 55 DAYS**  **CERTFICATE PROGRAM IN ASSOCIATE CRM** | |
| **MODULE CODE & NAMES** |  |
| **1** | **Code :- SSC/N2308**  **Module :-** Collect payments over the telephone |
| **OBJECTIVE OF THE MODULES** | **This unit is about collecting payments from customers over the telephone.** |
| **SCOPE** | This unit/task covers the following:  **Appropriate people**:   supervisor   other members of the finance team   subject matter experts |
| **Performance Criteria (PC) w.r.t. the Scope** | PC1. establish contact with customers, following your organization’s procedures  PC2. introduce yourself and the purpose of your call, following standard scripts  PC3. verify customer details and account status, following your organization’s  procedures  PC4. make collections pitches to customers following standard scripts  PC5. handle customer queries, objections and rebuttals following standard scripts  PC6. negotiate payment terms with customers, within the limits of your  competence and authority  PC7. refer issues outside your area of competence and authority to appropriate  people, following your organization’s procedures  PC8. confirm with customers their commitment to make payments  PC9. obtain required financial information from customers, following your  organization’s procedures  PC10. update customer account status, following your organization’s procedures  PC11. comply with relevant standards, policies, procedures and guidelines when  collecting payments over the telephone |
| **2** | **Code :- SSC/N3001**  **Module :-** Convert customer Inquiries into sales |
| **OBJECTIVE OF THE MODULES** | This unit is about using opportunities provided by inbound telephone calls to sell products/services to  customers. It includes up-selling and cross-selling. |
| **SCOPE** | This unit/task covers the following:  **Customers**:   existing customers making inbound telephone calls   prospective customers making inbound telephone calls  **Appropriate people**:   supervisor   other members of the sales team   subject matter experts |
| **Performance Criteria (PC) w.r.t. the Scope** | To be competent on the job, you must be able to:  PC1. use information provided by **customers** or accessed from the customer  relationship management (CRM) system to identify any needs  PC2. identify suitable products/services to meet needs  PC3. make convincing sales pitches to **customers** following standard scripts  PC4. handle **customer** queries, objections and rebuttals following standard scripts  PC5. adapt your approach and style to **customer** preferences, within the limits of  your competence and authority  PC6. refer issues outside your area of competence and authority to **appropriate**  **people**, following your organization’s procedures  PC7. identify and act on opportunities to up-sell or cross-sell other products/  services to **customers**  PC8. confirm **customer** wishes and needs in order to close sales  PC9. obtain required financial information from **customers**, following your  organization’s procedures  PC10. complete your organization’s post-sales procedures in order to complete/  fulfill sales  PC11. comply with relevant standards, policies, procedures and guidelines when  converting **customer I**nquiries into sales |
| **3** | **Code :- SSC/N3002**  **Module :-** Maintain a healthy, safe and secure working environment |
| **OBJECTIVE OF THE MODULES** | **This unit is about making telephone calls to customers and prospective customers in order to sell**  **products/services to them.** |
| **SCOPE** | This unit/task covers the following:  **Customers**:   existing customers   prospective customers  **Appropriate people**:   supervisor   other members of the sales team   subject matter experts |
| **Performance Criteria (PC) w.r.t. the Scope** | To be competent, you must be able to:  PC1. establish contact with customers, following your organization’s procedures  PC2. introduce yourself and the purpose of your call, following standard scripts  PC3. obtain information from **customers** to identify their needs  PC4. make convincing sales pitches to **customers** following standard scripts  PC5. handle **customer** queries, objections and rebuttals following standard scripts  PC6. adapt your approach and style to **customer** preferences, within the limits of  your competence and authority  PC7. refer issues outside your area of competence and authority to **appropriate**  **people**, following your organization’s procedures  PC8. identify and act on opportunities to up-sell or cross-sell other products/  services to **customers**  PC9. confirm **customer** wishes and needs in order to close sales  PC10. obtain required financial information from **customers**, following your  organization’s procedures  PC11. complete your organization’s post-sales procedures in order to complete/  fulfill sales  PC12. comply with relevant standards, policies, procedures and guidelines when  making outbound telesales calls |
| **4** | **Code :- SSC/N3003**  **Module :-** Deal remotely with customer queries. |
| **OBJECTIVE OF THE MODULES** | 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 |
| **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 |
| **5** | **Code :- SSC/N9001**  **Module :-** Manage your work to meet requirements |
| **OBJECTIVE OF THE MODULES** | This unit is about planning and organizing your work in order to complete it to the required standards on time. |
| **SCOPE** | This unit/task covers the following:  **Work requirements:**   * activities (what you are required to do) * deliverable (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 |
| **Performance Criteria (PC) w.r.t. the Scope** | To be competent on the job, you must be able to:  PC1. establish and agree your work requirements with appropriate people  PC2. keep your immediate work area clean and tidy  PC3. utilize your time effectively  PC4. use resources correctly and efficiently  PC5. treat confidential information correctly  PC6. work in line with your organization’s policies and procedures  PC7. work within the limits of your job role  PC8. obtain guidance from appropriate people, where necessary  PC9. ensure your work meets the agreed requirements |
| **6** | **Code :- SSC/N9002**  **Module :- Work effectively with colleagues .** |
| **OBJECTIVE OF THE MODULES** | 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 on the job, you must be able to:  PC1. communicate with **colleagues** clearly, concisely and accurately  PC2. work with **colleagues** to integrate your work effectively with them  PC3. pass on essential information to **colleagues** in line with organizational  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** |
| **7** | **Code :- SSC/N9003**  **Module :-** Maintain a healthy, safe and secure working environment |
| **OBJECTIVE OF THE MODULES** | 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 |
| **8** | **Code :- SSC/N9004**  **Module :-** Provide data/information in standard formats |
| **OBJECTIVE OF THE MODULES** | This unit is about providing specified data/information related to your work in  templates or other standard formats. |
| **SCOPE** | 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 |
| **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 |
| **9** | **Code :- SSC/N9005**  **Module :-** Provide data/information in standard formats. |
| **OBJECTIVE OF THE MODULES** | 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. |
| **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 |

| **Sr. No.** | **Module** | **Key Learning Outcomes** | **Equipment Required** |
| --- | --- | --- | --- |
| 1 | Collect payments over the telephone  Theory Duration (hh:mm) 15:00  Practical Duration (hh:mm) 35:00  Corresponding NOS Code SSC/N2308 | The learners should be able to:   * Contact customers as per standard operating procedures. * Make collection pitches to customers. * Manage customer queries and objections with appropriate rebuttals. * Negotiate payment terms with customers. * Reach out to concerned authorities for issues outside area of competence. * Update customer relationship management (CRM) with customer interaction as per * organization’s procedures. | * Access to desktop / laptop; any CRM application, such as Siebel, Zoho.  * PC with intranet, internet access and MSOffice/Open office and CRM  * Telephone, voice recorder, IVR and software / document formats for recording call / interactions  Mini caselets, * Spacious Room / Auditorium  * Instant messenger, chat and email tools to enable mock exercises |
| 2 | Convert customer inquiries into sales  Theory Duration (hh:mm) 12:00  Practical Duration (hh:mm) 38:00  Corresponding NOS Code SSC/N3001 | * Identify customer needs from the customer relationship management (CRM) system. * Align suitable products/services to customer needs.  * Following standard scripts, make sales pitches to customers.  * Answer customer queries and objections.  * Up-sell and cross-sell other products/ services to customers.  * Post confirmation from customer, capture data for completion of sale | * Access to desktop / laptop; any CRM application, such as Siebel, Zoho.  * PC with intranet, internet access and MSOffice/Open office and CRM  * Telephone, voice recorder, IVR and software / document formats for recording call / interactions  Mini caselets, * Spacious Room / Auditorium  * Instant messenger, chat and email tools to enable mock exercises |
| 3 | **Make outbound tele sales calls to customers**  **Theory Duration** (hh:mm) 12:00  **Practical Duration** (hh:mm) 38:00  **Corresponding NOS Code** SSC/N3002 | The learner should be able to:    * Arrange for customer database from the organization’s customer relationship management (CRM) system or the supervisor.  * Make sales pitch to customer as per standard operating process.  * Cite past history, if the call recipient has been a customer before.  * Probe the customer to qualify, establish wants and create the need for your offering.  * Interpret customer queries, isolate objections and provide rebuttals, following standard scripts.  * Update customer relationship management (CRM) system with the sale made. | * Telephone, voice recorder, IVR and software / document formats for recording call / interactions  * Access to desktop / laptop; any CRM application, such as Siebel, Zoho.  * PC with intranet, internet access and MSOffice/Open office and CRM  * Access to one or more tools such as Sales Force |
| 4 | ****Deal remotely with customer queries****  ****Theory Duration (hh:mm) 15:00****  ****Practical Duration (hh:mm) 35:00****  ****Corresponding NOS Code SSC/N3003**** | * Build good rapport with the customer.  * Summarize and reconfirm customer queries.  * Empathize with the customer and indicate your commitment to resolving their queries.  * Use organization’s tool to keep track of the customer query  * Leverage organization internal resources to find a resolution.  ‘ * Post resolution, obtain confirmation from customers and update the organization tracker tool. * The students are able to give concrete result as far as communication skill is concerned. | * Access to desktop / laptop; any CRM application, such as Siebel, Zoho.  * PC with intranet, internet access and MSOffice/Open office and CRM  * Telephone, voice recorder, IVR and software / document formats for recording call / interactions  Mini caselets, * Spacious Room / Auditorium  * Instant messenger, chat and email tools to enable mock exercises |
| 5 | Manage your work to meet requirements  Theory Duration (hh:mm) 12:00  Practical Duration (hh:mm) 38:00  Corresponding NOS Code SSC/N9001 | * Come to an understanding of your work requirements, output, targets with appropriate people as per organization policy.  * Use your time and resources judiciously  * Keep the workplace clean and operate in a tidy environment.  * Treat confidential information correctly. | * Whiteboard and Markers  * LCD Projector and Laptop for presentations  * Training organization’s confidentiality policy |
| 6 | Work effectively with colleagues  Theory Duration (hh:mm) 10:00  Practical Duration (hh:mm) 40:00  Corresponding NOS Code SSC/N9002 | * Communicate with colleagues clearly, concisely and accurately.  * Work with colleagues to integrate your work effectively with theirs.  * Pass on essential information to colleagues in a timely manner.  * Treat people with courtesy, politeness, and kindness, reflecting respect for colleagues.  Inform colleagues in advance if unable to meet deadlines indicating the reasons.  * Resolve any conflicts with colleagues amicably.  * Understand teamwork, multitasking, cooperation, co-ordination and collaboration | * Whiteboard and Markers  LCD Projector and Laptop for presentations  Provision to write emails and send in the lab  Lab with provision for internet, email, word processor and presentation software  Chart paper, markers, picture magazines and old newspapers |
| 7 | Maintain a healthy, safe and secure working environment  Theory Duration (hh:mm) 07:00  Practical Duration (hh:mm) 18:00  Corresponding NOS Code SSC/N9003 | * Comply/adhere with your organization’s current health, safety and security policies and procedures.  * Know correct emergency procedures.  * Report to supervisor or authorized personnel if any hazard is identified. | * Whiteboard and Markers  * LCD Projector and Laptop for presentations  * The training organization’s current health, safety and security policies and procedures * A sample health and safety policy document  Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute |
| 8 | Provide data/ information in standard formats  Theory Duration (hh:mm) 12:00  Practical Duration (hh:mm) 38:00  Corresponding NOS Code SSC/N9004 | * Obtain accurate and up-to-date data/ information in prescribed format from reliable sources.  * Report any unresolved anomalies in the data/information to appropriate people. | * Whiteboard and Markers  * LCD Projector and Laptop for presentations  * Provision for online research in the lab |
| 9 | Develop your knowledge, skills and competence  Theory Duration (hh:mm) 05:00  Practical Duration (hh:mm) 20:00  Corresponding NOS Code SSC/N9005 | * Benchmark your current level of knowledge, skills and competence against your job role  * Plan appropriately any learning and development needs with concerned people.  * Apply acquired new knowledge and skills in the workplace, under supervision. | * Whiteboard and Markers  * LCD Projector and Laptop for presentations  * Provision for online access to all students in the lab |
|  | **Total Duration 440:00**  **Theory Duration 100:00 Practical Duration 300:00**  **Entrepreneurship & soft Skill: 40:00** | * Unique Equipment Required:  * Whiteboard and Markers, LCD Projector and Laptop for presentations, Chart paper  * Lab equipped with the following: PCs/Laptops and Internet with WiFi (Min 2 Mbps Dedicated), provision for email, word processor and presentation software. * CRM application, such as Siebel, Zoho, Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat and email tools to enable mock exercises  * A sample health and safety policy document, Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute  * Supporting software / applications for projecting audio, video, recording,  * Microphone / voice system for lecture and class activities  Handy Camera, Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets * For IT Lab sessions: Computer Lab with 1:1 PC:trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools.  * Assessment and Test Tools for day to day online Tests and Assessments  * Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. |  |

1. **ASSESSMENT / EXAMINATION**

| **ASSESSMENT OUTCOMES** | **Assessment Criteria For Outcome** | **Total marks** |  | **Marks Allocation** | |
| --- | --- | --- | --- | --- | --- |
| **Out of** | **Theory** | **Skills Practical** |
| **1. SSC/N2308 (Collect payments over the**  **telephone)** | PC1. establish contact with customers, following your organization’s procedures | **100** | 10 | 10 | 0 |
| PC2. introduce yourself and the purpose of your call, following standard scripts | 10 | 0 | 10 |
| PC3. verify customer details and account status, following your organization’s procedures | 10 | 0 | 10 |
| PC4. make collections pitches to customers following standard scripts | 10 | 0 | 10 |
| PC5. handle customer queries, objections and rebuttals following standard scripts | 10 | 0 | 10 |
| PC6. negotiate payment terms with customers, within the limits of your competence and authority | 10 | 10 | 0 |
| PC7. refer issues outside your area of competence and authority to appropriate people, following your organization’s procedures | 10 | 0 | 10 |
| PC8. confirm with customers their commitment to make payments | 10 | 10 | 0 |
| PC9. obtain required financial information from customers, following your | 10 | 0 | 10 |
|  | PC10. update customer account status, following your organization’s procedures |  | 10 | 0 | 10 |
|  | | **Total** | **100** | 30 | **70** |
| **2. SSC/N3001 (Convert**  **customer inquiries into sales)** | PC1. use information provided by **customers** or accessed from the customer relationship management (CRM) system to identify any needs | **100** | 10 | 10 | 0 |
| PC2. identify suitable products/services to meet needs | 10 | 0 | 10 |
| PC3. make convincing sales pitches to **customers** following standard scripts | 10 | 0 | 10 |
| PC4. handle **customer** queries, objections and rebuttals following standard scripts | 10 | 0 | 10 |
| PC5. adapt your approach and style to **customer** preferences, within the limits of | 10 | 0 | 10 |
| PC6. refer issues outside your area of competence and authority to **appropriate people**, following your organization’s procedures | 10 | 10 | 0 |
| PC7. identify and act on opportunities to up-sell or cross-sell other products/ services to customers | 10 | 0 | 10 |
| PC8. confirm customer wishes and needs in order to close sales | 5 | 0 | 5 |
| PC9. obtain required financial information from customers, following your organization’s procedures | 5 | 5 | 0 |
| PC10. complete your organization’s post-sales procedures in order to complete/ fulfill sales | 10 | 0 | 10 |
| PC11. comply with relevant standards, policies, procedures and guidelines when converting customer inquiries into sales | 10 | 0 | 10 |
|  | | **Total** | **100** | **25** | **75** |
| **3. SSC/N3002 (Make**  **outbound telesales calls)**  **with customer**  **queries)** | PC1.  establish contact with customers,  following your organization’s procedures | **40** | 10 | 10 | 0 |
| PC2.  introduce yourself and the purpose of your  call, following standard scripts | 5 | 0 | 5 |
| PC3.  obtain information from customers to  identify their needs | 5 | 0 | 5 |
| PC4.  make convincing sales pitches to  customers following standard scripts | 10 | 0 | 10 |
| PC5.  handle customer queries, objections and  rebuttals following standard scripts | 10 | 0 | 10 |
| PC6.  adapt your approach and style to customer  preferences, within the limits of your  competence and authority | 10 | 0 | 10 |
| PC7.  refer issues outside your area of  competence and authority to appropriate  people, following your organization’s  Procedure | 10 | 0 | 10 |
|  | PC8. identify and act on opportunities to up-sell or cross-sell other products/ services to Customers |  | 10 | 10 | 0 |
| PC9.  confirm customer wishes and needs in  order to close sales |  | 5 | 0 | 5 |
| PC10.  obtain required financial information  from customers, following your organization’s  Procedures |  | 5 | 5 | 0 |
| PC11.  complete your organization’s post-sales  procedures in order to complete/ fulfill sales |  | 10 | 0 | 10 |
| PC12.  comply with relevant standards, policies,  procedures and guidelines when making  outbound telesales calls |  | 10 | 0 | 10 |
|  |  | **TOTAL** | **100** | **25** | **25** |
| **4.SSC/N3003**  **(Deal remotely with Customer queries)** | PC1. greet customers and verify their details, following your organization’s procedures | **100** | 5 | 0 | 5 |
| PC2. listen carefully to customers and ask appropriate questions to understand the nature of queries | 5 | 0 | 5 |
| PC3. summarize, and obtain customer confirmation of, your understanding of  queries | 10 | 0 | 10 |
| PC4. express your concern for any difficulties caused and your commitment  to resolving queries | 10 | 0 | 10 |
| PC5. record and categorize queries accurately using your organization’s query management tool | 10 | 0 | 10 |
| PC6. refer queries outside your area of competence or authority promptly to appropriate people | 10 | 10 | 0 |
| PC7. access your organization’s knowledge base for solutions to queries, where available | 10 | 0 | 10 |
| PC8. resolve queries within your area of competence or authority in line with organizational guidelines and service  level agreements (SLAs) | 10 | 10 | 0 |
| PC9. obtain advice and guidance from appropriate people, where necessary | 5 | 5 | 0 |
| PC10. obtain confirmation from customers that queries have been resolved to their satisfaction | 5 | 5 | 0 |
| PC11. record the resolution of queries accurately using your organization’s query management tool | 10 | 0 | 10 |
| PC12. comply with relevant standards, policies, procedures and guidelines when  dealing remotely with customer queries | 10 | 0 | 10 |
|  |  | **Total** | 100 | 30 | 70 |
| **5.SSC/N9001**  **(Manage your work to meet requirements)** | PC1. establish and agree your work requirements with appropriate people | **100** | 6.25 | 0 | 6.25 |
| PC2. keep your immediate work area clean and tidy | 12.5 | 6.25 | 6.25 |
| PC3. utilize your time effectively | 12.5 | 6.25 | 6.25 |
| PC4. use resources correctly and efficiently | 18.75 | 6.25 | 12.5 |
| PC5. treat confidential information correctly | 6.25 | 0 | 6.25 |
| PC6. work in line with your organization’s policies and procedures | 12.5 | 0 | 12.5 |
| PC7. work within the limits of your job role | 6.25 | 0 | 6.25 |
| PC8. obtain guidance from appropriate people, where necessary | 6.25 | 0 | 6.25 |
| PC9. ensure your work meets the agreed requirements | 18.75 | 6.25 | 12.5 |
|  | **Total** | 100 | 25 | 75 |
| **6.SSC/N9002**  **(Work effectively with colleagues)** | PC1. communicate with colleagues clearly, concisely and accurately | **100** | 20 | 0 | 20 |
| PC2. work with colleagues to integrate your work effectively with theirs | 10 | 0 | 10 |
| PC3. pass on essential information to colleagues in line with organizational  requirements | 10 | 10 | 0 |
| PC4. work in ways that show respect for colleagues | 20 | 0 | 20 |
| PC5. carry out commitments you have made to colleagues | 10 | 0 | 10 |
| PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons | 10 | 10 | 0 |
| PC7. identify any problems you have working with colleagues and take the initiative to solve these problems | 10 | 0 | 10 |
| PC8. follow the organization’s policies and procedures for working with  colleagues | 10 | 0 | 10 |
|  | **Total** | 100 | 20 | 80 |
| **7.SSC/N9003 (Maintain a healthy, safe and secure working environment)** | PC1. comply with your organization’s current health, safety and security policies and procedures | **100** | 20 | 10 | 10 |
| PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person | 10 | 0 | 10 |
| PC3. identify and correct any hazards that you can deal with safely, competently and  within the limits of your authority | 20 | 10 | 10 |
| 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 | 10 | 0 | 10 |
| PC5. follow your organization’s  **emergency procedures** promptly,  calmly, and efficiently | 20 | 10 | 10 |
| PC6. identify and recommend opportunities for improving health, safety, and security to the designated person | 10 | 0 | 10 |
| PC7. complete any health and safety records legibly and accurately | 10 | 0 | 10 |
|  | **Total** | 100 | 30 | 70 |
| **8.SSC/N9004**  **(Provide data/information in standard formats)** | 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 | **100** | 12.5 | 12.5 | 0 |
| PC2. obtain the data/information from reliable sources | 12.5 | 0 | 12.5 |
| PC3. check that the data/information is accurate, complete and up-to-date | 12.5 | 6.25 | 6.25 |
| PC4. obtain advice or guidance from appropriate people where there are  problems with the data/information | 6.25 | 0 | 6.25 |
| PC5. carry out rule-based analysis of the data/information, if required | 25 | 0 | 25 |
| PC6. insert the data/information into the agreed formats | 12.5 | 0 | 12.5 |
| PC7. check the accuracy of your work, involving colleagues where required | 6.25 | 0 | 6.25 |
| PC8. report any unresolved anomalies in the data/information to appropriate  people | 6.25 | 6.25 | 0 |
| PC9. provide complete, accurate and up- to-date data/information to the appropriate people in the required formats on time | 6.25 | 0 | 6.25 |
|  | **Total** | 100 | 25 | 75 |
| **9.SSC/N9005**  **(Develop your knowledge, skills and competence)** | PC1. obtain advice and guidance from  appropriate people to develop your knowledge, skills and competence | **100** | 10 | 0 | 10 |
| PC2. identify accurately the knowledge and skills you need for your job role | 10 | 0 | 10 |
| PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs | 20 | 10 | 10 |
| PC4. agree with appropriate people a plan of learning and development activities to address your learning needs | 10 | 0 | 10 |
| PC5. undertake learning and development activities in line with your plan | 20 | 10 | 10 |
| PC6. apply your new knowledge and skills in the workplace, under supervision | 10 | 0 | 10 |
| PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them | 10 | 0 | 10 |
| PC8. review your knowledge, skills and  competence regularly and take appropriate action | 10 | 0 | 10 |
|  |  | **Total** | 100 | 20 | 80 |