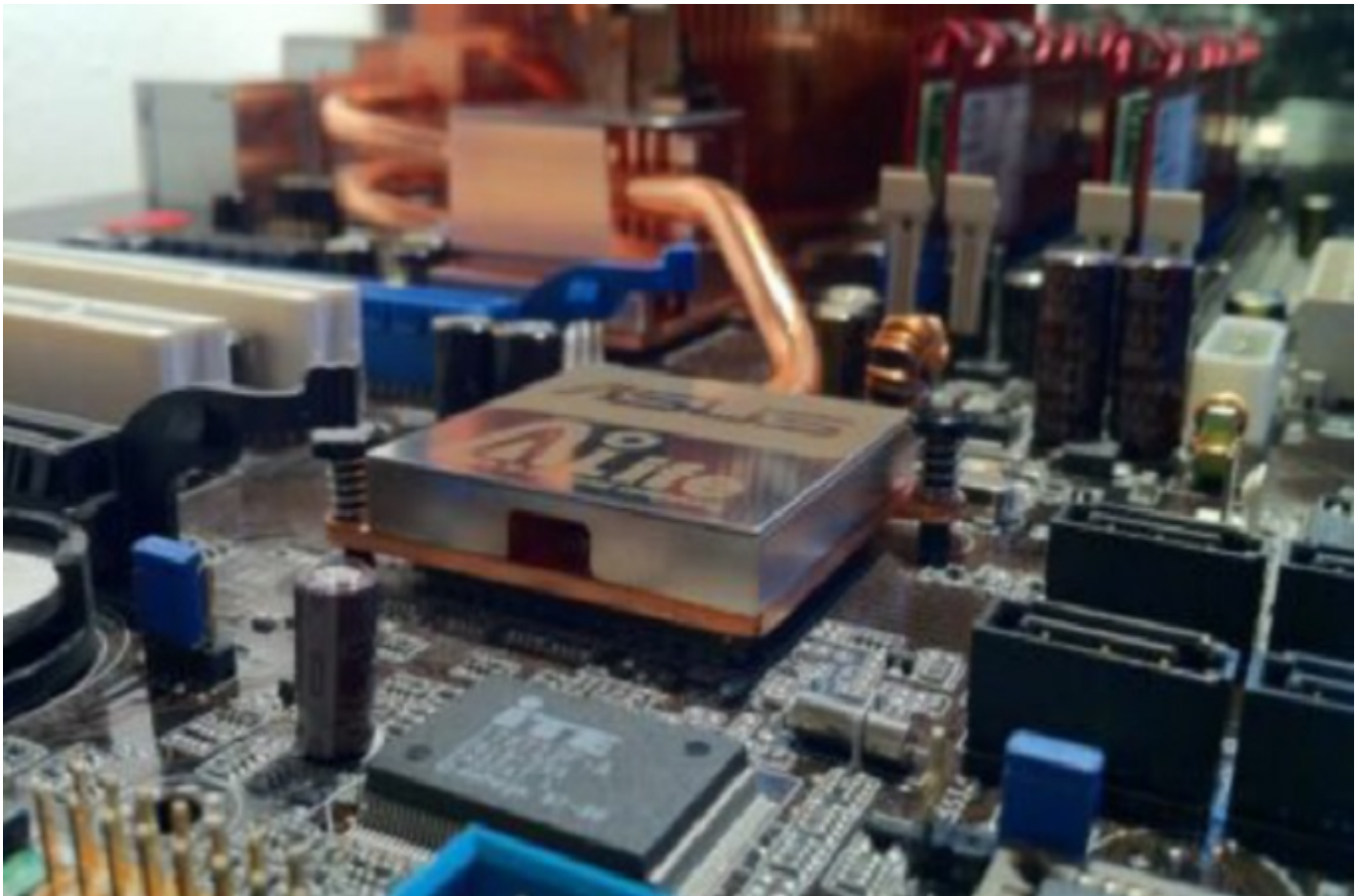


Qualification Pack



Quality Supervisor (Consumer Goods)

QP Code: ELE/Q7901

Version: 5.0

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

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Qualification Pack

ELE/Q7901: Quality Supervisor (Consumer Goods)

Brief Job Description

The individual at work is responsible for ensuring compliance to quality regulations during product design identifying and implementing system evaluation and product assessment procedures in order to ensure conformance to standards and specifications.

Personal Attributes

The job requires the individual to have excellent vision, stamina to lift weight, critical and analytical thinking and, safety and hazards orientation

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N4632: Support Product Development with Quality Control](#)
2. [ELE/N4633: Conduct quality tests and root-cause Analysis](#)
3. [ELE/N7903: Perform incoming and outgoing material testing](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Quality Assurance
Country	India
NSQF Level	5
Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1213.0101

Qualification Pack

Minimum Educational Qualification & Experience	<p>Completed 2nd year of UG (UG Diploma) (Physics/ Electronics/Electrical/Mechanical) with 1.5 years of experience Relevant Experience in Consumer Electronics & IT Hardware</p> <p>OR</p> <p>Completed 3-year diploma (after 10th) (Electronics /Electrical/Mechanical) with 3 Years of experience Relevant Experience in Consumer Electronics & IT Hardware</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (4.5) with 1.5 years of experience Relevant Experience in Consumer Electronics & IT Hardware</p>
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	5.0
Reference code on NQR	QG-05-EH-03982-2025-V5-ESSCI
NQR Version	5.0

Remarks:

NA

Qualification Pack

ELE/N4632: Support Product Development with Quality Control

Description

This NOS unit is about ensure quality assurance and continuous improvement in medical device development and testing processes

Scope

The scope covers the following :

- Interpreting quality standards and regulations
- Designing quality test procedures for new medicaldevice
- Improving existing processes and products
- Train functional tester

Elements and Performance Criteria

Interpreting quality standards and regulations

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

- PC1.** Receive specifications and design details of the medical device under development from the R&D team
- PC2.** Check and interpret quality standards and regulations governing the medical device under development
- PC3.** Interact with the design team and give inputs on selection of right components and parts for the new medical device
- PC4.** Complete the documentation as per the SOP

Designing quality test procedures for new medicaldevice

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

- PC5.** design functional and electrical safety testprocedures for newly developed medical device
- PC6.** design and develop medical device test software with the help of design team
- PC7.** Design and develop medical device test software with the help of design team
- PC8.** Complete the documentation as per the SOP

Improving existing processes and products

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

- PC9.** monitor the existing production processes bycapturing data at various levels of production
- PC10.** Perform internal audits against applicable quality standards
- PC11.** Identify gaps between existing processes against applicable quality standards
- PC12.** Design improvement in existing processes for manufacturing medical devices using improvement methodologies like Lean, Six Sigmaetc
- PC13.** Implement improvement methodologies toreduce process variance and enhance product quality
- PC14.** Do continual quality improvement by eliminating non-value adding activities& sources of resource losses and identifying improvement opportunities in quality system compliance

Qualification Pack

PC15. Complete the documentation as per the SOP

Train functional tester

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

PC16. Arrange necessary tools and equipment required for performing functional and electrical safety tests on newly developed medical device

PC17. Give theoretical and practical training to functional testers for performing functional tests on newly developed medical device at different stages of its production

PC18. Give practical training on usages of tools, equipment and test software for performing functional tests

PC19. Complete the documentation as per the SOP achieve productivity and quality standards

PC20. Interpret the quality standards applicable to medical device correctly

PC21. Design quality tests for medical device to capture all its functional parameters

PC22. Train functional testers to get zero or minimum rejections of final products

PC23. Design and implement process improvement initiatives to reduce errors and unit cost of medical device

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Understand national and international medical device quality standards and regulations.

KU2. Know the process of documenting and interpreting R&D specifications and SOPs.

KU3. Understand test design for functional and electrical safety in medical devices.

KU4. Be familiar with developing test software in collaboration with design teams.

KU5. Know how to conduct internal audits and process assessments for compliance.

KU6. Understand and apply Lean, Six Sigma, and other process improvement techniques.

KU7. Identify and address gaps in existing production processes through data analysis.

KU8. Know how to train and support quality testers with the use of tools and test protocols.

KU9. Understand quality test design to meet functional performance requirements.

KU10. Interpret documentation and implement continuous improvement in quality systems.

Generic Skills (GS)

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

GS1. Communicate technical quality standards and improvement plans effectively.

GS2. Analyze production data to monitor and enhance process performance.

GS3. Coordinate with cross-functional teams including R&D and QA.

GS4. Conduct structured problem-solving using root cause analysis.

GS5. Maintain detailed documentation as per SOP and audit requirements.

GS6. Deliver hands-on training to quality testers and team members.

GS7. Manage time effectively to meet testing and quality assurance schedules.



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- GS8.** Apply critical thinking to implement cost-effective quality improvements.
- GS9.** Demonstrate precision and attention to detail in all quality tasks.
- GS10.** Adapt to changes in regulatory compliance and continuous improvement practices.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interpreting quality standards and regulations</i>	8	8	-	-
PC1. Receive specifications and design details of the medical device under development from the R&D team	-	-	-	-
PC2. Check and interpret quality standards and regulations governing the medical device under development	-	-	-	-
PC3. Interact with the design team and give inputs on selection of right components and parts for the new medical device	-	-	-	-
PC4. Complete the documentation as per the SOP	-	-	-	-
<i>Designing quality test procedures for new medical device</i>	8	8	-	-
PC5. design functional and electrical safety test procedures for newly developed medical device	-	-	-	-
PC6. design and develop medical device test software with the help of design team	-	-	-	-
PC7. Design and develop medical device test software with the help of design team	-	-	-	-
PC8. Complete the documentation as per the SOP	-	-	-	-
<i>Improving existing processes and products</i>	15	23	-	-
PC9. monitor the existing production processes by capturing data at various levels of production	-	-	-	-
PC10. Perform internal audits against applicable quality standards	-	-	-	-
PC11. Identify gaps between existing processes against applicable quality standards	-	-	-	-
PC12. Design improvement in existing processes for manufacturing medical devices using improvement methodologies like Lean, Six Sigma etc	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Implement improvement methodologies to reduce process variance and enhance product quality	-	-	-	-
PC14. Do continual quality improvement by eliminating non-value adding activities & sources of resource losses and identifying improvement opportunities in quality system compliance	-	-	-	-
PC15. Complete the documentation as per the SOP	-	-	-	-
<i>Train functional tester</i>	9	21	-	-
PC16. Arrange necessary tools and equipment required for performing functional and electrical safety tests on newly developed medical device	-	-	-	-
PC17. Give theoretical and practical training to functional testers for performing functional tests on newly developed medical device at different stages of its production	-	-	-	-
PC18. Give practical training on usages of tools, equipment and test software for performing functional tests	-	-	-	-
PC19. Complete the documentation as per the SOP achieve productivity and quality standards	-	-	-	-
PC20. Interpret the quality standards applicable to medical device correctly	-	-	-	-
PC21. Design quality tests for medical device to capture all its functional parameters	-	-	-	-
PC22. Train functional testers to get zero or minimum rejections of final products	-	-	-	-
PC23. Design and implement process improvement initiatives to reduce errors and unit cost of medical device	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4632
NOS Name	Support Product Development with Quality Control
Sector	Electronics
Sub-Sector	
Occupation	Quality Assurance
NSQF Level	5
Credits	7
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

ELE/N4633: Conduct quality tests and root-cause Analysis

Description

This NOS unit is about conduct functional and electrical safety tests, root-cause analysis, and quality assurance on diagnostic medical devices to ensure compliance with specified performance standards.

Scope

The scope covers the following :

- Performing functional tests on Xray device
- Performing functional tests on Ultrasound device
- Perform functional tests on Patient Monitoring device
- Performing electrical safety tests on medical device
- Performing root cause analysis
- Achieving productivity and quality standards

Elements and Performance Criteria

Performing functional tests on Xray device

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

- PC1.** Receive X-ray device from box assembly operators
- PC2.** Complete the documentation as per company's policy / SOP
- PC3.** Perform Tube Seasoning test, Over KV test and Calibration with different ranges of mA using digital multi-meter and Digital Storage Oscilloscope
- PC4.** Perform Dose-kVp Linearity test, Dose- mAs Linearity test, kVp Accuracy and repeatability test, HVL (Half Value Layer) test, Radiation output test, reproducibility test and reciprocity test using test software, Digital multimeter and Digital Storage Oscilloscope (DSO)
- PC5.** If test readings are within the specified limits mentioned in the SOP, send the device for electrical safety testing

Performing functional tests on Ultrasound device

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

- PC6.** Receive ultrasound device from box assembly operators
- PC7.** Complete the documentation as per company's policy / SOP
- PC8.** Put ultrasound machine on operation mode and conduct Monitor resolution test, Spatial distortion test, Grey scale uniformity test, Depth of visualization test, Low contrast visibility test, Display artefacts, Distance measurement test, Area estimation test and String object test as per the model specific SOP using Tissue Mimicking Phantoms
- PC9.** If test readings are within the specified limits mentioned in the SOP, send the device for electrical safety testing

Perform functional tests on Patient Monitoring device

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

- PC10.** Receive patient monitoring device from box assembly operators
- PC11.** Complete the documentation as per company policy / SOP

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- PC12.** Plug in the power supply, turn it on and connect the Patient Monitoring Device to simulator(s) and Digital Storage Oscilloscope
- PC13.** Take Patient Monitoring Devices graph measurements, parameters and Digital Storage Oscilloscopes readings
- PC14.** Compare PMDs readings with simulator readings
- PC15.** If readings are within the specified limits mentioned in the SOP, send the device for electrical safety testing

Performing electrical safety tests on medical device

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

- PC16.** Perform Dielectric withstand (Hi- potential) test, Insulation resistance test, Leakage current test and Ground continuity test for electrical safety of the medical device as per the SOP

Performing rootcause analysis

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

- PC17.** Separate medical devices which failed functional or / and electrical testing
- PC18.** Perform root-cause analysis on the failed medical devices as per the SOP
- PC19.** Send the failed medical devices back to assembly line for reassembly along with reassembly / repair specific suggestions
- PC20.** Complete the documentation as per the SOP

Achieving productivity and quality standards

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

- PC21.** Achieve 100% daily target of number of medical devices tested
- PC22.** Ensure thorough root-cause analysis to avoid failed medical devices and their reassembly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge of functional testing procedures for X-ray, ultrasound, and patient monitoring devices.
- KU2.** Understanding of electrical safety tests such as dielectric withstand, insulation resistance, leakage current, and ground continuity.
- KU3.** Familiarity with diagnostic tools like digital multimeters, digital storage oscilloscopes, and simulators.
- KU4.** Knowledge of tissue-mimicking phantoms and their use in ultrasound testing.
- KU5.** Interpretation of test results based on SOPs and product specifications.
- KU6.** Understanding the root-cause analysis process for failed devices.
- KU7.** Awareness of company policies and standard operating procedures (SOPs).
- KU8.** Knowledge of safety protocols for medical device testing.
- KU9.** Understanding of reassembly and repair processes following device failure.
- KU10.** Awareness of productivity and quality standards in medical device testing.

Generic Skills (GS)

Qualification Pack

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

- GS1.** Ability to follow structured testing procedures accurately.
- GS2.** Effective documentation and report writing skills as per SOP.
- GS3.** Problem-solving skills for diagnosing and analyzing root causes.
- GS4.** Attention to detail for capturing accurate readings and test results.
- GS5.** Time management to meet daily testing targets.
- GS6.** Communication skills for coordinating with assembly and QA teams.
- GS7.** Ability to handle testing instruments and equipment safely and correctly.
- GS8.** Critical thinking for decision-making based on test outcomes.
- GS9.** Adaptability to perform tests across different medical devices.
- GS10.** Teamwork and collaboration to ensure smooth reassembly and quality improvement.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Performing functional tests on Xray device</i>	6	14	-	-
PC1. Receive X-ray device from box assembly operators	-	-	-	-
PC2. Complete the documentation as per company's policy / SOP	-	-	-	-
PC3. Perform Tube Seasoning test, Over KV test and Calibration with different ranges of mA using digital multi-meter and Digital Storage Oscilloscope	-	-	-	-
PC4. Perform Dose-kVp Linearity test, Dose- mAs Linearity test, kVp Accuracy and repeatability test, HVL (Half Value Layer) test, Radiation output test, reproducibility test and reciprocity test using test software, Digital multimeter and Digital Storage Oscilloscope (DSO)	-	-	-	-
PC5. If test readings are within the specified limits mentioned in the SOP, send the device for electrical safety testing	-	-	-	-
<i>Performing functional tests on Ultrasound device</i>	8	12	-	-
PC6. Receive ultrasound device from box assembly operators	-	-	-	-
PC7. Complete the documentation as per company's policy / SOP	-	-	-	-
PC8. Put ultrasound machine on operation mode and conduct Monitor resolution test, Spatial distortion test, Grey scale uniformity test, Depth of visualization test, Low contrast visibility test, Display artefacts, Distance measurement test, Area estimation test and String object test as per the model specific SOP using Tissue Mimicking Phantoms	-	-	-	-
PC9. If test readings are within the specified limits mentioned in the SOP, send the device for electrical safety testing	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform functional tests on Patient Monitoring device</i>	12	18	-	-
PC10. Receive patient monitoring device from box assembly operators	-	-	-	-
PC11. Complete the documentation as per company policy / SOP	-	-	-	-
PC12. Plug in the power supply, turn it on and connect the Patient Monitoring Device to simulator(s) and Digital Storage Oscilloscope	-	-	-	-
PC13. Take Patient Monitoring Devices graph measurements, parameters and Digital Storage Oscilloscopes readings	-	-	-	-
PC14. Compare PMDs readings with simulator readings	-	-	-	-
PC15. If readings are within the specified limits mentioned in the SOP, send the device for electrical safety testing	-	-	-	-
<i>Performing electrical safety tests on medical device</i>	2	4	-	-
PC16. Perform Dielectric withstand (Hi-potential) test, Insulation resistance test, Leakage current test and Ground continuity test for electrical safety of the medical device as per the SOP	-	-	-	-
<i>Performing rootcause analysis</i>	8	8	-	-
PC17. Separate medical devices which failed functional or / and electrical testing	-	-	-	-
PC18. Perform root-cause analysis on the failed medical devices as per the SOP	-	-	-	-
PC19. Send the failed medical devices back to assembly line for reassembly along with reassembly / repair specific suggestions	-	-	-	-
PC20. Complete the documentation as per the SOP	-	-	-	-
<i>Achieving productivity and quality standards</i>	4	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. Achieve 100% daily target of number of medical devices tested	-	-	-	-
PC22. Ensure thorough root-cause analysis to avoid failed medical devices and their reassembly	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4633
NOS Name	Conduct quality tests and root-cause Analysis
Sector	Electronics
Sub-Sector	
Occupation	Quality Assurance
NSQF Level	5
Credits	5
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

ELE/N7903: Perform incoming and outgoing material testing

Description

This NOS unit is about performing incoming material testing and inspecting outgoing finished product.

Scope

The scope covers the following :

- Performing incoming material testing
- Performing out-going cartons test
- Achieving productivity and quality standards

Elements and Performance Criteria

Performing incoming material testing

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

- PC1.** place plastic moulds of patient medical devices and other components in the cyclical chamber
- PC2.** set the temperature and humidity level of cyclical chamber as per the SOP
- PC3.** take plastic moulds and other components out of cyclical chamber after the time mentioned in the SOP
- PC4.** check plastic moulds physically and electrical & electronic components with multi-meter
- PC5.** pass materials which are as per the specifications mentioned in the SOP, reject others and send them back

Performing out-going cartons test

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

- PC6.** perform the visual inspection of packed carton
- PC7.** check that the carton is undamaged and packed as per the SOP
- PC8.** check that the medical device model and its specifications are mentioned correctly on the carton
- PC9.** check that the bar code mentioned on the label is correct
- PC10.** check that the carton is strapped properly
- PC11.** put the carton on vibrator for vibration test to check that it is safe for transportation
- PC12.** complete the documentation related to final testing as per the company's policy

Achieving productivity and quality standards

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

- PC13.** complete the incoming and outgoing material testing within the agreed time
- PC14.** ensure the work quality as per the company standard to avoid rework

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** companys policies on: incentives, delivery standards, and personnel management
- KU2.** companys quality policy
- KU3.** companys policies on customer management
- KU4.** organisation culture and typical customer profile
- KU5.** companys reporting structure
- KU6.** companys documentation policy
- KU7.** companys line of business and product portfolio
- KU8.** different quality management systems like ISO13485, FDA, GMP, ISO 14971 etc.
- KU9.** different validation processes for components, process and design
- KU10.** basic principles of how the medical equipment functions, its operating sequence, the function of individual unit or components and how they interact
- KU11.** different types of electrical, electronic & mechanical components and their functionalities
- KU12.** companys products and their different models
- KU13.** general health and safety procedures to be followed during production
- KU14.** specific safety precautions to be taken during production of medical devices
- KU15.** Electrostatic Discharge (ESD) precautions

Generic Skills (GS)

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

- GS1.** to read different quality standards and testing tools
- GS2.** to read best practices in quality implementation
- GS3.** to document testing of incoming materials and inspection of outgoing cartons
- GS4.** communicate suppliers about quality of materials received
- GS5.** communicate customers about quality of products dispatched
- GS6.** to work in coordination with co-workers for achieving medical device testing targets
- GS7.** what material received from the supplier is to be sent back after performing tests as per SOP
- GS8.** whether the packaging of medical device is safe for transportation
- GS9.** to operate computer and laptop
- GS10.** to operate the different electronic tools like DSO

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Performing incoming material testing</i>	15	20	-	-
PC1. place plastic moulds of patient medical devices and other components in the cyclical chamber	-	-	-	-
PC2. set the temperature and humidity level of cyclical chamber as per the SOP	-	-	-	-
PC3. take plastic moulds and other components out of cyclical chamber after the time mentioned in the SOP	-	-	-	-
PC4. check plastic moulds physically and electrical & electronic components with multi-meter	-	-	-	-
PC5. pass materials which are as per the specifications mentioned in the SOP, reject others and send them back	-	-	-	-
<i>Performing out-going cartons test</i>	21	34	-	-
PC6. perform the visual inspection of packed carton	-	-	-	-
PC7. check that the carton is undamaged and packed as per the SOP	-	-	-	-
PC8. check that the medical device model and its specifications are mentioned correctly on the carton	-	-	-	-
PC9. check that the bar code mentioned on the label is correct	-	-	-	-
PC10. check that the carton is strapped properly	-	-	-	-
PC11. put the carton on vibrator for vibration test to check that it is safe for transportation	-	-	-	-
PC12. complete the documentation related to final testing as per the companys policy	-	-	-	-
<i>Achieving productivity and quality standards</i>	4	6	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. complete the incoming and outgoing material testing within the agreed time	-	-	-	-
PC14. ensure the work quality as per the company standard to avoid rework	-	-	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7903
NOS Name	Perform incoming and outgoing material testing
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Quality Assurance
NSQF Level	5
Credits	5
Version	2.0
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:

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- 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.

Qualification Pack

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



Qualification Pack

- 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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	-	-	-	-
<i>Basic English Skills</i>	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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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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	-	-	-	-
<i>Communication Skills</i>	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	-	-	-	-
<i>Diversity & Inclusion</i>	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	-	-	-	-
<i>Financial and Legal Literacy</i>	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	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	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	-	-	-	-
<i>Customer Service</i>	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	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-

Qualification Pack

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 Element/ 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 Element/ 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 center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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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/N4632.Support Product Development with Quality Control	40	60	-	-	100	30
ELE/N4633.Conduct quality tests and root-cause Analysis	40	60	-	-	100	30
ELE/N7903.Perform incoming and outgoing material testing	40	60	-	-	100	30
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	140	210	-	-	350	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

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.

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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.