Qualification Pack

Junior Field Technician - Basic Home Appliances OEM Name Junior Field Technician - Basic Home Appliances

QP Code: ELE/Q3117

Version: 2.0

NSQF Level: 3

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Qualification Pack

ELE/Q3117: Junior Field Technician - Basic Home Appliances OEM Name Junior Field Technician - Basic Home Appliances

Brief Job Description

The individual at work is responsible for interacting with customers, installing basic home appliances, and diagnosing faults to identify the cause of malfunction. They carry out minor repairs, replace faulty modules or parts, and, when required, recommend factory-level repairs. The individual ensures proper functioning of appliances after service while following safety standards and maintaining customer satisfaction.

Personal Attributes

The individual must also possess important attributes such as punctuality, amenable behaviour, patience, good interpersonal relationship building, trustworthiness, integrity, and critical thinking.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. ELE/N7210: Engage with Customers and Electrical Service Skills
2. ELE/N7211: Install, Diagnose and Repair Domestic Fans and Coolers
3. ELE/N7212: Diagnose and Repair Solar LED and other lights
4. ELE/N7213: Diagnose and Repair Electric Kettle and Garment Care Appliances
5. DGT/VSQ/N0101: Employability Skills (30 Hours)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	3
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7421.0701

Minimum Educational Qualification & Experience	10th grade pass (10th grade or equivalent) with NA of experience OR 8th grade pass (8th Grade or equivalent) with 3 Years of experience Relevant Experience in Consumer Electronics & IT Hardware OR Previous relevant Qualification of NSQF Level 2.5 (Certificate-NSQF (Level 2.5 in relevant domain)) with 1.5 years of experience Relevant Experience in Consumer Electronics & IT Hardware
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	18/11/2028
NSQC Approval Date	16/12/2025
Version	2.0
Reference code on NQR	QG-04-EH-04689-2025-V2-ESSC
NQR Version	2

Remarks:

NA

Qualification Pack

ELE/N7210: Engage with Customers and Electrical Service Skills

Description

This NOS defines the ability to communicate effectively with customers, understand their service requirements, provide appropriate electrical solutions, and ensure safe, quality, and satisfactory electrical service delivery.

Scope

The scope covers the following :

- Interacting with Customer
- Suggest Possible Solutions
- Apply Electrical Safety Practices
- Apply Basic Electrical Concepts and Practices

Elements and Performance Criteria

Interacting with Customer

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

PC1. Review the customer complaint or service request and confirm details with the customer.

PC2. Prepare for the visit by collecting tools, manuals, and relevant information.

PC3. Greet the customer professionally, maintain personal hygiene, and communicate politely.

PC4. Check product details like warranty, service history, and gather information on the issue.

Suggest Possible Solutions

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

PC5. Explain the problem, suggest solutions with time and cost estimates, and seek customer approval.

PC6. Complete post-interaction tasks such as documentation, follow-up, and providing preventive guidance.

Apply Electrical Safety Practices

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

PC7. Follow standard electrical safety practices (as per IS 5216), including power isolation, use of insulated tools, voltage testing, and avoiding work in damp environments.

PC8. Adhere to occupational health and safety protocols (ISO 45001) by using PPE, ensuring ergonomic posture, and handling tools safely to prevent injuries.

PC9. Implement fire safety measures (IS 1646/NBC), such as identifying overheating risks, avoiding overloading, and keeping appropriate fire extinguishers accessible.

PC10. Maintain a clean and hazard-free work area (IS 14489) and dispose of damaged parts as per CPCB guidelines under E-Waste Management Rules, 2022.

Apply Basic Electrical Concepts and Practices

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

PC11. Identify and explain fundamental electrical terms and principles such as voltage, current, resistance, power, and apply Ohm’s Law in basic calculations.

PC12. Recognize different types of electrical circuits (series, parallel, combination), conductors and insulators, and describe their roles in domestic wiring systems.

PC13. Identify common wire types, domestic wiring components, and protection devices such as fuses, MCBs, ELCBs, and circuit breakers and explain their uses.

PC14. Calculate basic electrical energy consumption using appropriate formulas, and interpret energy meter readings.

PC15. Use electrical testing instruments like multimeter, clamp meter, megger, and capacitor meter to measure basic electrical parameters and check circuit continuity/safety.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of customer service process and service request handling

KU2. Understanding of product details warranty service history and documentation

KU3. Knowledge of basic electrical concepts safety standards and regulations

KU4. Understanding of solution explanation cost estimation and approval process

KU5. Knowledge of workplace safety fire safety and waste disposal guidelines

Generic Skills (GS)

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

GS1. Ability to communicate politely and professionally with customers

GS2. Ability to review complaints gather information and confirm requirements

GS3. Ability to explain problems solutions time and cost clearly

GS4. Ability to follow electrical safety practices and use tools safely

GS5. Ability to complete documentation follow up and maintain clean work area

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Interacting with Customer	**9**	**10**	**-**	**1**
PC1. Review the customer complaint or service request and confirm details with the customer.	-	-	-	-
PC2. Prepare for the visit by collecting tools, manuals, and relevant information.	-	-	-	-
PC3. Greet the customer professionally, maintain personal hygiene, and communicate politely.	-	-	-	-
PC4. Check product details like warranty, service history, and gather information on the issue.	-	-	-	-
Suggest Possible Solutions	**6**	**8**	**-**	**2**
PC5. Explain the problem, suggest solutions with time and cost estimates, and seek customer approval.	-	-	-	-
PC6. Complete post-interaction tasks such as documentation, follow-up, and providing preventive guidance.	-	-	-	-
Apply Electrical Safety Practices	**10**	**12**	**-**	**4**
PC7. Follow standard electrical safety practices (as per IS 5216), including power isolation, use of insulated tools, voltage testing, and avoiding work in damp environments.	-	-	-	-
PC8. Adhere to occupational health and safety protocols (ISO 45001) by using PPE, ensuring ergonomic posture, and handling tools safely to prevent injuries.	-	-	-	-
PC9. Implement fire safety measures (IS 1646/NBC), such as identifying overheating risks, avoiding overloading, and keeping appropriate fire extinguishers accessible.	-	-	-	-
PC10. Maintain a clean and hazard-free work area (IS 14489) and dispose of damaged parts as per CPCB guidelines under E-Waste Management Rules, 2022.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Apply Basic Electrical Concepts and Practices	**15**	**20**	**-**	**3**
PC11. Identify and explain fundamental electrical terms and principles such as voltage, current, resistance, power, and apply Ohm's Law in basic calculations.	-	-	-	-
PC12. Recognize different types of electrical circuits (series, parallel, combination), conductors and insulators, and describe their roles in domestic wiring systems.	-	-	-	-
PC13. Identify common wire types, domestic wiring components, and protection devices such as fuses, MCBs, ELCBs, and circuit breakers and explain their uses.	-	-	-	-
PC14. Calculate basic electrical energy consumption using appropriate formulas, and interpret energy meter readings.	-	-	-	-
PC15. Use electrical testing instruments like multimeter, clamp meter, megger, and capacitor meter to measure basic electrical parameters and check circuit continuity/safety.	-	-	-	-
NOS Total	**40**	**50**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7210
NOS Name	Engage with Customers and Electrical Service Skills
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service-I&A
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	18/11/2028
NSQC Clearance Date	16/12/2025

ELE/N7211: Install, Diagnose and Repair Domestic Fans and Coolers

Description

This NOS is about to engage with customers to understand their electrical service requirements, provide clear technical guidance, ensure quality service delivery, and maintain professional communication and customer satisfaction.

Scope

The scope covers the following :

- Familiarize with Fan and Cooler Types, Parts, and Working Principles
- Diagnose Faults in Fans and Coolers
- Repair or Replace Faulty Components
- Complete Service Delivery and Documentation

Elements and Performance Criteria

Familiarize with Fan and Cooler Types, Parts, and Working Principles

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

PC1. Identify different types of fans (wall, table, pedestal, exhaust,BLDC) and coolers (desert, window, personal, tower), along with their common parts and working principles.

PC2. Explain the function of key components such as motors, capacitors, pumps, blades, switches, fuses, and gaskets.

PC3. Follow manufacturer instructions and safety precautions for disassembling and assembling units.

Diagnose Faults in Fans and Coolers

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

PC4. Interact with the customer to understand usage patterns and observe for symptoms like noise, overheating, water leakage, or failure to operate.

PC5. Turn off power supply, unplug the appliance, and perform basic inspections and electrical tests (earth test, continuity, fuse check, component testing).

PC6. Detect mechanical or electrical faults in key modules — motor, capacitor, pump, wiring, switch, or power cord — using appropriate tools.

PC7. Isolate and inspect each module separately if the issue is not resolved through basic tests.

PC8. Escalate to service centre/workshop if fault requires advanced diagnosis beyond site-level capability.

Repair or Replace Faulty Components

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

PC9. Repair or replace faulty components (motor, capacitor, pump, switch, fuse, blade) on-site as per standard procedures.

PC10. Schedule a follow-up visit if component replacement is not possible at the customer's location.

PC11. Reassemble the unit and verify full functionality post repair.

Complete Service Delivery and Documentation

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

PC12. Demonstrate the functionality of the repaired unit to the customer and explain preventive care and cleaning procedures.

PC13. Fill customer acknowledgment form, update service records, and close the complaint as per documentation protocols.

PC14. Collect payment and promote related services/products such as AMC or new appliances as per company policy.

PC15. Follow warranty terms, and advise customer on service coverage or exclusions based on product warranty policy.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of different types of fans and coolers and their working principles

KU2. Understanding of fan and cooler components and their functions

KU3. Knowledge of electrical and mechanical fault types in fans and coolers

KU4. Understanding of safety precautions disassembly and assembly procedures

KU5. Knowledge of service documentation warranty terms and customer guidelines

Generic Skills (GS)

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

GS1. Ability to interact with customers and understand service complaints

GS2. Ability to inspect test and diagnose faults using tools

GS3. Ability to repair or replace faulty components correctly

GS4. Ability to demonstrate appliance operation and explain preventive care

GS5. Ability to complete service records collect payment and close complaints

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Familiarize with Fan and Cooler Types, Parts, and Working Principles	**8**	**11**	**-**	**2**
PC1. Identify different types of fans (wall, table, pedestal, exhaust,BLDC) and coolers (desert, window, personal, tower), along with their common parts and working principles.	-	-	-	-
PC2. Explain the function of key components such as motors, capacitors, pumps, blades, switches, fuses, and gaskets.	-	-	-	-
PC3. Follow manufacturer instructions and safety precautions for disassembling and assembling units.	-	-	-	-
Diagnose Faults in Fans and Coolers	**14**	**18**	**-**	**5**
PC4. Interact with the customer to understand usage patterns and observe for symptoms like noise, overheating, water leakage, or failure to operate.	-	-	-	-
PC5. Turn off power supply, unplug the appliance, and perform basic inspections and electrical tests (earth test, continuity, fuse check, component testing).	-	-	-	-
PC6. Detect mechanical or electrical faults in key modules — motor, capacitor, pump, wiring, switch, or power cord — using appropriate tools.	-	-	-	-
PC7. Isolate and inspect each module separately if the issue is not resolved through basic tests.	-	-	-	-
PC8. Escalate to service centre/workshop if fault requires advanced diagnosis beyond site-level capability.	-	-	-	-
Repair or Replace Faulty Components	**8**	**9**	**-**	**2**
PC9. Repair or replace faulty components (motor, capacitor, pump, switch, fuse, blade) on-site as per standard procedures.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Schedule a follow-up visit if component replacement is not possible at the customer's location.	-	-	-	-
PC11. Reassemble the unit and verify full functionality post repair.	-	-	-	-
Complete Service Delivery and Documentation	**10**	**12**	**-**	**1**
PC12. Demonstrate the functionality of the repaired unit to the customer and explain preventive care and cleaning procedures.	-	-	-	-
PC13. Fill customer acknowledgment form, update service records, and close the complaint as per documentation protocols.	-	-	-	-
PC14. Collect payment and promote related services/products such as AMC or new appliances as per company policy.	-	-	-	-
PC15. Follow warranty terms, and advise customer on service coverage or exclusions based on product warranty policy.	-	-	-	-
NOS Total	**40**	**50**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7211
NOS Name	Install, Diagnose and Repair Domestic Fans and Coolers
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service-I&A
NSQF Level	3
Credits	4
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	18/11/2028
NSQC Clearance Date	16/12/2025

ELE/N7212: Diagnose and Repair Solar LED and other lights

Description

This NOS is about to diagnose faults and carry out repair, replacement, and functional testing of solar LED and other lighting systems to ensure safe, efficient, and reliable operation.

Scope

The scope covers the following :

- Appliance Identification and Working Principles
- Tools & Safety Practices
- Customer Complaint Analysis & Inspection
- Component Replacement, Assembly & Testing
- Customer Demo & Documentation

Elements and Performance Criteria

Appliance Identification and Working Principles

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

PC1. Identify different types of lighting systems such as solar LED lights, emergency lights, tube lights, and panel lights.

PC2. Explain working principles: conversion of solar energy to electrical energy through PV panels, battery storage, and LED illumination.

PC3. Describe common components: solar panel, LED module, battery, charge controller, driver circuit, sensors, switches, and connectors.

Tools & Safety Practices

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

PC4. Use appropriate tools: multimeter, clamp meter, screwdriver set, soldering iron, and cleaning brush.

PC5. Follow safety precautions: disconnect power, use insulated tools and PPE, prevent short circuits, and avoid overcharging batteries

Customer Complaint Analysis & Inspection

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

PC6. Interact with customers to identify complaints such as light not turning on, dim illumination, battery not charging, or flickering.

PC7. Inspect the unit visually for loose connections, corrosion, damaged wires, broken LEDs, or dust accumulation on solar panels.

PC8. Conduct basic tests: measure panel voltage, battery output, LED continuity, and driver circuit functionality.

Component Replacement, Assembly & Testing

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

PC9. Identify and replace faulty components like LED modules, drivers, fuses, switches, wires, solar panels, or batteries using recommended tools.

PC10. Reassemble parts ensuring secure electrical connections, proper insulation, and correct polarity of solar and battery terminals.

PC11. Test the system under sunlight or simulated power source for charging efficiency, illumination level, and auto on/off functionality.

Customer Demo & Documentation

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

PC12. Demonstrate repaired light to the customer, explain maintenance practices like cleaning panels and avoiding deep battery discharge, complete documentation, and ensure work area cleanliness.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of different lighting systems including solar LED emergency tube and panel lights

KU2. Understanding of solar energy conversion battery storage and LED illumination principles

KU3. Knowledge of lighting system components and their functions

KU4. Understanding of tools usage testing methods and safety practices

KU5. Knowledge of inspection repair testing and documentation procedures

Generic Skills (GS)

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

GS1. Ability to interact with customers and identify lighting related complaints

GS2. Ability to visually inspect and electrically test lighting systems

GS3. Ability to replace faulty components and reassemble systems correctly

GS4. Ability to test system performance under operating conditions

GS5. Ability to demonstrate repaired systems maintain records and keep work area clean

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Appliance Identification and Working Principles	**12**	**12**	**-**	**3**
PC1. Identify different types of lighting systems such as solar LED lights, emergency lights, tube lights, and panel lights.	-	-	-	-
PC2. Explain working principles: conversion of solar energy to electrical energy through PV panels, battery storage, and LED illumination.	-	-	-	-
PC3. Describe common components: solar panel, LED module, battery, charge controller, driver circuit, sensors, switches, and connectors.	-	-	-	-
Tools & Safety Practices	**6**	**8**	**-**	**1**
PC4. Use appropriate tools: multimeter, clamp meter, screwdriver set, soldering iron, and cleaning brush.	-	-	-	-
PC5. Follow safety precautions: disconnect power, use insulated tools and PPE, prevent short circuits, and avoid overcharging batteries	-	-	-	-
Customer Complaint Analysis & Inspection	**10**	**13**	**-**	**2**
PC6. Interact with customers to identify complaints such as light not turning on, dim illumination, battery not charging, or flickering.	-	-	-	-
PC7. Inspect the unit visually for loose connections, corrosion, damaged wires, broken LEDs, or dust accumulation on solar panels.	-	-	-	-
PC8. Conduct basic tests: measure panel voltage, battery output, LED continuity, and driver circuit functionality.	-	-	-	-
Component Replacement, Assembly & Testing	**9**	**13**	**-**	**3**
PC9. Identify and replace faulty components like LED modules, drivers, fuses, switches, wires, solar panels, or batteries using recommended tools.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Reassemble parts ensuring secure electrical connections, proper insulation, and correct polarity of solar and battery terminals.	-	-	-	-
PC11. Test the system under sunlight or simulated power source for charging efficiency, illumination level, and auto on/off functionality.	-	-	-	-
Customer Demo & Documentation	**3**	**4**	**-**	**1**
PC12. Demonstrate repaired light to the customer, explain maintenance practices like cleaning panels and avoiding deep battery discharge, complete documentation, and ensure work area cleanliness.	-	-	-	-
NOS Total	**40**	**50**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7212
NOS Name	Diagnose and Repair Solar LED and other lights
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service-I&A
NSQF Level	3
Credits	4
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	18/11/2028
NSQC Clearance Date	16/12/2025

ELE/N7213: Diagnose and Repair Electric Kettle and Garment Care Appliances

Description

This NOS is about to diagnose faults and perform repair, replacement, and testing of electric kettles and garment care appliances to ensure safe, efficient, and reliable functioning.

Scope

The scope covers the following :

- Appliance Identification and Working Principles
- Tools & Safety Practices
- Customer Complaint Analysis & Inspection
- Component Replacement, Assembly & Testing
- Customer Demo & Documentation

Elements and Performance Criteria

Appliance Identification and Working Principles

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

PC1. Identify models and key components of electric kettles, steam irons, and garment steamers.

PC2. Explain working principles: resistive heating (kettle) and steam generation via heating element and water tank (iron/steamer).

PC3. Describe common parts: heating coil, thermostat, indicator lamp, power cord, thermal fuse, steam vent, spray nozzle, base plate, gasket, and switches

Tools & Safety Practices

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

PC4. Use appropriate tools such as multimeter, clamp meter, screwdrivers, pliers, and cleaning cloth.

PC5. Follow safety precautions: disconnect power, use PPE, prevent water contact, and handle fragile components carefully.

Customer Complaint Analysis & Inspection

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

PC6. Interact with customers to identify complaints and log visible symptoms like water leakage, no heating, steam issues, or burnt smell.

PC7. Conduct basic tests: power input, continuity, thermostat response, coil resistance, switch function, and tank heating.

PC8. Disassemble appliance safely to inspect internal components and diagnose faults such as blocked nozzles, leaky tanks, or faulty coils.

Component Replacement, Assembly & Testing

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

PC9. Replace or repair defective components like heating coil, fuse, cord, thermostat, tank, or steamer nozzle.

PC10. Reassemble parts ensuring safe connections, leak-free water components, and correct alignment of heating units.

PC11. Test appliance post-repair for proper heating, auto shut-off, continuous steam generation, and absence of leakage or blockage.

Customer Demo & Documentation

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

PC12. Demonstrate appliance operation to the customer, educate on usage and maintenance, complete documentation, collect payment if applicable, and maintain a clean work area.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of different models and types of electric kettles irons and steamers

KU2. Understanding of resistive heating and steam generation working principles

KU3. Knowledge of appliance components and their functions

KU4. Understanding of testing methods tools usage and safety practices

KU5. Knowledge of inspection repair testing and service documentation procedures

Generic Skills (GS)

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

GS1. Ability to interact with customers and understand service complaints

GS2. Ability to inspect disassemble and diagnose appliance faults

GS3. Ability to repair replace and reassemble appliance components correctly

GS4. Ability to test appliance performance after repair

GS5. Ability to demonstrate appliance operation complete records and maintain clean work area

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Appliance Identification and Working Principles	**12**	**12**	**-**	**3**
PC1. Identify models and key components of electric kettles, steam irons, and garment steamers.	-	-	-	-
PC2. Explain working principles: resistive heating (kettle) and steam generation via heating element and water tank (iron/steamer).	-	-	-	-
PC3. Describe common parts: heating coil, thermostat, indicator lamp, power cord, thermal fuse, steam vent, spray nozzle, base plate, gasket, and switches	-	-	-	-
Tools & Safety Practices	**6**	**8**	**-**	**1**
PC4. Use appropriate tools such as multimeter, clamp meter, screwdrivers, pliers, and cleaning cloth.	-	-	-	-
PC5. Follow safety precautions: disconnect power, use PPE, prevent water contact, and handle fragile components carefully.	-	-	-	-
Customer Complaint Analysis & Inspection	**10**	**13**	**-**	**2**
PC6. Interact with customers to identify complaints and log visible symptoms like water leakage, no heating, steam issues, or burnt smell.	-	-	-	-
PC7. Conduct basic tests: power input, continuity, thermostat response, coil resistance, switch function, and tank heating.	-	-	-	-
PC8. Disassemble appliance safely to inspect internal components and diagnose faults such as blocked nozzles, leaky tanks, or faulty coils.	-	-	-	-
Component Replacement, Assembly & Testing	**9**	**13**	**-**	**3**
PC9. Replace or repair defective components like heating coil, fuse, cord, thermostat, tank, or steamer nozzle.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Reassemble parts ensuring safe connections, leak-free water components, and correct alignment of heating units.	-	-	-	-
PC11. Test appliance post-repair for proper heating, auto shut-off, continuous steam generation, and absence of leakage or blockage.	-	-	-	-
Customer Demo & Documentation	**3**	**4**	**-**	**1**
PC12. Demonstrate appliance operation to the customer, educate on usage and maintenance, complete documentation, collect payment if applicable, and maintain a clean work area.	-	-	-	-
NOS Total	**40**	**50**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7213
NOS Name	Diagnose and Repair Electric Kettle and Garment Care Appliances
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service-I&A
NSQF Level	3
Credits	4
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	18/11/2028
NSQC Clearance Date	16/12/2025

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

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**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.	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	**1**	**1**	**-**	**-**
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**1**	**-**	**-**
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	**3**	**4**	**-**	**-**
PC9. use various financial products and services safely and securely	-	-	-	-

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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
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	**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**	**-**	**-**

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	16/12/2025
Next Review Date	18/11/2028
NSQC Clearance Date	16/12/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

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

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

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

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

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

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

Minimum Aggregate Passing % at QP Level : 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/N7210.Engage with Customers and Electrical Service Skills	40	50	-	10	100	20
ELE/N7211.Install, Diagnose and Repair Domestic Fans and Coolers	40	50	-	10	100	20
ELE/N7212.Diagnose and Repair Solar LED and other lights	40	50	-	10	100	20
ELE/N7213.Diagnose and Repair Electric Kettle and Garment Care Appliances	40	50	-	10	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	**180**	**230**	**-**	**40**	**450**	**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.