



Multi-Skill Technician (Home Appliances)

Electives: Elective 1/ Elective 2/ Elective 3

QP Code: ELE/Q3115

Version: 3.0

NSQF Level: 4

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Qualification Pack

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ELE/Q3115: Multi-Skill Technician (Home Appliances)

Brief Job Description

The individual in this job is responsible for diagnosing and repairing faults in multiple small domestic home appliances. The individual needs to also install the appliance, if needed, and interact with customers to diagnose the problem and possible causes and replace faulty modules

Personal Attributes

The individual in this job needs to be self-motivated, inquisitive and analytical. The individual must be willing to work in the field and travel through the day from one customer premises to another. The individual also needs to be punctual, patience, trustworthy and possess an amenable behaviour

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N3147: Customer Engagement and Service Delivery](#)
2. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
3. [ELE/N3151: Repair of Juicer /Mixer/Grinder Malfunctions](#)

Electives(*mandatory to select at least one*):

Elective 1: Elective 1

This unit is about diagnosing the fault in the non-functional light and mending them to make it operational again.

1. [ELE/N3148: Repair of LED Lighting Systems](#)

Elective 2: Elective 2

This unit is about diagnosing the fault in the non-functional geyser and fans and mending the appliance to make it operational again.

1. [ELE/N3149: Repair of Faults in Geysers and Fans](#)

Elective 3: Elective 3

This OS unit is about installing newly purchased water purifier at customer location to make it ready to use.



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1. [ELE/N3150: Installation and Maintenance of Water Purifiers](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	4
Credits	24
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7412.0202
Minimum Educational Qualification & Experience	Grade 8 pass with 2 years of (NTC/ NAC) after 8th with 3 Years of experience relevant experience OR 10th Class with 2 Years of experience NTC/NAC/relevant experience OR 12th grade Pass (Science) with NA of experience OR Certificate-NSQF (Level-3 in Maintenance Technician) with 3 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	17/12/2027
NSQF Approval Date	17/12/2024
Version	3.0
Reference code on NQR	QG-04-EH-03421-2024-V3-ESSC
NQR Version	3.0



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Remarks:

NA



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ELE/N3147: Customer Engagement and Service Delivery

Description

This OS unit is about interacting with the customer to understand their requirements and issues with respect to a problem in the appliance.

Scope

The scope covers the following :

- This unit/ task covers the following:
- Interacting with the customers
- Analyzing Problems and Suggesting Solutions

Elements and Performance Criteria

Interacting with the customers

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

- PC1.** Collect and analyze the job requirements provided by supervisors or relevant business units.
- PC2.** Assess customer complaints or installation schedules logged with the customer care team.
- PC3.** Call the customer to confirm the service request and gather preliminary details in a polite and professional manner.
- PC4.** Determine the customer's location to create an optimized route plan for the day.
- PC5.** Select and organize the appropriate tools and spare parts needed for the identified problem and carry them for the customer visit.
- PC6.** Check the warranty status or annual maintenance contract (AMC) of the appliance before initiating service.
- PC7.** Inquire about the history of the problem with the appliance, confirm the issue, and educate the customer on its possible causes and solutions.
- PC8.** Inform customers about any applicable costs for service, repair, and replacement of parts based on the identified problem and recommended resolution.

Analyzing Problems and Suggesting Solutions

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

- PC9.** Explain the possible solutions, along with the estimated timelines and processes, ensuring the customer is fully informed.
- PC10.** Test the appliance's performance post-repair and request the customer to verify the service quality themselves.
- PC11.** Verify if the customer is satisfied with the service provided and record their feedback accurately.
- PC12.** Ensure completion of the service task within the informed time and quality standards.
- PC13.** Prepare the invoice for completed work and collect payment using organization-approved and customer-preferred payment methods.

Knowledge and Understanding (KU)



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The individual on the job needs to know and understand:

- KU1.** company policies on customer care, maintaining documentation, code of conduct and organisation culture, typical customer profile and reporting structure
- KU2.** how to communicate with customers in order to put them at ease
- KU3.** company products and recurring problems reported in consumer appliances
- KU4.** basic electronic concepts and electrical/mechanical modules of various appliances
- KU5.** models of different appliances of the company and their common and distinguishing features
- KU6.** functionality of different appliances and new features
- KU7.** precautions while handling field calls and dealing with customers
- KU8.** relevant reference sheets, manuals and documents to carry in the field
- KU9.** importance of personal grooming
- KU10.** how to be polite and courteous under all circumstances
- KU11.** importance of maintaining clean surface/work area
- KU12.** telecommunication (phone) etiquette such as appropriate times to call a customer, clarity of verbal communication and respectfully seeking feedback or reviewing completed work, and preparation of post-service documentation to the customer's satisfaction

Generic Skills (GS)

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

- GS1.** complete forms such as work orders, invoices, maintenance records
- GS2.** maintain personal grooming
- GS3.** read documents and signs such as job sheets or work orders, warnings, instructions and other text material on product labels, components, etc.
- GS4.** interpret product and module serial numbers for details such as make, date, availability
- GS5.** coordinate with the supervisor for clarifications on the job requirement
- GS6.** listen carefully to customer and interpret customer statement of symptoms
- GS7.** communicate in local language or in the customer's preferred language
- GS8.** inform the customer about product, contractual issues such as warranty, cost of service and module replacement
- GS9.** inform the customer about the precautions to be taken in order to avoid recurrence of problem
- GS10.** follow organization's standard operating procedures while making decisions
- GS11.** coordinate with supervisor and take approval in case the decision has to be made for exceptions
- GS12.** work with supervisor and co-workers to achieve smooth workflow and share technical knowledge
- GS13.** be polite, patient and courteous under all circumstances with all types of customers
- GS14.** maintain socio-cultural etiquette such as respecting personal space, seeking permission before entering premises or private rooms, communicating in gender-neutral terms

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with the customers</i>	25	32	-	6
PC1. Collect and analyze the job requirements provided by supervisors or relevant business units.	3	4	-	-
PC2. Assess customer complaints or installation schedules logged with the customer care team.	3	4	-	-
PC3. Call the customer to confirm the service request and gather preliminary details in a polite and professional manner.	3	4	-	1
PC4. Determine the customer's location to create an optimized route plan for the day.	3	4	-	1
PC5. Select and organize the appropriate tools and spare parts needed for the identified problem and carry them for the customer visit.	3	4	-	1
PC6. Check the warranty status or annual maintenance contract (AMC) of the appliance before initiating service.	3	4	-	1
PC7. Inquire about the history of the problem with the appliance, confirm the issue, and educate the customer on its possible causes and solutions.	3	4	-	1
PC8. Inform customers about any applicable costs for service, repair, and replacement of parts based on the identified problem and recommended resolution.	4	4	-	1
<i>Analyzing Problems and Suggesting Solutions</i>	15	18	-	4
PC9. Explain the possible solutions, along with the estimated timelines and processes, ensuring the customer is fully informed.	3	4	-	1
PC10. Test the appliance's performance post-repair and request the customer to verify the service quality themselves.	3	4	-	-
PC11. Verify if the customer is satisfied with the service provided and record their feedback accurately.	3	3	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Ensure completion of the service task within the informed time and quality standards.	3	3	-	1
PC13. Prepare the invoice for completed work and collect payment using organization-approved and customer-preferred payment methods.	3	4	-	1
NOS Total	40	50	-	10



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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3147
NOS Name	Customer Engagement and Service Delivery
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	17/12/2024
Next Review Date	17/12/2027
NSQC Clearance Date	17/12/2024



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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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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



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- 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

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

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

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



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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	17/12/2024
Next Review Date	17/12/2027
NSQC Clearance Date	17/12/2024

Qualification Pack

ELE/N3151: Repair of Juicer /Mixer/Grinder Malfunctions

Description

This unit is about understanding the customer complaints, identifying the fault and fixing the mixer/juicer/grinder.

Scope

The scope covers the following :

- Diagnose faults and repair/replace dysfunctional parts
- Test appliance functionality after job completion

Elements and Performance Criteria

Diagnose Faults and Repair/Replace Dysfunctional Parts

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

- PC1.** Understand the usage pattern of the mixer/grinder from the customer and perform an initial inspection to identify potential faults.
- PC2.** Unplug the unit and reset the overload switch to its original position in case of power supply overload.
- PC3.** Conduct basic tests such as power supply inspection, volt-ampere testing, and earthing checks to identify electrical issues.
- PC4.** Inspect all internal modules of the unit. If the fault remains unidentified, escalate the issue by sending the unit to the manufacturer's service center.
- PC5.** Replace faulty components on-site, provided the required parts are available.
- PC6.** Schedule a follow-up visit if the faulty module is unavailable at the site. Return with the repaired or replaced module to complete the service.

Test Appliance Functionality After Job Completion

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

- PC7.** Reassemble the unit, plug it into the power source, and test its functionality to ensure it operates correctly.
- PC8.** Demonstrate the functionality of the repaired unit to the customer, ensuring their satisfaction.
- PC9.** Inform the customer about cleaning procedures and recommend best practices for maintaining the mixer/grinder.
- PC10.** Complete all documentation procedures, including recording complaint closure and collecting payments from the customer as per company guidelines.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on repairing/replacement of materials and returning faulty parts/modules



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- KU2.** reporting and documentation processes
- KU3.** different models of mixers, grinders and their features and functionalities
- KU4.** basic electrical fundamentals with regard to functioning of motors, circuit breakers, etc and basic electronics (components such as diode, transformer, LED, photo transistor, capacitor, resistor, inductor, thermistor, ICs)
- KU5.** fundamentals of electricity such as Ohms law, difference between AC and DC, calculation of energy consumption of appliances, understanding of domestic wiring, understanding of series and parallel connections
- KU6.** troubleshooting knowledge with respect to home appliances and hazards their causes and prevention/personal safety
- KU7.** energy ratings such BEE rating and concepts of e- waste

Generic Skills (GS)

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

- GS1.** seek help from the supervisor on the job requirement for clarifications
- GS2.** listen carefully to customer, interpret the customer's description of issues; and communicate in preferred (Hindi or Regional) language
- GS3.** inform the customer about product condition and contractual issues (such as warranty, cost of service and module replacement)
- GS4.** inform customer of precautions to avoid recurrence of problem
- GS5.** follow standard operating procedures and hierarchy while making decisions regarding customer visit

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Diagnose Faults and Repair/Replace Dysfunctional Parts</i>	24	29	-	6
PC1. Understand the usage pattern of the mixer/grinder from the customer and perform an initial inspection to identify potential faults.	4	4	-	1
PC2. Unplug the unit and reset the overload switch to its original position in case of power supply overload.	4	5	-	1
PC3. Conduct basic tests such as power supply inspection, volt-ampere testing, and earthing checks to identify electrical issues.	4	6	-	1
PC4. Inspect all internal modules of the unit. If the fault remains unidentified, escalate the issue by sending the unit to the manufacturer's service center.	4	4	-	1
PC5. Replace faulty components on-site, provided the required parts are available.	4	5	-	1
PC6. Schedule a follow-up visit if the faulty module is unavailable at the site. Return with the repaired or replaced module to complete the service.	4	5	-	1
<i>Test Appliance Functionality After Job Completion</i>	16	21	-	4
PC7. Reassemble the unit, plug it into the power source, and test its functionality to ensure it operates correctly.	4	6	-	1
PC8. Demonstrate the functionality of the repaired unit to the customer, ensuring their satisfaction.	4	5	-	1
PC9. Inform the customer about cleaning procedures and recommend best practices for maintaining the mixer/grinder.	4	5	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Complete all documentation procedures, including recording complaint closure and collecting payments from the customer as per company guidelines.	4	5	-	1
NOS Total	40	50	-	10



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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3151
NOS Name	Repair of Juicer /Mixer/Grinder Malfunctions
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	17/12/2024
Next Review Date	17/12/2027
NSQC Clearance Date	17/12/2024

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ELE/N3148: Repair of LED Lighting Systems

Description

This unit is about diagnosing the fault in the non-functional light and mending them to make it operational again.

Scope

The scope covers the following :

- Diagnose faults in LED lights
- Repair faulty LED lights

Elements and Performance Criteria

Diagnosing Faults in LED Lights

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

- PC1.** Connect the non-functional LED light to an AC power source, switch it on, and inspect for any loose or de-soldered wires and faulty connections if the light does not illuminate.
- PC2.** Solder and secure loose or de-soldered wires to restore operational functionality to the light.
- PC3.** Dismantle the LED light when no loose or de-soldered wires are detected, and test or replace the LED light engine with a DC power supply if identified as faulty.
- PC4.** Inspect the supply unit with an AC power source and multimeter to determine the voltage or current output if the LED light engine is not defective.
- PC5.** Compare the actual voltage output to the desired voltage to identify and isolate damaged sections of the power supply using a multimeter.

Repairing Faulty LED Lights

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

- PC6.** Repair or replace damaged components/SMPs (Switch Mode Power Supplies) and verify the output voltage and current of the supply unit using a multimeter.
- PC7.** Inspect the non-functional or damaged LED strips, and replace burnt-out or faulty LED strips with new ones.
- PC8.** Check the LED array by connecting it to an AC power source and switching it on to confirm its functionality.
- PC9.** Reassemble the LED light, ensuring all repaired and replaced components are securely fitted, and test the overall performance of the unit.
- PC10.** Place the LED light back into its fixture and evaluate its performance in a real-use scenario.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company testing & repairing standards and personnel and material management



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- KU2.** company standard operating procedures and processes related to LED Luminary testing and repair
- KU3.** safety and quality standards followed in the organization
- KU4.** basics of power electronics and its usages in lighting controls, or LED power supplies and LED drivers
- KU5.** usage of multimeter, tester, LCR meter and power analyser
- KU6.** various electronic & electrical components, materials and their specific properties & usages
- KU7.** special safety and handling precautions to be taken during LED luminary testing

Generic Skills (GS)

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

- GS1.** note problems on job sheet and details of work done
- GS2.** read warnings, instructions and other text material on product labels, components, etc.
- GS3.** read job sheets or work orders and product/module serial numbers and interpret details such as make, date, availability etc.
- GS4.** read warnings, instructions and other text material on product labels, components, etc.
- GS5.** follow standard operating procedures while making decisions and take approval from supervisor
- GS6.** work with supervisor and co-workers to achieve smooth workflow and share knowledge and learning
- GS7.** seek inputs at assessing the problems
- GS8.** complete forms such as work orders, invoices, maintenance records

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Diagnosing Faults in LED Lights</i>	18	30	-	5
PC1. Connect the non-functional LED light to an AC power source, switch it on, and inspect for any loose or de-soldered wires and faulty connections if the light does not illuminate.	3	4	-	1
PC2. Solder and secure loose or de-soldered wires to restore operational functionality to the light.	3	8	-	1
PC3. Dismantle the LED light when no loose or de-soldered wires are detected, and test or replace the LED light engine with a DC power supply if identified as faulty.	4	8	-	1
PC4. Inspect the supply unit with an AC power source and multimeter to determine the voltage or current output if the LED light engine is not defective.	4	4	-	1
PC5. Compare the actual voltage output to the desired voltage to identify and isolate damaged sections of the power supply using a multimeter.	4	6	-	1
<i>Repairing Faulty LED Lights</i>	22	20	-	5
PC6. Repair or replace damaged components/SMPs (Switch Mode Power Supplies) and verify the output voltage and current of the supply unit using a multimeter.	6	8	-	1
PC7. Inspect the non-functional or damaged LED strips, and replace burnt-out or faulty LED strips with new ones.	4	8	-	1
PC8. Check the LED array by connecting it to an AC power source and switching it on to confirm its functionality.	4	-	-	1
PC9. Reassemble the LED light, ensuring all repaired and replaced components are securely fitted, and test the overall performance of the unit.	4	4	-	1
PC10. Place the LED light back into its fixture and evaluate its performance in a real-use scenario.	4	-	-	1



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	50	-	10



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3148
NOS Name	Repair of LED Lighting Systems
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	17/12/2024
Next Review Date	17/12/2027
NSQC Clearance Date	17/12/2024

Qualification Pack

ELE/N3149: Repair of Faults in Geysers and Fans

Description

This unit is about diagnosing the fault in the non-functional geyser and fans and mending the appliance to make it operational again.

Scope

The scope covers the following :

- Diagnose faults in geyser or fan
- Repair faulty geyser or fan

Elements and Performance Criteria

Diagnosing Faults in Geysers or Fans

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

- PC1.** Conduct basic diagnostic tests to identify issues in the power supply, external faults, improper mounting, or other visible problems in the faulty fan or geyser.
- PC2.** Use a multimeter to inspect the mains outlet and electrical/electronic components for correct voltage output and proper connectivity.
- PC3.** Disassemble the fan or geyser to access internal components and perform functional tests to isolate the defective parts.
- PC4.** Identify and fix minor external faults such as loose connections, improper mounting, or external component alignment.

Repairing Faulty Geysers or Fans

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

- PC5.** Replace the defective components or modules, and reassemble the fan or geyser following proper procedures.
- PC6.** Train or assist colleagues/assistants in handling repair processes, ensuring collaboration and skill-sharing.
- PC7.** Inform the supervisor and adhere to company policies if replacement components are unavailable or require special procurement.
- PC8.** Test the repaired fan/geyser's functionality against the service manual's specifications to ensure full operation.
- PC9.** Demonstrate the repaired unit's functionality to the customer and confirm their satisfaction.
- PC10.** Clean the repair area, ensure proper disposal of debris, and obtain the customer's permission for any leftover materials.
- PC11.** Complete documentation procedures to record complaint closure, collect applicable charges, and update customer records.
- PC12.** Collect the defective components and hand them over to the stores as per the company's process for replacement or disposal.

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** company standard operating procedures and processes related to fans and geysers testing and repair
- KU2.** company's recommended accessories, extended warranty & AMC schemes for the Ceiling Fan / Geyser – if any
- KU3.** recommended installation procedure and its importance in optimum performance of the Ceiling Fan / Geyser
- KU4.** basic diagnostic and functional tests for fans and geysers
- KU5.** functionality and components or parts of fans and geysers
- KU6.** troubleshooting minor faults
- KU7.** hazards associated with breakdown service procedure & how to minimise them
- KU8.** typical faults in components and how to repair them

Generic Skills (GS)

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

- GS1.** follow standard operating procedures while making decisions and take approval from supervisor
- GS2.** work with supervisor and co-workers to achieve smooth workflow and share knowledge and learning
- GS3.** seek inputs at assessing the problems
- GS4.** complete forms such as work orders, invoices, maintenance records
- GS5.** note problems on job sheet and details of work done
- GS6.** read warnings, instructions and other text material on product labels, components, etc.
- GS7.** read job sheets or work orders and product/module serial numbers and interpret details such as make, date, availability etc.
- GS8.** read warnings, instructions and other text material on product labels, components, etc.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Diagnosing Faults in Geysers or Fans</i>	14	22	-	3
PC1. Conduct basic diagnostic tests to identify issues in the power supply, external faults, improper mounting, or other visible problems in the faulty fan or geyser.	3	6	-	1
PC2. Use a multimeter to inspect the mains outlet and electrical/electronic components for correct voltage output and proper connectivity.	4	4	-	1
PC3. Disassemble the fan or geyser to access internal components and perform functional tests to isolate the defective parts.	3	6	-	1
PC4. Identify and fix minor external faults such as loose connections, improper mounting, or external component alignment.	4	6	-	-
<i>Repairing Faulty Geysers or Fans</i>	26	28	-	7
PC5. Replace the defective components or modules, and reassemble the fan or geyser following proper procedures.	4	6	-	1
PC6. Train or assist colleagues/assistants in handling repair processes, ensuring collaboration and skill-sharing.	3	-	-	1
PC7. Inform the supervisor and adhere to company policies if replacement components are unavailable or require special procurement.	3	4	-	-
PC8. Test the repaired fan/geyser's functionality against the service manual's specifications to ensure full operation.	4	5	-	1
PC9. Demonstrate the repaired unit's functionality to the customer and confirm their satisfaction.	4	4	-	1
PC10. Clean the repair area, ensure proper disposal of debris, and obtain the customer's permission for any leftover materials.	2	3	-	1



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Complete documentation procedures to record complaint closure, collect applicable charges, and update customer records.	4	3	-	1
PC12. Collect the defective components and hand them over to the stores as per the company's process for replacement or disposal.	2	3	-	1
NOS Total	40	50	-	10



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3149
NOS Name	Repair of Faults in Geysers and Fans
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	17/12/2024
Next Review Date	17/12/2027
NSQC Clearance Date	17/12/2024



Qualification Pack

ELE/N3150: Installation and Maintenance of Water Purifiers

Description

This OS unit is about installing newly purchased water purifier at customer location to make it ready to use.

Scope

The scope covers the following :

- Perform Pre-Installation Tasks
- Install and Check the Functionality of the Water Purifier
- Diagnose Faults and Fix Dysfunctional Components

Elements and Performance Criteria

Perform Pre-Installation Tasks

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

- PC1.** Analyze the customer location and plan an efficient route to visit the site as per the job card/work sheet.
- PC2.** Interact with the customer upon arrival, greet them professionally, and confirm whether the water purifier will be placed under the sink (UTS) or mounted on the wall.
- PC3.** Assess if the location meets structural requirements, such as proximity to the power supply, plumbing points, and space availability.
- PC4.** Inform the customer about any pre-installation work required at their premises.
- PC5.** Educate the customer about the need for adequate water pressure at the inlet source for proper operation.
- PC6.** Make accurate markings for the placement of the water purifier unit based on customer preference and structural suitability.
- PC7.** Evaluate all requirements and proceed with installation if satisfied. If not, communicate the issues to the customer and reschedule the installation.
- PC8.** Unbox the purifier in front of the customer, explaining each step to maintain transparency.
- PC9.** Verify that the product matches the customer's order, ensuring all supporting accessories and tools for installation are available.
- PC10.** Clear and properly dispose of the packaging materials in compliance with the company's environmental norms.

Install and Check the Functionality of the Water Purifier

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

- PC11.** Measure and mark the identified location before drilling holes, ensuring no internal wiring damage occurs.
- PC12.** Mount and securely fasten the purifier unit and its filter components.
- PC13.** Drain the inlet line before connecting it to the purifier and attach the outlet pipe to the drain, if applicable.
- PC14.** Ensure that the purifier is aligned correctly according to the installation manual.

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PC15. Test the purifier to confirm there are no leaks and that all connections are secure.

PC16. Demonstrate the purifier's features and utility to the customer, explaining its advantages.

PC17. Educate the customer on the maintenance procedures and usage guidelines to extend the purifier's life.

Diagnose Faults and Fix Dysfunctional Components

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

PC18. Diagnose faults based on customer-reported issues and observations.

PC19. Confirm whether the water pressure meets the specified company standards for the purifier's operation.

PC20. Shut off the water supply and unplug the unit to safely inspect the purifier for potential issues.

PC21. Follow all safety precautions during repairs, such as using cloths or towels to avoid spills and maintain cleanliness.

PC22. Perform a basic inspection of components like the feed water valve, tank valve, tubing, and housing for potential faults.

PC23. Replace or repair the faulty component on-site, if feasible, or seek the customer's permission to transport the unit to the service center for further repairs.

PC24. After repairs, reassemble the unit and test it to ensure proper functionality. Confirm customer satisfaction and complete the job.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company policies on delivery standards, material and personnel management, repair/installation call closure

KU2. company sales, installation and after sales support policy such as product warranty and other terms and conditions

KU3. importance of the individual role in the workflow and reporting structure

KU4. installation site requirements (structural requirements, plumbing etc.)

KU5. water flow diagram and electrical circuit diagram of the Water Purifier

KU6. water purification process and different layers of filter present within the unit such as sediment filter, carbon block filter, TFC/TFM membrane, inline carbon filter etc.

KU7. different technologies in water purification (such as reverse osmosis, de ionisation etc.) and different features, functionalities of various models

KU8. safety precautions to be taken while installing

KU9. manual-based procedure of installing the water purifier and waste disposal procedures

KU10. repairing various accessories and parts accompanying the unit

KU11. operating the water purifier and verifying its features and functionalities after installation

Generic Skills (GS)

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



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- GS1.** write forms such as work orders, invoices, maintenance records and note problems on job sheet and details of work area
- GS2.** read warnings, instructions and other text material on product labels such as serial no., components, etc.
- GS3.** Interpret technical drawings (such as wiring, etc.) and job specifications/instructions accurately
- GS4.** receive and ask for clarifications from supervisor on the job requirement
- GS5.** maintain personal grooming especially when visiting customer site
- GS6.** listen carefully to customer, interpret the customer's description of issues; and communicate in local language
- GS7.** educate and inform customer about product, contractual issues such as warranty, cost of service and module replacement
- GS8.** inform customer of precautions to avoid recurrence of problem
- GS9.** interact with the customer while being polite, patient and use proper etiquette under all circumstances with all types of customers
- GS10.** ensure that the customer is at ease and generate customer confidence in the company product and procedures
- GS11.** follow standard operating procedures while making decisions and seek approval from supervisor
- GS12.** work with supervisor and co-workers to achieve smooth workflow and share knowledge and learning

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform Pre-Installation Tasks</i>	20	20	-	4
PC1. Analyze the customer location and plan an efficient route to visit the site as per the job card/work sheet.	2	2	-	-
PC2. Interact with the customer upon arrival, greet them professionally, and confirm whether the water purifier will be placed under the sink (UTS) or mounted on the wall.	2	2	-	-
PC3. Assess if the location meets structural requirements, such as proximity to the power supply, plumbing points, and space availability.	2	2	-	-
PC4. Inform the customer about any pre-installation work required at their premises.	2	2	-	-
PC5. Educate the customer about the need for adequate water pressure at the inlet source for proper operation.	2	2	-	1
PC6. Make accurate markings for the placement of the water purifier unit based on customer preference and structural suitability.	2	2	-	-
PC7. Evaluate all requirements and proceed with installation if satisfied. If not, communicate the issues to the customer and reschedule the installation.	2	2	-	-
PC8. Unbox the purifier in front of the customer, explaining each step to maintain transparency.	2	2	-	1
PC9. Verify that the product matches the customer's order, ensuring all supporting accessories and tools for installation are available.	2	2	-	1
PC10. Clear and properly dispose of the packaging materials in compliance with the company's environmental norms.	2	2	-	1
<i>Install and Check the Functionality of the Water Purifier</i>	10	16	-	3

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Measure and mark the identified location before drilling holes, ensuring no internal wiring damage occurs.	2	2	-	1
PC12. Mount and securely fasten the purifier unit and its filter components.	1	3	-	-
PC13. Drain the inlet line before connecting it to the purifier and attach the outlet pipe to the drain, if applicable.	1	3	-	1
PC14. Ensure that the purifier is aligned correctly according to the installation manual.	1	2	-	-
PC15. Test the purifier to confirm there are no leaks and that all connections are secure.	1	2	-	-
PC16. Demonstrate the purifier's features and utility to the customer, explaining its advantages.	2	2	-	-
PC17. Educate the customer on the maintenance procedures and usage guidelines to extend the purifier's life.	2	2	-	1
<i>Diagnose Faults and Fix Dysfunctional Components</i>	10	14	-	3
PC18. Diagnose faults based on customer-reported issues and observations.	2	2	-	-
PC19. Confirm whether the water pressure meets the specified company standards for the purifier's operation.	1	2	-	-
PC20. Shut off the water supply and unplug the unit to safely inspect the purifier for potential issues.	1	2	-	1
PC21. Follow all safety precautions during repairs, such as using cloths or towels to avoid spills and maintain cleanliness.	2	2	-	-
PC22. Perform a basic inspection of components like the feed water valve, tank valve, tubing, and housing for potential faults.	1	2	-	1
PC23. Replace or repair the faulty component on-site, if feasible, or seek the customer's permission to transport the unit to the service center for further repairs.	2	2	-	1



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. After repairs, reassemble the unit and test it to ensure proper functionality. Confirm customer satisfaction and complete the job.	1	2	-	-
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3150
NOS Name	Installation and Maintenance of Water Purifiers
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	17/12/2024
Next Review Date	17/12/2027
NSQC Clearance Date	17/12/2024

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.

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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/N3147.Customer Engagement and Service Delivery	40	50	0	10	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
ELE/N3151.Repair of Juicer /Mixer/Grinder Malfunctions	40	50	0	10	100	35
Total	100	130	-	20	250	65

Elective: 1 Elective 1

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N3148.Repair of LED Lighting Systems	40	50	0	10	100	35
Total	40	50	-	10	100	35

Elective: 2 Elective 2



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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N3149.Repair of Faults in Geysers and Fans	40	50	0	10	100	35
Total	40	50	-	10	100	35

Elective: 3 Elective 3

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N3150.Installation and Maintenance of Water Purifiers	40	50	0	10	100	35
Total	40	50	-	10	100	35

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job 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.
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.

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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.
National Occupational Standard	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf