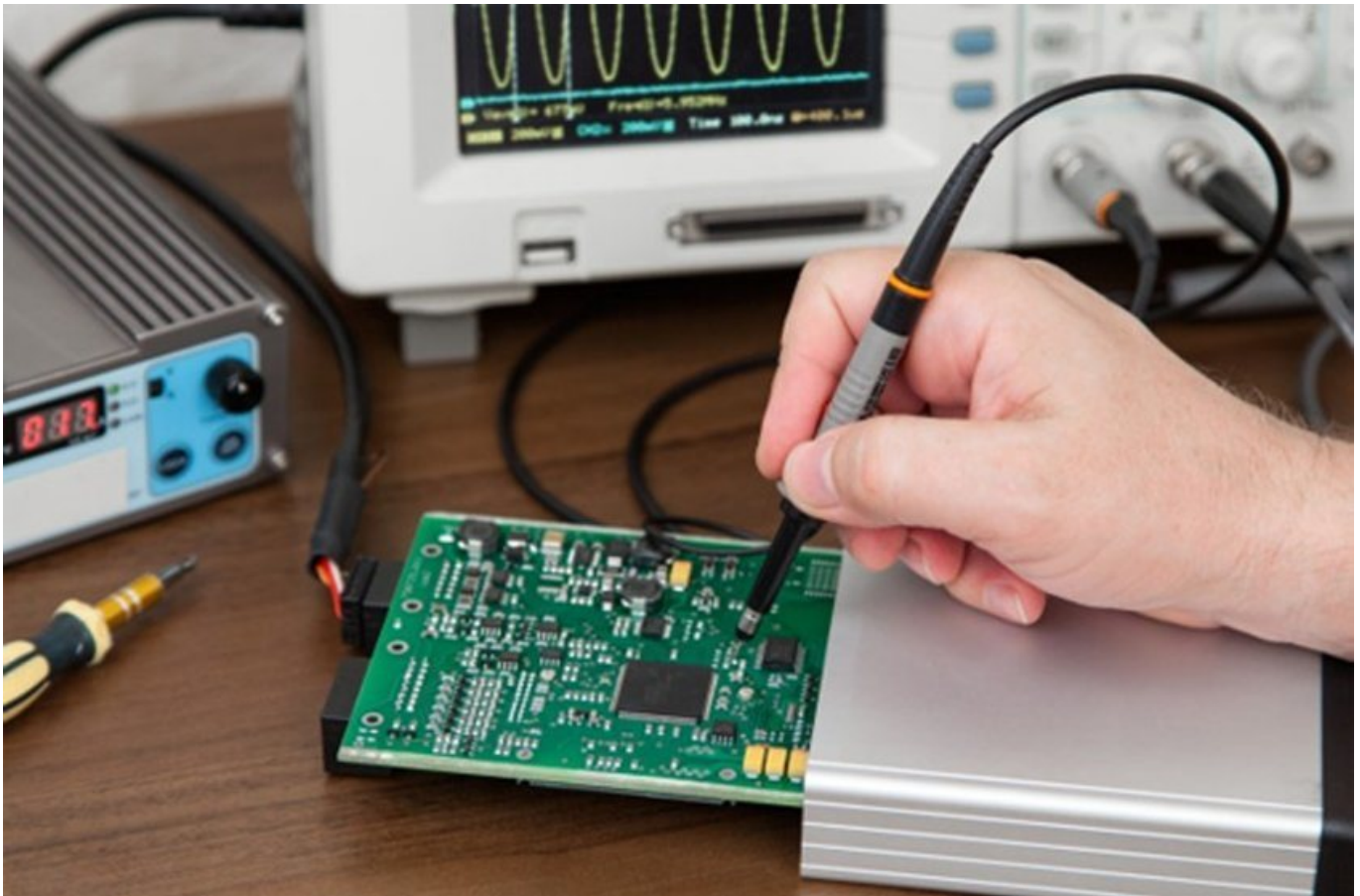**Qualification Pack**

Incoming QC Technician

QP Code: ELE/Q4401

Version: 3.0

NSQF Level: 5

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

Qualification Pack

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Qualification Pack

ELE/Q4401: Incoming QC Technician

Brief Job Description

The individual at work is responsible for checking quality check on the components and modules procured from suppliers for production of hardware equipment. The individual performs physical and functional quality check processes on the components and modules and ensure QC passed components is used for hardware assembling

Personal Attributes

The job requires the individual to have: attention to details, good eye sight, with good finger dexterity, comply with and follow standard procedures and target orientation. The individual must be able to handle tools and equipment with precision and safety measure

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. ELE/N4401: Perform incoming quality check

2. ELE/N1002: Apply health and safety practices at the workplace

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

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	PCB Design and Manufacturing
Occupation	Quality Assurance
Country	India
NSQF Level	5
Credits	26
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1213.0101

Minimum Educational Qualification & Experience	Diploma (After 10th (Electrical/Electronics/Mechanical)) with 1 Year of experience Relevant Experience OR 12th grade pass with 1 year NTC/ NAC with 1 Year of experience Relevant Experience OR 12th grade Pass with 2 Years of experience Relevant Experience OR Previous relevant Qualification of NSQF Level (4) with 3 Years of experience Relevant Experience OR 10th grade pass with 4 Years of experience Relevant Experience
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	24/02/2025
NSQC Approval Date	24/02/2022
Version	3.0
Reference code on NQR	QG-05-EH-01333-2023-V1.1-ESSC
NQR Version	1.0

Remarks:

NA

ELE/N4401: Perform incoming quality check

Description

This OS unit is about receiving the components and modules at the stores and checking for physical and functional quality to ensure that defect-free materials are sent for production

Elements and Performance Criteria

Understanding work requirement

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

PC1. understand the monthly or quarterly targets for the number of assemblies to be completed

PC2. identify the product and models for which targets are fixed

PC3. identify the number of components and modules to be checked as per standard sampling procedure

PC4. understand the supplier specification sheet of the materials to be tested

PC5. record/ document the number of components and modules received and confirm with stores

Performing quality check on PCBs, subassemblies or modules

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

PC6. read the supplier specification sheet and check against product specification required

PC7. check for alternate specifications

PC8. understand the requirement of quality check and comply with standards of the company

PC9. perform sample testing or 100 per cent testing as per company policy for each PCB, sub-assembly or module

PC10. perform functional checks on the sub-assemblies, for example in motor, rpm and voltage input and output

PC11. check dimensions of the components as relevant

PC12. fix the sub-assemblies or modules on the testing jig and check performance

PC13. record the output of the tests and check against specifications to approve the module as QC passed

PC14. ensure all lots are checked and specifications complied with

PC15. take anti-static precautions before work and wear ESD wrist straps or aprons

Assembling and checking sample product

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

PC16. assemble one or specific sample number of product using PCBs, subassemblies and modules received from suppliers

PC17. fix the modules as per product specification

PC18. ensure there are no missing modules or components in the assembly

PC19. switch on, operate and check

Completing QC process

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

PC20. identify any concerns and diagnose the cause

PC21. inform the product development department or procurement department about faulty PCBs, sub-assemblies or modules received from the suppliers

PC22. place stickers such as QC passed or Ok on the modules for quality passed ones

PC23. resend to store for issue to production

PC24. document the quality test details as per check sheets

Interacting with supervisor and other departments

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

PC25. understand the work requirement from superior, periodically

PC26. report to superior on the work completed

PC27. seek assistance from superior on specific component / module testing

PC28. report the recurring problems to product development department or procurement department to take corrective actions

PC29. escalate unresolved problems to senior management

PC30. record the work completed on the company ERP software for tracking and future reference

Achieving productivity and quality standards

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

PC31. achieve 100% daily targets on number of sub-assemblies and modules to be tested

PC32. ensure that only defect-free modules are sent to production

PC33. maintain accurate documentation on the PCBs, sub-assemblies and modules received

PC34. select correct sampling for each module or sub-assembly

PC35. interpret specifications to be tested

PC36. accurately assess quality as per standard QC procedure

PC37. maintain zero-material defect during material handling by following standard operating procedure

PC38. select right jigs and tools for checking or testing

PC39. correctly identify all the modules and connect accurately

PC40. clearly identify defective module and document as per company policy

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on: incentives, delivery standards, and personnel management

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. different products assembled in the plant and their module requirement

KU8. basic electronics involved in the hardware

KU9. input, output and functions of sub-assemblies and modules of the product

KU10. voltage and power requirement for different hardware devices

KU11. memory, input, output and storage devices

KU12. different modules in hardware equipment for example SMPS, drivers, hard disk, battery, mother board in case of a desktop

KU13. testing methods followed for checking different components and modules in a hardware

KU14. use of different test jigs and their purposes

KU15. standard specifications and quality requirements of modules as per specification sheet

KU16. physical testing on parameters such as measurement, shape, dimensions

KU17. functional tests to be performed

KU18. use of tools such as electronic screwdrivers, multimeter, vernier calipre, etc

KU19. Electrostatic Discharge (ESD) and precautionary steps

KU20. how to document the material movement note and capture all the action performed

KU21. all safety rules, policies and procedures

KU22. quality standards to be followed

Generic Skills (GS)

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

GS1. read job sheet

GS2. document the completed work on material movement note

GS3. read and interpret the supplier specification sheet and the specifications of components and modules

GS4. to read assembling procedures for different models

GS5. to share work load as required

GS6. achieve the targets given on assembling of equipment

GS7. basics of different types of IT hardware equipment such as Desktop, Laptop, Printer, Scanner, Networking device, servers, EPABX

GS8. identify all the components and modules in the equipment

GS9. different modules function in specific equipment

GS10. how to capture disk image and usage of disk duplicating software

GS11. operate the different software

GS12. operate the internal ERP software to record material movement, completion of work, raise for spares

GS13. to use test jigs to test sub-assemblies and modules in the hardware

GS14. to assemble different products for final-assembly sample testing

GS15. to use testing tools and equipment such as multi-meter, test boards, voltage meter, vernier calipers, jigs

GS16. to use electronic screw drivers for assembling and disassembling of modules

GS17. to use power on self test (POST) cards to diagnose issues in module

GS18. to improve work processes

GS19. to reduce repetition of errors

GS20. to spot process disruptions and delays

GS21. to report on any concerns to superiors without delay

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understanding work requirement	**5**	**10**	-	-
PC1. understand the monthly or quarterly targets for the number of assemblies to be completed	1	2	-	-
PC2. identify the product and models for which targets are fixed	1	2	-	-
PC3. identify the number of components and modules to be checked as per standard sampling procedure	1	2	-	-
PC4. understand the supplier specification sheet of the materials to be tested	1	2	-	-
PC5. record/ document the number of components and modules received and confirm with stores	1	2	-	-
Performing quality check on PCBs, subassemblies or modules	**10**	**20**	-	-
PC6. read the supplier specification sheet and check against product specification required	1	2	-	-
PC7. check for alternate specifications	1	2	-	-
PC8. understand the requirement of quality check and comply with standards of the company	1	2	-	-
PC9. perform sample testing or 100 per cent testing as per company policy for each PCB, sub-assembly or module	1	2	-	-
PC10. perform functional checks on the sub-assemblies, for example in motor, rpm and voltage input and output	1	2	-	-
PC11. check dimensions of the components as relevant	1	2	-	-
PC12. fix the sub-assemblies or modules on the testing jig and check performance	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. record the output of the tests and check against specifications to approve the module as QC passed	1	2	-	-
PC14. ensure all lots are checked and specifications complied with	1	2	-	-
PC15. take anti-static precautions before work and wear ESD wrist straps or aprons	1	2	-	-
Assembling and checking sample product	**4**	**8**	**-**	**-**
PC16. assemble one or specific sample number of product using PCBs, subassemblies and modules received from suppliers	1	2	-	-
PC17. fix the modules as per product specification	1	2	-	-
PC18. ensure there are no missing modules or components in the assembly	1	2	-	-
PC19. switch on, operate and check	1	2	-	-
Completing QC process	**5**	**6**	**-**	**-**
PC20. identify any concerns and diagnose the cause	1	2	-	-
PC21. inform the product development department or procurement department about faulty PCBs, sub-assemblies or modules received from the suppliers	1	1	-	-
PC22. place stickers such as QC passed or Ok on the modules for quality passed ones	1	1	-	-
PC23. resend to store for issue to production	1	1	-	-
PC24. document the quality test details as per check sheets	1	1	-	-
Interacting with supervisor and other departments	**6**	**6**	**-**	**-**
PC25. understand the work requirement from superior, periodically	1	1	-	-
PC26. report to superior on the work completed	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. seek assistance from superior on specific component / module testing	1	1	-	-
PC28. report the recurring problems to product development department or procurement department to take corrective actions	1	1	-	-
PC29. escalate unresolved problems to senior management	1	1	-	-
PC30. record the work completed on the company ERP software for tracking and future reference	1	1	-	-
Achieving productivity and quality standards	**10**	**10**	**-**	**-**
PC31. achieve 100% daily targets on number of sub-assemblies and modules to be tested	1	1	-	-
PC32. ensure that only defect-free modules are sent to production	1	1	-	-
PC33. maintain accurate documentation on the PCBs, sub-assemblies and modules received	1	1	-	-
PC34. select correct sampling for each module or sub-assembly	1	1	-	-
PC35. interpret specifications to be tested	1	1	-	-
PC36. accurately assess quality as per standard QC procedure	1	1	-	-
PC37. maintain zero-material defect during material handling by following standard operating procedure	1	1	-	-
PC38. select right jigs and tools for checking or testing	1	1	-	-
PC39. correctly identify all the modules and connect accurately	1	1	-	-
PC40. clearly identify defective module and document as per company policy	1	1	-	-
NOS Total	**40**	**60**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4401
NOS Name	Perform incoming quality check
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Manufacturing
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

ELE/N1002: Apply health and safety practices at the workplace

Description

This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the workplace.

Scope

The scope covers the following :

- Deal with workplace hazards
- Apply fire safety practices
- Follow emergencies, rescue and first-aid procedures
- Effective waste management/recycling practices

Elements and Performance Criteria

Deal with workplace hazards

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

PC1. identify job-site hazards and possible causes of accident in the workplace

PC2. perform work complying to organizational safe working practices and observing hazard signs displayed on containers, equipment and in various work areas such as inside buildings, in open areas and public spaces, etc.

PC3. use appropriate personal protective equipment (PPE) for specific tasks and work conditions, contaminant (concentration w.r.t air) requirements and severity of hazard while conforming to the Indian/International standards

PC4. follow standard safety procedures while handling tool/ ,equipment, hazardous substances and while working in hazardous environments

PC5. dispose electronic waste (such as toxins; metals such as lead, cadmium, barium; flame retardant plastics, welding slag etc.) as per industry approved techniques

PC6. avoid damage of components due to negligence in electrostatic discharge (ESD) procedures

PC7. locate general health and safety equipment in the workplace such as fire extinguishers; first aid equipment; safety instruments, clothing and installations (fire exits, exhaust fans)

PC8. maintain appropriate posture while handling heavy objects

PC9. apply good housekeeping practices at all times

Apply fire safety practices

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

PC10. take preventive measures to prevent fire hazards

PC11. • use appropriate fire extinguishers for different types of fires
• Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no l

PC12. exhibit rescue and first-aid techniques in case of fire or electrocution

Follow emergencies, rescue and first-aid procedures

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

PC13. administer appropriate first aid to victims in case of bleeding, burns, choking, electric shock, poisoning etc.

PC14. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock,

PC15. participate regularly in emergency procedures such as raising alarm, safe/efficient, evacuation, correct means of taking shelter and escaping, correct assembly point, roll call, correct return to work

PC16. use correct method to move injured people and others during an emergency

Effective waste management/recycling practices

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

PC17. identify recyclable and non-recyclable, and hazardous waste generated

PC18. segregate waste into different categories

PC19. ensure disposal of non-recyclable waste appropriately

PC20. deposit non-recyclable and reusable material at identified location

PC21. follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. importance of working in clean and safe work environment following safety practices and procedures

KU2. health and safety roles and responsibilities of relevant personnel within and outside the organisation

KU3. key internal and external sources of health and safety information

KU4. basic knowledge of electronic devices and related health risks

KU5. meaning of hazards and risks

KU6. various types of health and safety hazards commonly present in the work environment such as physical hazards, electrical hazards, chemical hazards, fire hazards, equipment related hazards, health hazards, etc.

KU7. methods of accident prevention

KU8. importance of using protective clothing/equipment while working

KU9. general principles for identifying and controlling health and safety risks

KU10. main hazards and preventive as well as control measures while working with different types of equipment

KU11. importance of carrying out electrical and non-electrical isolation to prevent hazards from loss of machine/system/process control

KU12. main hazards and preventive as well as control measures when working with electrical systems or using electrical equipment

KU13. forms and classifications of hazardous substances

KU14. safe working practices while working at various hazardous sites

KU15. prevention and control measures to reduce risks from exposure to hazardous substances

KU16. health effects associated with exposure to noise and vibration and the appropriate control measures

KU17. precautionary activities to prevent the fire accident

KU18. various causes of fire such as heating of metal, spontaneous ignition, sparking, electrical eating, loose fires (smoking, welding, etc.) chemical fires etc.

KU19. techniques of using the different fire extinguishers

KU20. different methods and material to extinguish fires

KU21. different materials used for extinguishing fire such as sand, water, foam, CO_2, dry powder

KU22. rescue techniques used during a fire hazard

KU23. various types of safety signs and their meaning

KU24. basic first aid treatment relevant to the common work place injuries e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

KU25. contents of written accident report

KU26. potential injuries and ill health associated with incorrect handing of tools and equipment

KU27. safe lifting and carrying practices

KU28. potential impact to a person who is moved incorrectly

KU29. personal safety, health and dignity issues relating to the movement of a person by others

KU30. ESD measures and 5S

KU31. efficient utilization and management of material and water

KU32. ways to recognize common electrical problems and practices of conserving electricity

KU33. usage of different colours of dustbins, categorization of waste into dry, wet, recyclable, nonrecyclable and items of single-use plastics

KU34. organization's procedure for minimizing waste

KU35. waste management and methods of waste disposal

KU36. common sources of pollution and ways to minimize it

KU37. names, contact information and location of people responsible for health and safety in the workplace

KU38. location of documents and equipment for health and safety compliance/practices in the workplace

KU39. safety notices, signs and instructions at workplace

Generic Skills (GS)

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

GS1. interpret general health and safety guidelines labels, charts, signages

GS2. read operation manuals

GS3. write health and safety compliance report

GS4. write an accident/incident report in local language or English

GS5. provide an emergency or safety incident brief to seniors or relevant authorities in a calm, clear and to-the-point manner

GS6. communicate general health and safety guidelines to colleagues/co-workers

GS7. communicate appropriately with co-workers in order to clarify instructions and other issues

GS8. act in case of any potential hazards observed in the work place

GS9. plan and organize their own work schedule, work area, tools, equipment in compliance with organizational policies for health, safety and security

GS10. take adequate measures to ensure the safety of clients and visitors at the workplace

GS11. identify immediate or temporary solutions to resolve delays

GS12. evaluate the work area for health and safety risks or hazards

GS13. use cause and effect relations to anticipate potential issues, problems and their solution in the work area related to safety

GS14. recognise emergency and potential emergency situations

GS15. protect self and others from a health and safety risk or hazard

GS16. communicate and collaborate to incorporate sustainable practices (greening) in workplace processes

GS17. record data on waste disposal at workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Deal with workplace hazards	**20**	**31**	**-**	**-**
PC1. identify job-site hazards and possible causes of accident in the workplace	2	3	-	-
PC2. perform work complying to organizational safe working practices and observing hazard signs displayed on containers, equipment and in various work areas such as inside buildings, in open areas and public spaces, etc.	3	4	-	-
PC3. use appropriate personal protective equipment (PPE) for specific tasks and work conditions, contaminant (concentration w.r.t air) requirements and severity of hazard while conforming to the Indian/International standards	3	4	-	-
PC4. follow standard safety procedures while handling tool/ ,equipment, hazardous substances and while working in hazardous environments	3	4	-	-
PC5. dispose electronic waste (such as toxins; metals such as lead, cadmium, barium; flame retardant plastics, welding slag etc.) as per industry approved techniques	2	4	-	-
PC6. avoid damage of components due to negligence in electrostatic discharge (ESD) procedures	2	3	-	-
PC7. locate general health and safety equipment in the workplace such as fire extinguishers; first aid equipment; safety instruments, clothing and installations (fire exits, exhaust fans)	2	3	-	-
PC8. maintain appropriate posture while handling heavy objects	1	3	-	-
PC9. apply good housekeeping practices at all times	2	3	-	-
Apply fire safety practices	**4**	**9**	**-**	**-**
PC10. take preventive measures to prevent fire hazards	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. • use appropriate fire extinguishers for different types of fires • Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no l	1	3	-	-
PC12. exhibit rescue and first-aid techniques in case of fire or electrocution	1	3	-	-
Follow emergencies, rescue and first-aid procedures	**6**	**13**	**-**	**-**
PC13. administer appropriate first aid to victims in case of bleeding, burns, choking, electric shock, poisoning etc.	1	3	-	-
PC14. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock,	1	2	-	-
PC15. participate regularly in emergency procedures such as raising alarm, safe/efficient, evacuation, correct means of taking shelter and escaping, correct assembly point, roll call, correct return to work	2	4	-	-
PC16. use correct method to move injured people and others during an emergency	2	4	-	-
Effective waste management/recycling practices	**5**	**12**	**-**	**-**
PC17. identify recyclable and non-recyclable, and hazardous waste generated	1	3	-	-
PC18. segregate waste into different categories	1	2	-	-
PC19. ensure disposal of non-recyclable waste appropriately	1	2	-	-
PC20. deposit non-recyclable and reusable material at identified location	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. follow processes specified for disposal of hazardous waste	1	2	-	-
NOS Total	**35**	**65**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N1002
NOS Name	Apply health and safety practices at the workplace
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Health Safety
NSQF Level	4
Credits	TBD
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	30/11/2023

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.

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/N4401.Perform incoming quality check	40	60	-	-	100	70
ELE/N1002.Apply health and safety practices at the workplace	35	65	-	-	100	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	15
Total	**95**	**155**	**-**	**-**	**250**	**100**

Acronyms

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

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.