Qualification Pack

Service Technician - Home Appliances

QP Code: ELE/Q3111

Version: 3.0

NSQF Level: 4

Contents

Qualification Pack

ELE/Q3111: Service Technician - Home Appliances

Brief Job Description

A Service Technician - Home Appliances is responsible to interact with customers to Install the appliance or diagnose the problem to assess possible causes of malfunction. Once the problem and causes have been identified, the individual rectifies the problems or replaces faulty modules/failed parts or recommends factory repairs.

Personal Attributes

The individual must be willing to work in the field and travel through the day from one customers premise to another. 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/N3101: Engage with customer for service

2. ELE/N3112: Install and repair appliances

3. ELE/N9905: Work effectively at the workplace

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

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

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	4
Credits	20

Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

Minimum Educational Qualification & Experience	8th grade pass with 2 years of NTC (plus 2 year of NAC/relevant experience)
	              OR
	10th grade pass (plus 2 year of NTC/NAC/relevant experience)
	              OR
	12th Class
	              OR
	Certificate-NSQF (level 3 in Maintenance Technician) with 2 Years of experience

Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/06/2025
NSQC Approval Date	27/01/2022
Version	3.0
Reference code on NQR	2022/EHW/ESSC/06633
NQR Version	1.0

Remarks:

NA

ELE/N3101: Engage with customer for service

Description

This NOS unit is about interacting with customer to understand their requirement with respect to problem in the appliance

Scope

The scope covers the following :

- Interact with customer
- Suggest possible solutions

Elements and Performance Criteria

Interacting with customer

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

PC1. analyse the details of customer complaint registered at customer care or installation schedule

PC2. connect with the customer to confirm problem telephonically and fix time for visit

PC3. collect appropriate tools, parts, relevant reference sheets, manuals and documents

PC4. visit the customer premises as per the scheduled date and time for service as per the requirement

PC5. check about warranty status of appliance and annual maintenance contract

PC6. gather detailed information pertaining to age of appliance, status of upkeep, symptoms and history of problems in the appliance

PC7. provide information to the customer about the warranty and problem in detail along with the precautions to be taken in order to avoid recurrence of problem

Suggest possible solutions

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

PC8. suggest possible solutions with the time required, costs involved and methodology for servicing

PC9. seek customer's approval on further action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policies on code of conduct, organisation's culture, customer care, reporting structure and documentation policy

KU2. company's products and recurring problems reported in consumer appliances

KU3. precautions to be taken while handling field calls and dealing with customers

KU4. importance of personal grooming with proper etiquettes at the customer's premises

KU5. basic electrical, mechanical modules of various appliances and electronics involved in the type of appliance

KU6. models of different appliances, their common and distinguishing features, functionality of different features of appliances and new features

Generic Skills (GS)

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

GS1. complete required documentation

GS2. seek inputs and guidance from the supervisor

GS3. read and comprehend documents

GS4. communicate in local/regional/English language

GS5. comply with applicable standard operating procedures

GS6. communicate with all stakeholders to be able to work efficiently

GS7. interact with others in a polite and courteous manner

GS8. maintain proper etiquette while dealing with the customer

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Interacting with customer	**32**	**41**	**-**	**8**
PC1. analyse the details of customer complaint registered at customer care or installation schedule	5	6	-	1
PC2. connect with the customer to confirm problem telephonically and fix time for visit	4	6	-	1
PC3. collect appropriate tools, parts, relevant reference sheets, manuals and documents	4	6	-	2
PC4. visit the customer premises as per the scheduled date and time for service as per the requirement	4	6	-	1
PC5. check about warranty status of appliance and annual maintenance contract	4	6	-	1
PC6. gather detailed information pertaining to age of appliance, status of upkeep, symptoms and history of problems in the appliance	5	6	-	1
PC7. provide information to the customer about the warranty and problem in detail along with the precautions to be taken in order to avoid recurrence of problem	6	5	-	1
Suggest possible solutions	**8**	**9**	**-**	**2**
PC8. suggest possible solutions with the time required, costs involved and methodology for servicing	4	5	-	1
PC9. seek customer's approval on further action	4	4	-	1
NOS Total	**40**	**50**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3101
NOS Name	Engage with customer for service
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	AFTER SALES SERVICE
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

ELE/N3112: Install and repair appliances

Description

This NOS unit is about installation of newly purchased appliance (refrigerator/airconditioner/washing machine/water purifier) at customer location and repair in case of any dysfunction.

Scope

The scope covers the following :

- Prepare for installation of the appliance
- Install refrigerator at customer location
- Install air conditioner at customer location
- Install washing machine at customer location
- Install water purifier at customer location
- Diagnose, repair and replace the faulty module of appliance

Elements and Performance Criteria

Prepare for installation of the appliance

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

PC1. visit customer location as scheduled

PC2. provide guidance to the customer for pre-installation requirement as per the appliance w.r.t structure, plug point, drainage, plumbing etc.

PC3. make measurements at the location identified and drill holes, if required, ensuring no internal wiring damage takes place

PC4. remove the packaging from the appliance delivered at the customer location

PC5. verify that the product matches the customer's order with all supporting accessories

PC6. check the availability of all tools and fitments for the installation

PC7. clear up the packaging material waste and dispose as per company's norms

PC8. seek customer's input on placing/positioning the appliance near a plug point, in obstruction-free area, while maintaining the required distance from wall and floor

Install refrigerator at customer location

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

PC9. perform steps to fit water-disposal beaker, handle, shelves, basket and side buckets

PC10. connect the refrigerator to power supply and set cooling/freezer temperature knobs according to the season so as to demonstrate features/utility

PC11. inform the customer about the precautions to be taken while using the refrigerator and heating of outside walls of the refrigerator

PC12. verify thermostat settings are appropriate as per the requirement

Install air conditioner at customer location

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

PC13. provide information to the customer about requirement of concealed drainage and electric conduits

PC14. mount the indoor unit ensuring that the screws are fastened securely

PC15. place the outdoor unit at a suitable location and attach it firmly to wall/floor

PC16. connect the indoor and the outdoor units using the field copper pipe of appropriate size

PC17. fill in additional gas if the distance between the indoor and the outdoor units is more than recommended

PC18. perform steps to make necessary power supply connections and align the air conditioner as per the instructions manual

Install washing machine at customer location

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

PC19. remove all transport pins or anything lying in the drum of the washing machine before starting the machine

PC20. check the necessary plumbing installations required for water inlet and outlet

PC21. connect the machine's drain hose with the sewage pipe to ensure proper drainage

PC22. identify the water inlet valve in the household plumbing

PC23. ensure that the valve is turned off while connecting the PVC hose water inlet of the washing machine to the valve

PC24. connect the waste water outlet from the washing machine to the waste system such that the dirty water does not get siphoned back into the washing machine

PC25. perform steps to make inlet, outlet and power supply connections securely using the correct tools and equipment for installation

PC26. operate and check that there are no leaks and the machine is in a safe and stable condition

Install water purifier at customer location

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

PC27. inform the customer about requirement of adequate water pressure at the inlet source

PC28. mount the filter and ensure that the screws are fastened securely

PC29. drain the inlet line before connecting it to the water purifier and connect the outlet pipe to the drain (if applicable)

PC30. ensure that the filter is aligned as per instructions in the installation manual

PC31. run the purifier to ensure there are no leaks and demonstrate the features/utility to the customer

PC32. place a piece of cloth or towel under the unit in order to avoid any water spills on the floor

PC33. explain maintenance procedures to be followed while using the water purifier

Diagnose, repair and replace the faulty module of appliance

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

PC34. diagnose the fault based on customer interaction, usage pattern and initial inspection

PC35. unplug the appliance to carry out further inspection

PC36. • "perform basic tests such as power supply inspection, volt ampere test and earth test power supply
  • "

PC37. inspect every module of the unit separately if the fault is not identified through basic tests

PC38. send it to factory for in-depth diagnosis if problem does not get identified at site

PC39. repair/replace component at location, if the fault identified is due to damage of components

PC40. schedule next appointment if the part can't be replaced on site

PC41. reassemble the unit to check that all the modules of the unit are working as per specifications

PC42. demonstrate functionality of the unit to the customer

PC43. provide information to the customer about cleaning procedures and precautions to be taken in order to avoid recurrence of problem

PC44. complete all documentation procedures for complaint closure

PC45. collect necessary payments from the customer

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policy on product's warranty, sales, installation, after sales support policy and other terms and conditions

KU2. installation site requirements (structural requirements, ventilation, etc.) with all safety precautions to be taken while installing

KU3. different types of refrigerators such as traditional, frost-free, peltier with all features and functionalities of various models

KU4. different types of air conditioners such as window, split, cassette etc. and different features and functionalities of various models

KU5. different types of washing machines such as front load and top load their features and functionalities

KU6. different models of microwave ovens and their features and functionalities

KU7. different types of water purifiers manufactured by the company

KU8. manual-based procedure of installing the refrigerators/air conditioner/washing machine/water purifier

KU9. methods of fixing various accessories, parts that have accompanied the unit and their features

KU10. how to use the appliance and its various features/functionalities after installation

KU11. use of test equipment and tools such as multi-meter, oscilloscope etc.

KU12. safety precautions/rules, policies, procedures and quality standards to be followed

KU13. troubleshooting knowledge with respect to refrigerators/air conditioner/washing machine/water purifier/microwave

KU14. fundamentals of electricity such as ohms law, difference between ac and dc, understanding of domestic wiring etc.

KU15. basic knowledge of components such as diode, transformer, LED, photo transistor, capacitor, thermistor Ics etc.

KU16. components/modules of refrigerators/air conditioner/washing machine/water purifier/microwave

KU17. method of refrigeration, its use and functioning of refrigerator sealed system

KU18. basics of types of refrigerants such as R12, R22, R134a, R290, R600a, R410, R32, use of different brazing sticks, types of brazing torches, fluxes and their application

KU19. different cycles in the machine running process and possible symptoms of faults

KU20. water flow diagram and electrical circuit diagram of the water purifier

KU21. water purification process and different layers of filter present within the unit such as sediment filter, carbon block filter etc.

KU22. parameters such as production rate, water chemistry, drain/rate, input water pressure/temperature etc.

KU23. chemical and other properties of various filters of the water purifier

KU24. different technologies in water purification (such as reverse osmosis, de ionisation etc.) and different features, functionalities of various models

KU25. energy ratings such as BEE rating and concepts of e waste

KU26. hazards, their causes and prevention/personal safety

Generic Skills (GS)

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

GS1. complete forms and other documentation

GS2. read and comprehend text material

GS3. communicate in local/regional/English language

GS4. interact with others in a polite and courteous manner

GS5. comply with applicable standard operating procedures

GS6. communicate with all stakeholders to be able to work efficiently

GS7. seek inputs and guidance from the supervisor

GS8. maintain proper etiquette while dealing with the customer

GS9. interpret information clearly

GS10. improve work processes

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for installation of the appliance	**7**	**6**	**-**	**2**
PC1. visit customer location as scheduled	-	-	-	-
PC2. provide guidance to the customer for pre-installation requirement as per the appliance w.r.t structure, plug point, drainage, plumbing etc.	1	1	-	1
PC3. make measurements at the location identified and drill holes, if required, ensuring no internal wiring damage takes place	1	1	-	-
PC4. remove the packaging from the appliance delivered at the customer location	1	1	-	-
PC5. verify that the product matches the customer's order with all supporting accessories	-	1	-	-
PC6. check the availability of all tools and fitments for the installation	1	1	-	-
PC7. clear up the packaging material waste and dispose as per company's norms	1	1	-	-
PC8. seek customer's input on placing/positioning the appliance near a plug point, in obstruction-free area, while maintaining the required distance from wall and floor	2	-	-	1
Install refrigerator at customer location	**3**	**5**	**-**	**1**
PC9. perform steps to fit water-disposal beaker, handle, shelves, basket and side buckets	1	1	-	-
PC10. connect the refrigerator to power supply and set cooling/freezer temperature knobs according to the season so as to demonstrate features/utility	1	3	-	1
PC11. inform the customer about the precautions to be taken while using the refrigerator and heating of outside walls of the refrigerator	1	-	-	-
PC12. verify thermostat settings are appropriate as per the requirement	-	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Install air conditioner at customer location	**6**	**10**	**-**	**2**
PC13. provide information to the customer about requirement of concealed drainage and electric conduits	1	-	-	-
PC14. mount the indoor unit ensuring that the screws are fastened securely	1	1	-	-
PC15. place the outdoor unit at a suitable location and attach it firmly to wall/floor	1	1	-	-
PC16. connect the indoor and the outdoor units using the field copper pipe of appropriate size	1	2	-	-
PC17. fill in additional gas if the distance between the indoor and the outdoor units is more than recommended	1	3	-	1
PC18. perform steps to make necessary power supply connections and align the air conditioner as per the instructions manual	1	3	-	1
Install washing machine at customer location	**7**	**8**	**-**	**1**
PC19. remove all transport pins or anything lying in the drum of the washing machine before starting the machine	1	1	-	-
PC20. check the necessary plumbing installations required for water inlet and outlet	1	-	-	-
PC21. connect the machine's drain hose with the sewage pipe to ensure proper drainage	1	-	-	-
PC22. identify the water inlet valve in the household plumbing	1	1	-	-
PC23. ensure that the valve is turned off while connecting the PVC hose water inlet of the washing machine to the valve	-	1	-	-
PC24. connect the waste water outlet from the washing machine to the waste system such that the dirty water does not get siphoned back into the washing machine	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. perform steps to make inlet, outlet and power supply connections securely using the correct tools and equipment for installation	1	3	-	1
PC26. operate and check that there are no leaks and the machine is in a safe and stable condition	1	1	-	-
Install water purifier at customer location	**6**	**6**	**-**	**1**
PC27. inform the customer about requirement of adequate water pressure at the inlet source	1	-	-	-
PC28. mount the filter and ensure that the screws are fastened securely	1	1	-	-
PC29. drain the inlet line before connecting it to the water purifier and connect the outlet pipe to the drain (if applicable)	1	1	-	-
PC30. ensure that the filter is aligned as per instructions in the installation manual	1	-	-	-
PC31. run the purifier to ensure there are no leaks and demonstrate the features/utility to the customer	1	3	-	1
PC32. place a piece of cloth or towel under the unit in order to avoid any water spills on the floor	-	1	-	-
PC33. explain maintenance procedures to be followed while using the water purifier	1	-	-	-
Diagnose, repair and replace the faulty module of appliance	**11**	**15**	**-**	**3**
PC34. diagnose the fault based on customer interaction, usage pattern and initial inspection	1	1	-	1
PC35. unplug the appliance to carry out further inspection	1	1	-	-
PC36. • "perform basic tests such as power supply inspection, volt ampere test and earth test power supply • "	1	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC37. inspect every module of the unit separately if the fault is not identified through basic tests	1	3	-	1
PC38. send it to factory for in-depth diagnosis if problem does not get identified at site	1	-	-	-
PC39. repair/replace component at location, if the fault identified is due to damage of components	1	1	-	-
PC40. schedule next appointment if the part can't be replaced on site	1	-	-	-
PC41. reassemble the unit to check that all the modules of the unit are working as per specifications	1	2	-	-
PC42. demonstrate functionality of the unit to the customer	-	2	-	-
PC43. provide information to the customer about cleaning procedures and precautions to be taken in order to avoid recurrence of problem	1	-	-	-
PC44. complete all documentation procedures for complaint closure	1	2	-	-
PC45. collect necessary payments from the customer	1	-	-	-
NOS Total	**40**	**50**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3112
NOS Name	Install and repair appliances
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	27/06/2025
NSQC Clearance Date	27/01/2022

ELE/N9905: Work effectively at the workplace

Description

This unit is about the communicating and managing work effectively at the workplace as well as taking measures to enhance own competence and working in a disciplined and ethical manner.

Scope

The scope covers the following :

- Communicate effectively at the workplace
- Work effectively
- Maintain and enhance professional competence
- Work in a disciplined and ethical manner
- Uphold social diversity at the workplace

Elements and Performance Criteria

Communicate effectively at the workplace

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

PC1. exchange information and instruction with colleagues, and seek clarifications and feedback as necessary

PC2. assist colleagues where required

PC3. follow business communication etiquette in all interactions and communicative formats (online, digital, and in-person)

PC4. document and share all relevant information with stakeholders in agreed formats and as per agreed timelines

Work effectively

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

PC5. identify and obtain clarity regarding organisational, team and own goals and targets

PC6. prioritise and plan work in order to achieve goals and targets

PC7. monitor own and team performance as per agreed plan

PC8. complete duties accurately, systematically and within required timeframes

PC9. express emotions appropriately at the workplace and manage own response to heightened emotions

PC10. maintain orderliness and cleanliness in the work area

Maintain and enhance professional competence

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

PC11. identify own strengths and weaknesses in relation to goals and targets

PC12. adapt self, service, or product to meet success criteria

PC13. seek and select opportunities for continuous professional development

PC14. formulate a professional development plan to enhance capabilities

PC15. build or contribute to the organizational knowledge base of cases, clients, issues, solutions, and innovations

PC16. examine developments and trends in field of work and their potential impact on work

PC17. take feedback from peers, supervisors and clients to improve own performance and practices

Work in a disciplined and ethical manner

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

PC18. perform tasks as per workplace standards, organisational policies and legislative requirements

PC19. display appropriate professional appearance at the workplace and adhere to the organisational dress code

PC20. demonstrate responsible and disciplined behaviour at the workplace such as punctuality; completing tasks as per given time and standards; demonstrating professional behaviour at all times, adopting environment- friendly practices, etc.

PC21. identify the cause of conflict and options for resolution with peers or escalate grievances and problems to appropriate authority as per procedure for conflict resolution

PC22. protect the rights of the client and organisation when delivering services

PC23. ensure services are delivered equally to all clients regardless of personal and cultural beliefs

PC24. operate within an agreed ethical code of practice and report unethical conduct to the appropriate authorities

PC25. follow organisational guidelines and legal requirements on disclosure and confidentiality

Uphold social diversity at the workplace

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

PC26. recognize and evaluate biased practices against underrepresented groups like women and persons with disabilities, in workplace systems and processes

PC27. identify and report discrimination and harassment based on gender, disability, or cultural difference at the workplace

PC28. use inclusive or neutral language and gestures in all interactions

PC29. respect the personal and professional space of others

PC30. access grievance redressal mechanisms as per legislations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation's policies on dress code, workplace timings, workplace behaviour, performance management, incentives, delivery standards, information security, etc.

KU2. organizational hierarchy and escalation matrix

KU3. importance of the individual's role in the workflow

KU4. organisational norms on health, safety and sustainability

KU5. work area inspection procedures and practices

KU6. professional etiquette and grooming

KU7. communication etiquette across communicative mediums (online, digital, and in-person) including strategies/methods for sharing information, documentation, and providing and receiving feedback

KU8. importance of self-evaluations and developing a continuous learning and professional development plan

KU9. developments and trends impacting professional practice

KU10. importance of taking and using feedback from colleagues and clients to identify and introduce improvements in work performance

KU11. professional ethics and workplace norms on reporting and/or penalizing unethical behaviour and practices.

KU12. guidelines and legal requirements on disclosure, confidentiality, and conflicts of interest

KU13. strategies for collaboration with colleagues and clients.

KU14. professional responses and strategies against inappropriate language or behaviour toward self and others

KU15. Implicit bias (based on gender, disability, class, caste, colour, race, culture, religion, etc.) and its consequences in the workplace

KU16. organizational guidelines, prevalent legislations and accessibility norms and processes to support PwDs at the workplace

KU17. strategies for time, effort and resource allocation towards the goals.

KU18. basic concepts of work productivity including waste reduction, efficient material usage and optimization of time

Generic Skills (GS)

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

GS1. complete documentation and forms such as work orders, invoices maintenance records activity logs, attendance sheets as per organizational format in English and/or local language

GS2. write basic accident or incident report accurately in an appropriate format

GS3. read warnings, instructions and other text material on product labels, components, etc. and relevant signages, warnings, labels or descriptions on equipment, etc. while carrying out work activities

GS4. convey and share technical information clearly using appropriate language

GS5. clarify task-related information

GS6. liaise with authorities and supervisors as per organizational protocol

GS7. listen, speak, and write in an inclusive, respectful manner in line with organizational protocol

GS8. seek clarification from immediate supervisor or responsible authority or exercise most appropriate solutions to safety breaches at work

GS9. report to the supervisor and when to deal with a colleague depending on the type of concern

GS10. deliver product to next work process on time

GS11. improve work process and report potential areas of delays and disruptions

GS12. communicate problems appropriately to others

GS13. identify symptoms of the fault to the cause of the problem and resolve, otherwise seek assistance and support from other sources to solve the problem

GS14. anticipate and avoid hazards that may occur during repairs because of tools, materials used or repair processes

GS15. complete tasks efficiently and accurately within stipulated time

GS16. appreciate and respect social diversity in all professional settings

GS17. develop awareness and accountability for perspectives on gender, disabilities, and socio-cultural issues leading to discrimination, bias, or harassment at the workplace

GS18. maintain positive and effective relationships with colleagues and customers

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicate effectively at the workplace	**5**	**13**	**-**	**-**
PC1. exchange information and instruction with colleagues, and seek clarifications and feedback as necessary	1	3	-	-
PC2. assist colleagues where required	1	3	-	-
PC3. follow business communication etiquette in all interactions and communicative formats (online, digital, and in-person)	1	4	-	-
PC4. document and share all relevant information with stakeholders in agreed formats and as per agreed timelines	2	3	-	-
Work effectively	**6**	**13**	**-**	**-**
PC5. identify and obtain clarity regarding organisational, team and own goals and targets	1	2	-	-
PC6. prioritise and plan work in order to achieve goals and targets	1	2	-	-
PC7. monitor own and team performance as per agreed plan	1	2	-	-
PC8. complete duties accurately, systematically and within required timeframes	1	2	-	-
PC9. express emotions appropriately at the workplace and manage own response to heightened emotions	1	2	-	-
PC10. maintain orderliness and cleanliness in the work area	1	3	-	-
Maintain and enhance professional competence	**8**	**7**	**-**	**-**
PC11. identify own strengths and weaknesses in relation to goals and targets	1	1	-	-
PC12. adapt self, service, or product to meet success criteria	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. seek and select opportunities for continuous professional development	1	1	-	-
PC14. formulate a professional development plan to enhance capabilities	2	1	-	-
PC15. build or contribute to the organizational knowledge base of cases, clients, issues, solutions, and innovations	1	1	-	-
PC16. examine developments and trends in field of work and their potential impact on work	1	1	-	-
PC17. take feedback from peers, supervisors and clients to improve own performance and practices	1	1	-	-
Work in a disciplined and ethical manner	**11**	**16**	**-**	**-**
PC18. perform tasks as per workplace standards, organisational policies and legislative requirements	2	2	-	-
PC19. display appropriate professional appearance at the workplace and adhere to the organisational dress code	1	2	-	-
PC20. demonstrate responsible and disciplined behaviour at the workplace such as punctuality; completing tasks as per given time and standards; demonstrating professional behaviour at all times, adopting environment- friendly practices, etc.	1	2	-	-
PC21. identify the cause of conflict and options for resolution with peers or escalate grievances and problems to appropriate authority as per procedure for conflict resolution	2	2	-	-
PC22. protect the rights of the client and organisation when delivering services	1	2	-	-
PC23. ensure services are delivered equally to all clients regardless of personal and cultural beliefs	1	2	-	-
PC24. operate within an agreed ethical code of practice and report unethical conduct to the appropriate authorities	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. follow organisational guidelines and legal requirements on disclosure and confidentiality	1	2	-	-
Uphold social diversity at the workplace	**10**	**11**	**-**	**-**
PC26. recognize and evaluate biased practices against underrepresented groups like women and persons with disabilities, in workplace systems and processes	2	2	-	-
PC27. identify and report discrimination and harassment based on gender, disability, or cultural difference at the workplace	2	2	-	-
PC28. use inclusive or neutral language and gestures in all interactions	2	2	-	-
PC29. respect the personal and professional space of others	2	2	-	-
PC30. access grievance redressal mechanisms as per legislations	2	3	-	-
NOS Total	**40**	**60**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N9905
NOS Name	Work effectively at the workplace
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Organizational Behaviour
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	30/12/2026
NSQC Clearance Date	30/12/2021

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Deal with workplace hazards

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

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

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

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

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

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

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

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

PC8. maintain appropriate posture while handling heavy objects

PC9. apply good housekeeping practices at all times

Apply fire safety practices

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

PC10. take preventive measures to prevent fire hazards

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

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

Follow emergencies, rescue and first-aid procedures

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

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

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

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

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

Effective waste management/recycling practices

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

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

PC18. segregate waste into different categories

PC19. ensure disposal of non-recyclable waste appropriately

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

PC21. follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

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

KU4. basic knowledge of electronic devices and related health risks

KU5. meaning of hazards and risks

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

KU7. methods of accident prevention

KU8. importance of using protective clothing/equipment while working

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

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

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

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

KU13. forms and classifications of hazardous substances

KU14. safe working practices while working at various hazardous sites

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

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

KU17. precautionary activities to prevent the fire accident

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

KU19. techniques of using the different fire extinguishers

KU20. different methods and material to extinguish fires

KU21. different materials used for extinguishing fire such as sand, water, foam, CO2, dry powder

KU22. rescue techniques used during a fire hazard

KU23. various types of safety signs and their meaning

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

KU25. contents of written accident report

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

KU27. safe lifting and carrying practices

KU28. potential impact to a person who is moved incorrectly

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

KU30. ESD measures and 5S

KU31. efficient utilization and management of material and water

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

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

KU34. organization's procedure for minimizing waste

KU35. waste management and methods of waste disposal

KU36. common sources of pollution and ways to minimize it

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

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

KU39. safety notices, signs and instructions at workplace

Generic Skills (GS)

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

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

GS2. read operation manuals

GS3. write health and safety compliance report

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

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

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

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

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

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

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

GS11. identify immediate or temporary solutions to resolve delays

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

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

GS14. recognise emergency and potential emergency situations

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

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

GS17. record data on waste disposal at workplace

Assessment Criteria

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

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

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

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N1002
NOS Name	Apply health and safety practices at the workplace
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Health Safety
NSQF Level	4
Credits	TBD
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	30/12/2026
NSQC Clearance Date	30/12/2021

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

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

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

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

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**4**	**-**	**-**
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

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

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

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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 : 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/N3101.Engage with customer for service	40	50	-	10	100	35
ELE/N3112.Install and repair appliances	40	50	-	10	100	35
ELE/N9905.Work effectively at the workplace	40	60	-	-	100	10
ELE/N1002.Apply health and safety practices at the workplace	35	65	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	**175**	**255**	**-**	**20**	**450**	**100**

Acronyms

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

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.
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory) trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended) trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.

Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.