



Assistant Installation Computing And Peripherals

QP Code: ELE/Q4609

Version: 4.0

NSQF Level: 3

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Qualification Pack

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ELE/Q4609: Assistant Installation Computing And Peripherals

Brief Job Description

The individual at work is responsible for installing newly purchased products, troubleshooting system problems and, configuring peripherals such as printers, scanners and network devices

Personal Attributes

The job requires the individual to have: ability to build interpersonal relationships and critical thinking. The individual must be willing to travel to client premises in order to attend to calls at different locations.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N4601: Engage with customers for IT hardware service](#)
2. [ELE/N4602: Install, configure and setup hardware system](#)
3. [ELE/N9972: Communicate and coordinate effectively with others](#)
4. [ELE/N1003: Work effectively, sustainably and safely](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
Country	India
NSQF Level	3
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2004/NIL



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Minimum Educational Qualification & Experience	10th grade pass OR 8th grade pass (plus 2 year NTC/ 2 year relevant experience)
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	31/07/2025
NSQC Approval Date	31/03/2022
Version	4.0
Reference code on NQR	2022/EHW/ESSC/06647
NQR Version	1.0

Remarks:

NA



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ELE/N4601: Engage with customers for IT hardware service

Description

This OS unit is about interacting with and understanding the customers requirements

Elements and Performance Criteria

Interacting with customer

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

- PC1.** call the customer based on inputs logged into customer care
- PC2.** greet the customer and listen to their problem attentively
- PC3.** check with customer about time for visit, field work and confirm location
- PC4.** follow etiquette when interacting with customers as per company policy such as politeness and patience
- PC5.** seek feedback from the customers on completion of work

Understanding customers requirements

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

- PC6.** understand location requirement for placement of system during and after installation
- PC7.** seek inputs to understand symptoms for the problem faced

Understanding repairs requirement

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

- PC8.** ask open and close-ended questions to understand the specific problem
- PC9.** inform customer about the replacement or repair process
- PC10.** enquire about warranty coverage
- PC11.** educate about other useful products and annual maintenance contract

Suggesting solutions

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

- PC12.** summarise the problem to customer and suggest the possible solutions
- PC13.** inform customers on whether the module has to be replaced or repaired with reasons
- PC14.** explain the customers on time taken, repair process and possible cost for the service or inclusion under warranty
- PC15.** seek customers approval for further service

Completing documentation

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

- PC16.** provide note to customers about the problem(s), actions taken and the cost associated and retain a copy
- PC17.** provide appropriate invoice for any purchase of module or parts by customer

Achieving productivity and quality

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

- PC18.** interact with customer on time within the specified Service Level Agreement

Repairing the equipment



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

- PC19.** identify the customers requirement and identify the resources and record
- PC20.** accurately assess the problem and suggest appropriate solutions
- PC21.** offer the right service as per customers requirements
- PC22.** communicate problem effectively in order to secure customers confidence
- PC23.** gauge customer satisfaction with the installation and placement of device
- PC24.** maintain no repeat or second escalation from customer
- PC25.** achieve customer satisfaction on engagement behaviour such as listening to complaints or appropriate dressing
- PC26.** achieve 100% customer satisfaction and positive feedback

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on: customer care
- KU2.** companys code of conduct
- KU3.** organisation culture and typical customer profile
- KU4.** companys reporting structure
- KU5.** companys documentation policy
- KU6.** companys products and recurring problems reported
- KU7.** how to communicate with customers in order to put them at ease
- KU8.** basic electronics of system hardware
- KU9.** hardware maintenance
- KU10.** functions of electrical and mechanical parts/ modules
- KU11.** behavioural aspects and etiquette to be followed at customers premises
- KU12.** precautions to be taken while handling field calls and dealing with customers
- KU13.** relevant reference sheets, manuals and documents to carry in the field

Generic Skills (GS)

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

- GS1.** how to read product and module serial numbers and interpret details such as make, date, availability
- GS2.** how to note problems on job sheet and details of work done
- GS3.** how to develop a rapport with customers
- GS4.** how to listen carefully and interpret their requirement
- GS5.** how to suggest customer on possible solutions
- GS6.** how to seek inputs at assess the problems
- GS7.** how to put the customer at ease and suggest solutions
- GS8.** how to communicate in local language

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with customer</i>	8	12	-	-
PC1. call the customer based on inputs logged into customer care	1	2	-	-
PC2. greet the customer and listen to their problem attentively	1	2	-	-
PC3. check with customer about time for visit, field work and confirm location	2	2	-	-
PC4. follow etiquette when interacting with customers as per company policy such as politeness and patience	2	4	-	-
PC5. seek feedback from the customers on completion of work	2	2	-	-
<i>Understanding customers requirements</i>	3	3	-	-
PC6. understand location requirement for placement of system during and after installation	1	1	-	-
PC7. seek inputs to understand symptoms for the problem faced	2	2	-	-
<i>Understanding repairs requirement</i>	6	8	-	-
PC8. ask open and close-ended questions to understand the specific problem	2	2	-	-
PC9. inform customer about the replacement or repair process	2	2	-	-
PC10. enquire about warranty coverage	1	2	-	-
PC11. educate about other useful products and annual maintenance contract	1	2	-	-
<i>Suggesting solutions</i>	8	12	-	-
PC12. summarise the problem to customer and suggest the possible solutions	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. inform customers on whether the module has to be replaced or repaired with reasons	2	3	-	-
PC14. explain the customers on time taken, repair process and possible cost for the service or inclusion under warranty	2	3	-	-
PC15. seek customers approval for further service	2	3	-	-
<i>Completing documentation</i>	4	6	-	-
PC16. provide note to customers about the problem(s), actions taken and the cost associated and retain a copy	2	3	-	-
PC17. provide appropriate invoice for any purchase of module or parts by customer	2	3	-	-
<i>Achieving productivity and quality</i>	1	2	-	-
PC18. interact with customer on time within the specified Service Level Agreement	1	2	-	-
<i>Repairing the equipment</i>	10	17	-	-
PC19. identify the customers requirement and identify the resources and record	1	2	-	-
PC20. accurately assess the problem and suggest appropriate solutions	1	2	-	-
PC21. offer the right service as per customers requirements	1	2	-	-
PC22. communicate problem effectively in order to secure customers confidence	2	2	-	-
PC23. gauge customer satisfaction with the installation and placement of device	2	2	-	-
PC24. maintain no repeat or second escalation from customer	1	3	-	-
PC25. achieve customer satisfaction on engagement behaviour such as listening to complaints or appropriate dressing	1	2	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. achieve 100% customer satisfaction and positive feedback	1	2	-	-
NOS Total	40	60	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4601
NOS Name	Engage with customers for IT hardware service
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	31/07/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

ELE/N4602: Install, configure and setup hardware system

Description

This OS unit is about installing the system, configuring the and setting up to make it ready to work on

Elements and Performance Criteria

Installing hardware

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

- PC1.** check site conditions
- PC2.** check and ensure any tailor-made programs required by the customer
- PC3.** open the packaging of new product and take out the hardware carefully
- PC4.** connect all the hardware devices such as CPU, Monitor, Keyboard, Mouse, as per the specifications of the system
- PC5.** in case of laptop, connect battery, plug in and switch on the system
- PC6.** follow standard operating procedure while handling hardware modules such as handling PCB with ESD standards
- PC7.** follow the standard operating procedure for installation of each model of hardware devices and comply with them
- PC8.** place the system at a location as preferred by customer
- PC9.** install the hardware / devices as per standard operating procedure
- PC10.** ensure that appropriate device and model specific procedure is followed as per installation manual
- PC11.** maintain zero-material defect during material handling by following standard operating procedure
- PC12.** carry tools and manuals as per installation manual

Configuring and setting up peripherals

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

- PC13.** understand the peripheral requirements of customers and ensure all hardware are available
- PC14.** understand the placement requirement of peripheral equipment such as printers, modems, etc., as per customer preferences
- PC15.** connect the peripheral devices with the system as per the standard procedure followed for each equipment
- PC16.** install the peripherals, connect the appropriate peripheral such as printer
- PC17.** follow the safety procedures while handling and installing the equipment
- PC18.** ensure the placement of peripherals are as per customer requirement
- PC19.** identify the customers requirement and identify the resources and record

Setting up Software

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

- PC20.** install the operating system and appropriate application software as per customer preference
- PC21.** install additional software as per standard customer requirement

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Checking system functionality

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

- PC22.** switch on the system and peripherals and check for effective functioning
- PC23.** check and ensure the functionality of system, peripherals and applications
- PC24.** ensure product functions are tested and demo given to the customer after hardware, software, operating system and peripheral integration with reference to the installation manual
- PC25.** ensure that customer is satisfied

Completing installation

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

- PC26.** measure and meet multipart calls norm against benchmark
- PC27.** complete the installation within the agreed Turn Around Time (TAT)
- PC28.** complete the call closure in single visit
- PC29.** complete the task with the quality benchmark of the company

Interacting with customer

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

- PC30.** understand the customer requirement and queries on the hardware
- PC31.** educate customer on use of and procedures to be followed in operation of hardware
- PC32.** inform customer about warranty and other terms and conditions on the hardware devices
- PC33.** inform about cost estimates for any other new installations
- PC34.** provide adequate information about the hardware devices, operating procedure, maintenance, etc., to the customer
- PC35.** address the queries and issues raised by the customer on device
- PC36.** inform customers clearly about warranty, and product terms and conditions
- PC37.** provide customers on all the appropriate documents including invoice

Interacting with superior

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

- PC38.** understand the work requirement from superior, periodically
- PC39.** report to superior on the work completed
- PC40.** escalate the customer issues and problems that cannot be handled at field level
- PC41.** document the work completed on the company ERP software for tracking and future references

Achieving productivity and quality

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

- PC42.** achieve 100% on-time completion of field installation with reference to agreed target and time
- PC43.** submit feedback form on customer satisfaction level with respect to the product installation
- PC44.** find solutions to customer complaints and queries unresolved in the field
- PC45.** report work status and prepare documentation as per company standards

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** companys policies on: customer care
- KU2.** companys sales and after sales support policy
- KU3.** importance of the individuals role in the workflow
- KU4.** reporting structure
- KU5.** companys policy on products warranty and other terms and conditions
- KU6.** companys line of business and product portfolio
- KU7.** basic electronics involved in the hardware
- KU8.** different types of IT hardware products and functionalities
- KU9.** functions of electrical and mechanical parts/ modules
- KU10.** typical customer profile
- KU11.** companys portfolio of products and that of competitors
- KU12.** installation procedures given in the manuals
- KU13.** different types of equipment assembled in a pack (one system)
- KU14.** different types of peripherals and their standard installation procedure
- KU15.** specification and the procedures to be followed for setting up the system
- KU16.** voltage and power requirement for different hardware devices
- KU17.** memory, input, output and storage devices
- KU18.** different modules in system such as SMPS, drivers, hard disk, battery, mother board
- KU19.** different module in the peripheral and their functions
- KU20.** how to operate the system and other hardware peripherals
- KU21.** controls of different peripherals including UPS
- KU22.** implementation process for Engineering Change Order (ECO)
- KU23.** all safety rules, policies and procedures
- KU24.** quality standards to be followed

Generic Skills (GS)

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

- GS1.** to read job sheet and/or complaints received by customer care
- GS2.** to document the completed work
- GS3.** to note customer complaints solution provided
- GS4.** to read the standard operating procedures for different equipment
- GS5.** to share work load as required
- GS6.** to achieve the targets given on service and sales
- GS7.** operate computer and laptop
- GS8.** operate the peripheral hardware
- GS9.** operate the different software



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- GS10.** configure different settings and installations of hardware and software as per customer requirement
- GS11.** to assemble and set up computer and laptop
- GS12.** to assemble and install the peripheral hardware
- GS13.** different hardware modules in the computer system and peripherals
- GS14.** to identify basic electronic components and know their functions
- GS15.** to operate electronic screw drivers for installation of equipment
- GS16.** to use other specific devices for installation of peripherals
- GS17.** to improve work processes
- GS18.** to reduce repetition of errors
- GS19.** to spot process disruptions and delays
- GS20.** to report on any customer concerns to superiors without delay

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Installing hardware</i>	8	12	-	-
PC1. check site conditions	-	1	-	-
PC2. check and ensure any tailor-made programs required by the customer	-	1	-	-
PC3. open the packaging of new product and take out the hardware carefully	-	1	-	-
PC4. connect all the hardware devices such as CPU, Monitor, Keyboard, Mouse, as per the specifications of the system	1	1	-	-
PC5. in case of laptop, connect battery, plug in and switch on the system	1	1	-	-
PC6. follow standard operating procedure while handling hardware modules such as handling PCB with ESD standards	1	1	-	-
PC7. follow the standard operating procedure for installation of each model of hardware devices and comply with them	1	1	-	-
PC8. place the system at a location as preferred by customer	1	1	-	-
PC9. install the hardware / devices as per standard operating procedure	1	1	-	-
PC10. ensure that appropriate device and model specific procedure is followed as per installation manual	1	1	-	-
PC11. maintain zero-material defect during material handling by following standard operating procedure	1	1	-	-
PC12. carry tools and manuals as per installation manual	-	1	-	-
<i>Configuring and setting up peripherals</i>	11	14	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. understand the peripheral requirements of customers and ensure all hardware are available	1	2	-	-
PC14. understand the placement requirement of peripheral equipment such as printers, modems, etc., as per customer preferences	1	2	-	-
PC15. connect the peripheral devices with the system as per the standard procedure followed for each equipment	2	2	-	-
PC16. install the peripherals, connect the appropriate peripheral such as printer	2	2	-	-
PC17. follow the safety procedures while handling and installing the equipment	2	2	-	-
PC18. ensure the placement of peripherals are as per customer requirement	2	2	-	-
PC19. identify the customers requirement and identify the resources and record	1	2	-	-
<i>Setting up Software</i>	4	6	-	-
PC20. install the operating system and appropriate application software as per customer preference	2	3	-	-
PC21. install additional software as per standard customer requirement	2	3	-	-
<i>Checking system functionality</i>	4	6	-	-
PC22. switch on the system and peripherals and check for effective functioning	1	1	-	-
PC23. check and ensure the functionality of system, peripherals and applications	1	2	-	-
PC24. ensure product functions are tested and demo given to the customer after hardware, software, operating system and peripheral integration with reference to the installation manual	1	2	-	-
PC25. ensure that customer is satisfied	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Completing installation</i>	4	6	-	-
PC26. measure and meet multipart calls norm against benchmark	1	1	-	-
PC27. complete the installation within the agreed Turn Around Time (TAT)	1	2	-	-
PC28. complete the call closure in single visit	1	2	-	-
PC29. complete the task with the quality benchmark of the company	1	1	-	-
<i>Interacting with customer</i>	2	8	-	-
PC30. understand the customer requirement and queries on the hardware	1	1	-	-
PC31. educate customer on use of and procedures to be followed in operation of hardware	-	1	-	-
PC32. inform customer about warranty and other terms and conditions on the hardware devices	-	1	-	-
PC33. inform about cost estimates for any other new installations	1	1	-	-
PC34. provide adequate information about the hardware devices, operating procedure, maintenance, etc., to the customer	-	1	-	-
PC35. address the queries and issues raised by the customer on device	-	1	-	-
PC36. inform customers clearly about warranty, and product terms and conditions	-	1	-	-
PC37. provide customers on all the appropriate documents including invoice	-	1	-	-
<i>Interacting with superior</i>	1	4	-	-
PC38. understand the work requirement from superior, periodically	-	1	-	-
PC39. report to superior on the work completed	-	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC40. escalate the customer issues and problems that cannot be handled at field level	1	1	-	-
PC41. document the work completed on the company ERP software for tracking and future references	-	1	-	-
<i>Achieving productivity and quality</i>	6	4	-	-
PC42. achieve 100% on-time completion of field installation with reference to agreed target and time	2	1	-	-
PC43. submit feedback form on customer satisfaction level with respect to the product installation	2	1	-	-
PC44. find solutions to customer complaints and queries unresolved in the field	1	1	-	-
PC45. report work status and prepare documentation as per company standards	1	1	-	-
NOS Total	40	60	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4602
NOS Name	Install, configure and setup hardware system
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	31/07/2025
NSQC Clearance Date	31/03/2022

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ELE/N9972: Communicate and coordinate effectively with others

Description

This unit is about effective, respectful communication and coordination with supervisors and colleagues

Scope

The scope covers the following :

- Communicate effectively with supervisor and colleagues
- Respect gender and ability differences

Elements and Performance Criteria

Communicate effectively with supervisor and colleagues

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

- PC1.** communicate potential hazards of a particular location
- PC2.** comply with organisation's policies and procedures for working with colleagues
- PC3.** maintain personal hygiene and professional appearance
- PC4.** seek clarification on the information provided by supervisor, if needed
- PC5.** respect the personal and professional space of colleagues and superiors
- PC6.** report work completed as per the schedule to superior and inform of any deviations or anomalies
- PC7.** analyse and act on feedback received from supervisor

Respect gender and ability differences

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

- PC8.** work depicting proper behaviour towards all genders and people with disability
- PC9.** identify acts of discrimination and sexual harassment and report to concerned authorities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of personal grooming
- KU2.** organisation's policy on code of conduct
- KU3.** organisation's reporting structure and documentation policy
- KU4.** how to communicate effectively through all means including face-to-face, telephonic as well as written
- KU5.** different types of information that colleagues might need and the importance of providing the same as and when required
- KU6.** rights and duties w.r.t PwD at workplace
- KU7.** organisation policies and standards to support PwD



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- KU8.** gender and disability based concepts or issues such as social and cultural bias, gender roles stereotypes, gender inequality and discrimination, especially for women and transgender
- KU9.** organisation grievance redressal mechanisms and related legislations
- KU10.** health and safety precautions for all individuals, including PwD at workplace

Generic Skills (GS)

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

- GS1.** listen actively and carefully in all interactions
- GS2.** communicate politely under all circumstances
- GS3.** report potential areas of disruptions to work process in writing or in person
- GS4.** maintain positive and effective relationships with others
- GS5.** decide when to report to supervisor and when to deal with a colleague depending on the type of concern
- GS6.** receive and act on supervisor's feedback in a constructive manner
- GS7.** speak, listen, and write using gender-inclusive or gender-neutral terms and gestures
- GS8.** be aware and accountable of ones own gender identity and role, as well as beliefs and practices about disability

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with supervisor and colleagues</i>	27	51	-	-
PC1. communicate potential hazards of a particular location	4	7	-	-
PC2. comply with organisation's policies and procedures for working with colleagues	4	7	-	-
PC3. maintain personal hygiene and professional appearance	4	7	-	-
PC4. seek clarification on the information provided by supervisor, if needed	4	8	-	-
PC5. respect the personal and professional space of colleagues and superiors	3	8	-	-
PC6. report work completed as per the schedule to superior and inform of any deviations or anomalies	4	7	-	-
PC7. analyse and act on feedback received from supervisor	4	7	-	-
<i>Respect gender and ability differences</i>	8	14	-	-
PC8. work depicting proper behaviour towards all genders and people with disability	4	7	-	-
PC9. identify acts of discrimination and sexual harassment and report to concerned authorities	4	7	-	-
NOS Total	35	65	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N9972
NOS Name	Communicate and coordinate effectively with others
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Organizational Behaviour
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/06/2025
NSQC Clearance Date	24/02/2022

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ELE/N1003: Work effectively, sustainably and safely

Description

This unit is about following health and safety procedures, waste management procedures and resource management in order to achieve required productivity and quality.

Scope

The scope covers the following :

- Achieve optimum productivity and quality
- Implement health and safety procedures
- Organise waste management and recycling
- Conserve resources

Elements and Performance Criteria

Achieve optimum productivity and quality

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

- PC1.** keep immediate work area clean and tidy
- PC2.** work effectively to meet daily target
- PC3.** deliver work of expected quality despite constraints
- PC4.** ensure timely completion of tasks
- PC5.** comply with organization's policies and procedures

Implement health and safety procedures

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

- PC6.** take ESD precautions while doing work
- PC7.** avoid any damage in components due to negligence in ESD procedures
- PC8.** participate in fire drills or any other safety workshops organised by the organisation
- PC9.** use appropriate Personal Protective Equipment (PPE) as advised by the organisation

Organise waste management and recycling

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

- PC10.** identify and segregate recyclable/non-recyclable and hazardous wastes
- PC11.** dispose waste as per the suggested procedures by the organization
- PC12.** participate in waste management and waste disposal workshops organised at workplace

Conserve resources

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

- PC13.** use all resources judiciously
- PC14.** perform routine cleaning of tools, machines and equipment
- PC15.** report malfunctioning of machines and equipment
- PC16.** connect electrical equipment and appliances properly when in use and turn off when not in use



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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of time management
- KU2.** organizational safety and health policy
- KU3.** different waste categories such as dry, wet, recyclable, non-recyclable and single use plastic items
- KU4.** usage of different colours of dustbins to dispose waste
- KU5.** cause and effect of greening of jobs
- KU6.** methods of waste disposal
- KU7.** methods of recycling as well as repairing and reusing electronic components
- KU8.** efficient utilisation of material and water
- KU9.** basics of electricity and prevalent energy efficient devices
- KU10.** ways to recognise common electrical problems
- KU11.** common practices of conserving electricity

Generic Skills (GS)

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

- GS1.** read job cards/complaint registers for the work requirement
- GS2.** organise work and be punctual
- GS3.** read instructions, warnings, labels on equipment while doing work
- GS4.** escalate any health and safety issues to supervisors
- GS5.** report any inappropriate incidents/issues to the relevant person
- GS6.** write in local/English language and complete written work with attention to detail

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Achieve optimum productivity and quality</i>	12	18	-	-
PC1. keep immediate work area clean and tidy	2	4	-	-
PC2. work effectively to meet daily target	2	4	-	-
PC3. deliver work of expected quality despite constraints	2	3	-	-
PC4. ensure timely completion of tasks	3	4	-	-
PC5. comply with organization's policies and procedures	3	3	-	-
<i>Implement health and safety procedures</i>	9	14	-	-
PC6. take ESD precautions while doing work	2	4	-	-
PC7. avoid any damage in components due to negligence in ESD procedures	2	3	-	-
PC8. participate in fire drills or any other safety workshops organised by the organisation	2	3	-	-
PC9. use appropriate Personal Protective Equipment (PPE) as advised by the organisation	3	4	-	-
<i>Organise waste management and recycling</i>	8	12	-	-
PC10. identify and segregate recyclable/non-recyclable and hazardous wastes	3	4	-	-
PC11. dispose waste as per the suggested procedures by the organization	2	4	-	-
PC12. participate in waste management and waste disposal workshops organised at workplace	3	4	-	-
<i>Conserve resources</i>	11	16	-	-
PC13. use all resources judiciously	2	4	-	-
PC14. perform routine cleaning of tools, machines and equipment	3	4	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. report malfunctioning of machines and equipment	3	4	-	-
PC16. connect electrical equipment and appliances properly when in use and turn off when not in use	3	4	-	-
NOS Total	40	60	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N1003
NOS Name	Work effectively, sustainably and safely
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Health Safety
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022



Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 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
- 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. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

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 basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services



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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/01/2026
NSQC Clearance Date	29/01/2021

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 : 50

(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/N4601.Engage with customers for IT hardware service	40	60	-	-	100	25
ELE/N4602.Install, configure and setup hardware system	40	60	-	-	100	35
ELE/N9972.Communicate and coordinate effectively with others	35	65	-	-	100	15
ELE/N1003.Work effectively, sustainably and safely	40	60	-	-	100	15
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	0	0	50	10
Total	175	275	0	0	450	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)	<p>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.</p>
Organisational Context	<p>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.</p>
Technical Knowledge	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
Core Skills/ Generic Skills (GS)	<p>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.</p>
Electives	<p>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.</p>
Options	<p>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.</p>