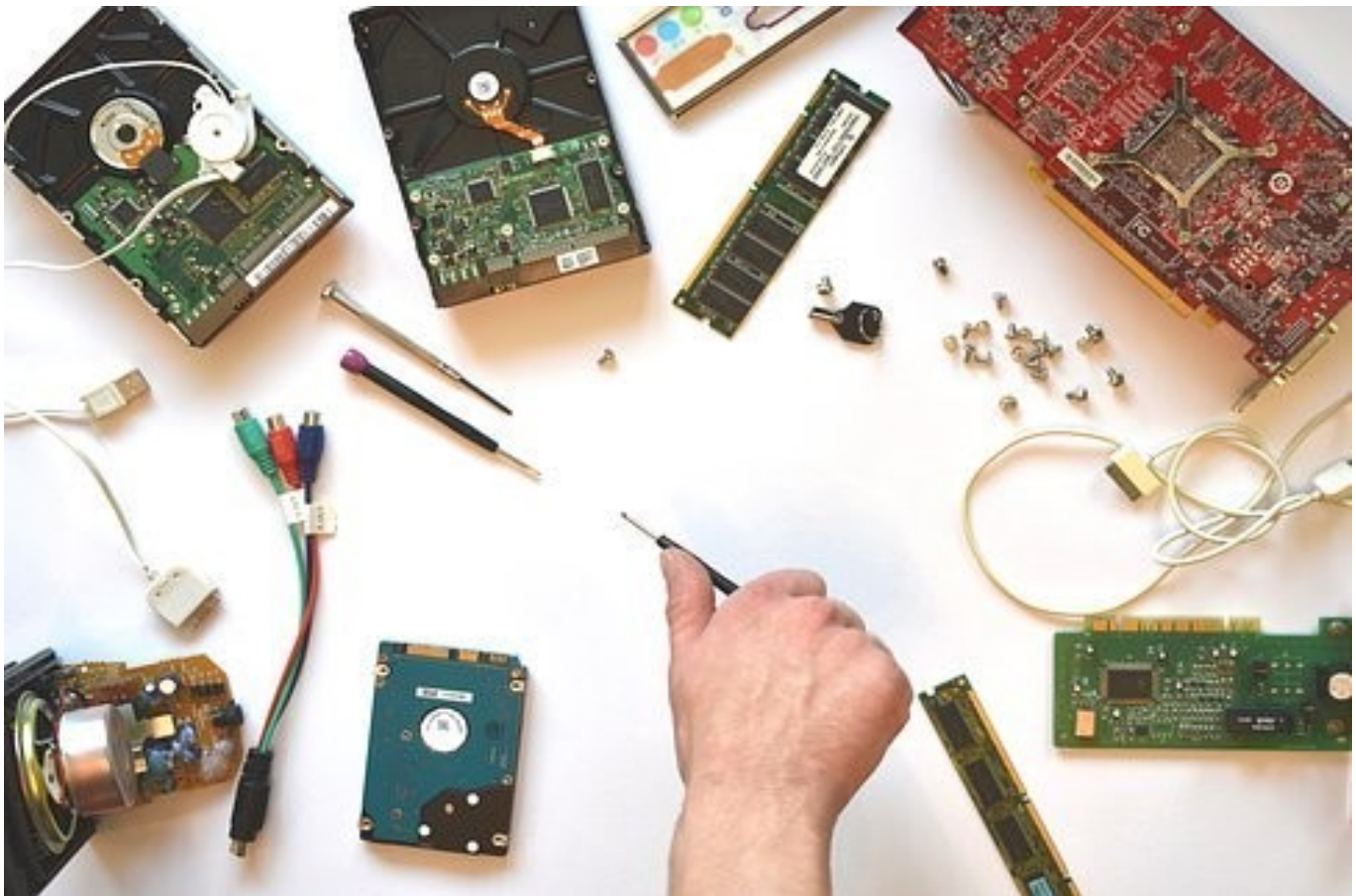**Qualification Pack**

IT Hardware Maintenance Executive

QP Code: ELE/Q4607

Version: 4.0

NSQF Level: 5

Electronics Sector Skills Council of India || 155, 2nd Floor, ESC House Okhla Industrial Area-Phase 3 New Delhi- 110020 || email:anu@essc-india.org

Qualification Pack

Contents

ELE/Q4607: IT Hardware Maintenance Executive

Brief Job Description

The individual is responsible for attending to problems in IT hardware and related software systems problem either as a dedicated engineer at the customer premises (Facility Management) or remotely (Managed Services).

Personal Attributes

The job requires the individual to have the ability to work on multiple IT products, use tools, be alert, analytical and provide round the clock service.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. ELE/N3190: Manage on-premises IT hardware for customers

2. ELE/N3191: Remotely manage and support customer IT systems

3. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	5
Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3512.0501

Minimum Educational Qualification & Experience	Completed 2nd year of UG (UG Diploma) (Physics/Electronics/Electrical/Mechanical/Computer Science) with 1.5 years of experience Relevant Experience in Consumer Electronics & IT Hardware
	        OR
	Completed 3 year diploma after 10th (Electronics/Electrical/Mechanical/Computer Science) with 3 Years of experience Relevant Experience in Consumer Electronics & IT Hardware
	        OR
	Previous relevant Qualification of NSQF Level (4.5) with 1.5 years of experience Relevant Experience in Consumer Electronics & IT Hardware

Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	30/04/2028
NSQC Approval Date	08/05/2025
Version	4.0
Reference code on NQR	QG-05-EH-03977-2025-V4-ESSCI
NQR Version	4.0

Remarks:

NA

ELE/N3190: Manage on-premises IT hardware for customers

Description

This NOS unit is about maintain and monitor customer IT hardware and software systems, ensure asset tracking, perform diagnostics and updates, manage records, and coordinate with customers and superiors to optimize system performance and service delivery.

Scope

The scope covers the following :

- Maintain IT hardware and related software system
- Monitor IT hardware system
- Maintain records of schedules
- Interact with customer and superior

Elements and Performance Criteria

Maintain IT hardware and related software system

To be competent, the user/individual on the job must be able to:

PC1. Assess work requirements using customer records and real-time asset management tools, covering printers, routers, switches, servers, intercoms, video conferencing systems, and connectivity devices.

PC2. Evaluate electronics hardware components and software systems, including end-user computing (EUC), IoT devices, and edge computing systems at the customer's facility.

PC3. Diagnose software issues using automated diagnostic tools and install prescribed software, updates, or patches as required.

PC4. Identify, isolate, and replace faulty electronics components using advanced testing equipment and tools.

PC5. Maintain an electronics components inventory of critical spares, ensuring availability for frequently encountered issues.

PC6. Escalate complex issues requiring external support to vendors or senior engineers using ticketing and escalation platforms.

PC7. Create a digital inventory of all hardware (IT & electronics- PCs, laptops, tablets, IoT devices, routers, switches, intercom systems, and edge computing systems), including warranty details, serial numbers, and service history, using asset management software.

PC8. Maintain comprehensive records of purchase dates, warranty coverage, and scheduled maintenance activities in a centralized database.

PC9. Evaluate asset health and prioritize maintenance schedules based on criticality, redundancy, and predictive analytics.

PC10. Update and manage records of decommissioned assets or those reassigned to employees or returned.

Monitor IT hardware system

To be competent, the user/individual on the job must be able to:

PC11. Identify and download software/recommended tools for monitoring specific systems

PC12. Identify and apply updates for applications, operating systems, and firmware in compliance with the customer's IT policies.

PC13. Implement and manage robust security and access controls for end-user computing devices, including encryption and multi-factor authentication.

PC14. Continuously monitor servers, storage devices, and network infrastructure for seamless operations and early issue detection.

PC15. Ensure proper environmental conditions for IT assets, such as optimal temperature and dust-free zones, using IoT-based monitoring devices.

Maintain records of schedules

To be competent, the user/individual on the job must be able to:

PC16. Update digital logs of daily activities, including wifi connectivity ,preventive and corrective maintenance, software updates, and license renewals.

PC17. Maintain secure documentation of passwords, encryption keys, networking & security protocols, and records of system incidents, including criticality and resolution times.

Interact with customer and superior

To be competent, the user/individual on the job must be able to:

PC18. Collaborate with customers to minimize system downtime and optimize workflow efficiency.

PC19. Communicate non-routine issues, escalations, and customer feedback to supervisors using reporting and collaboration tools.

PC20. Educate customers on preventive measures, best practices, and standard operating procedures to avoid recurring issues.

PC21. Inform customers about product updates, warranty coverage, service costs, and hardware replacement policies.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Understanding the functions, configurations, and troubleshooting techniques for devices like routers, servers, switches, IoT, EUC, and edge computing systems.

KU2. Knowledge of using diagnostic tools to detect software issues and applying patches, updates, and firmware in accordance with IT policies.

KU3. Familiarity with digital tools for real-time asset tracking, including inventory systems for hardware and spare components.

KU4. Understanding the process for escalating unresolved technical problems to vendors or senior engineers through appropriate ticketing platforms.

KU5. Knowledge of predictive maintenance, prioritization based on asset criticality, and routine scheduling for servicing IT infrastructure.

KU6. Understanding of data protection practices including encryption, secure passwords, access management, and multi-factor authentication.

KU7. Awareness of conditions required for optimal operation of IT assets (temperature, humidity, dust control) and the use of IoT sensors for monitoring.

KU8. Knowledge of secure, centralized record-keeping practices for inventory, maintenance, licenses, and incident logs.

KU9. Understanding best practices for informing and educating clients about product usage, preventive measures, service updates, and policies.

KU10. Awareness of organizational and customer-specific IT standards, protocols, and regulatory requirements.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. Ability to assess system health, prioritize maintenance tasks, and predict future issues using analytics.

GS2. Skilled in identifying root causes of hardware/software issues and resolving them using diagnostic tools.

GS3. Proficient in using asset management software, monitoring tools, databases, and reporting platforms.

GS4. Ensuring accuracy in inventory data, software configurations, documentation, and maintenance logs.

GS5. Effectively communicating technical issues, updates, and resolutions to customers and supervisors.

GS6. Proactively supporting customer needs, minimizing downtime, and maintaining a service-first mindset.

GS7. Coordinating with internal teams, vendors, and superiors to ensure seamless issue resolution.

GS8. Managing maintenance schedules, updates, and customer service timelines efficiently.

GS9. Applying best practices in cybersecurity, data protection, and system access management.

GS10. Keeping up with evolving IT tools, technologies, and customer environments for continuous improvement.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain IT hardware and related software system	**20**	**28**	**-**	**3**
PC1. Assess work requirements using customer records and real-time asset management tools, covering printers, routers, switches, servers, intercoms, video conferencing systems, and connectivity devices.	-	-	-	-
PC2. Evaluate electronics hardware components and software systems, including end-user computing (EUC), IoT devices, and edge computing systems at the customer's facility.	-	-	-	-
PC3. Diagnose software issues using automated diagnostic tools and install prescribed software, updates, or patches as required.	-	-	-	-
PC4. Identify, isolate, and replace faulty electronics components using advanced testing equipment and tools.	-	-	-	-
PC5. Maintain an electronics components inventory of critical spares, ensuring availability for frequently encountered issues.	-	-	-	-
PC6. Escalate complex issues requiring external support to vendors or senior engineers using ticketing and escalation platforms.	-	-	-	-
PC7. Create a digital inventory of all hardware (IT & electronics- PCs, laptops, tablets, IoT devices, routers, switches, intercom systems, and edge computing systems), including warranty details, serial numbers, and service history, using asset management software.	-	-	-	-
PC8. Maintain comprehensive records of purchase dates, warranty coverage, and scheduled maintenance activities in a centralized database.	-	-	-	-
PC9. Evaluate asset health and prioritize maintenance schedules based on criticality, redundancy, and predictive analytics.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Update and manage records of decommissioned assets or those reassigned to employees or returned.	-	-	-	-
Monitor IT hardware system	**10**	**10**	**-**	**1**
PC11. Identify and download software/recommended tools for monitoring specific systems	-	-	-	-
PC12. Identify and apply updates for applications, operating systems, and firmware in compliance with the customer's IT policies.	-	-	-	-
PC13. Implement and manage robust security and access controls for end-user computing devices, including encryption and multi-factor authentication.	-	-	-	-
PC14. Continuously monitor servers, storage devices, and network infrastructure for seamless operations and early issue detection.	-	-	-	-
PC15. Ensure proper environmental conditions for IT assets, such as optimal temperature and dust-free zones, using IoT-based monitoring devices.	-	-	-	-
Maintain records of schedules	**4**	**4**	**-**	**1**
PC16. Update digital logs of daily activities, including wifi connectivity ,preventive and corrective maintenance, software updates, and license renewals.	-	-	-	-
PC17. Maintain secure documentation of passwords, encryption keys, networking & security protocols, and records of system incidents, including criticality and resolution times.	-	-	-	-
Interact with customer and superior	**6**	**8**	**-**	**5**
PC18. Collaborate with customers to minimize system downtime and optimize workflow efficiency.	-	-	-	-
PC19. Communicate non-routine issues, escalations, and customer feedback to supervisors using reporting and collaboration tools.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. Educate customers on preventive measures, best practices, and standard operating procedures to avoid recurring issues.	-	-	-	-
PC21. Inform customers about product updates, warranty coverage, service costs, and hardware replacement policies.	-	-	-	-
NOS Total	**40**	**50**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3190
NOS Name	Manage on-premises IT hardware for customers
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	5
Credits	9
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

ELE/N3191: Remotely manage and support customer IT systems

Description

This NOS unit is about remotely monitor IT systems, identify and troubleshoot issues in real time, ensure compliance with escalation protocols, and enhance system performance through proactive diagnostics and tool optimization.

Scope

The scope covers the following :

- Monitor systems remotely
- Manage errors and problems

Elements and Performance Criteria

Monitor systems remotely

To be competent, the user/individual on the job must be able to:

PC1. Use monitoring tools to keep watch on critical hardware either 24x7 or as as per contract

PC2. Monitor EUC, server and storage administration, network operations and protocols and online systems

PC3. Link the monitoring system to regional hub

PC4. Develop new or refine existing monitoring tools

PC5. Configure systems manually or automatically

Manage errors and problems

To be competent, the user/individual on the job must be able to:

PC6. Comply with processes for problem incidence, response time and escalation time

PC7. Identify problem areas in real time and troubleshoot

PC8. Use statistical tools to develop intelligence and spot potential areas of disruptions

PC9. Record downtime details

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Understanding the use of specialized software and tools to monitor critical IT infrastructure 24x7 or as per SLA/contract.

KU2. Knowledge of end-user computing, server configurations, storage systems, and how to monitor their performance.

KU3. Awareness of network functions, protocols, and how they interact with monitored systems.

KU4. Understanding how to connect monitoring systems with centralized or regional hubs for unified oversight.

KU5. Knowledge of scripting or configuration to build or enhance existing monitoring tools and dashboards.

KU6. Understanding both manual and automated methods for system configuration across IT infrastructure.

KU7. Familiarity with standard operating procedures for responding to, logging, and escalating incidents.

KU8. Knowledge of common faults and structured methods to resolve real-time system issues.

KU9. Understanding how to apply data analysis to predict failures or performance degradation.

KU10. Awareness of how to accurately record, track, and report system downtimes and resolutions.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. Ability to assess monitoring data to detect anomalies or patterns that suggest system issues.

GS2. Skill in quickly identifying and resolving hardware/software issues based on live monitoring.

GS3. Ensuring accuracy when configuring systems or documenting performance issues.

GS4. Responding within defined timeframes for incidents, updates, and escalations.

GS5. Competency in using and customizing various monitoring and diagnostic software tools.

GS6. Ability to read and interpret system logs, alerts, and performance reports effectively.

GS7. Clearly communicating issues, actions taken, and escalations to relevant teams and stakeholders.

GS8. Adjusting quickly to changes in tools, systems, and protocols.

GS9. Maintaining clear records of incidents, downtime, and monitoring configurations.

GS10. Coordinating with support teams, network administrators, and engineers for issue resolution and system optimization.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Monitor systems remotely	**24**	**30**	**-**	**4**
PC1. Use monitoring tools to keep watch on critical hardware either 24x7 or as as per contract	-	-	-	-
PC2. Monitor EUC, server and storage administration, network operations and protocols and online systems	-	-	-	-
PC3. Link the monitoring system to regional hub	-	-	-	-
PC4. Develop new or refine existing monitoring tools	-	-	-	-
PC5. Configure systems manually or automatically	-	-	-	-
Manage errors and problems	**16**	**20**	**-**	**6**
PC6. Comply with processes for problem incidence, response time and escalation time	-	-	-	-
PC7. Identify problem areas in real time and troubleshoot	-	-	-	-
PC8. Use statistical tools to develop intelligence and spot potential areas of disruptions	-	-	-	-
PC9. Record downtime details	-	-	-	-
NOS Total	**40**	**50**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3191
NOS Name	Remotely manage and support customer IT systems
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	5
Credits	8
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	31/10/2025
NSQC Clearance Date	08/05/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.

6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N3190.Manage on-premises IT hardware for customers	40	50	-	10	100	40
ELE/N3191.Remotely manage and support customer IT systems	40	50	-	10	100	40
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	**100**	**130**	**-**	**20**	**250**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
SLA	Service Level Agreement
EUC	End User Computing

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) 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 (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by 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 a 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 quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) 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 (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory) trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended) trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.