

Qualification Pack



Assistant Technician - Computer and Peripheral

QP Code: ELE/Q4609

Version: 5.0

NSQF Level: 3

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Qualification Pack

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ELE/Q4609: Assistant Technician - Computer and Peripheral

Brief Job Description

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

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N5111: Engage with customers for IT hardware Services and repair](#)
2. [ELE/N5112: Install and Setup Computing Devices and Peripherals](#)
3. [ELE/N5110: Coordinate, Communicate and Ensure Safe Field Service Delivery](#)
4. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Assembly-EMS
Country	India
NSQF Level	3
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7422.2022

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Minimum Educational Qualification & Experience	10th grade pass (10th grade or equivalent) with NA of experience OR 8th grade pass (8th grade) with 3 Years of experience Relevant Experience in Consumer Electronics & IT Hardware domain OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience Relevant Experience in Consumer Electronics & IT Hardware domain
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	5.0
Reference code on NQR	QG-03-EH-044852025-V2-ESSCI
NQR Version	2

Remarks:

NA

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ELE/N5111: Engage with customers for IT hardware Services and repair

Description

This NOS is about engaging with customers to identify issues, provide IT hardware service and repair, and ensure effective resolution and satisfaction

Scope

The scope covers the following :

- Introduction and Customer Interaction & Requirement Gathering
- Installation & Configuration of Systems
- Identifying & Resolving Issues
- Suggesting Solutions & Customer Approval
- Documentation, Reporting & Quality

Elements and Performance Criteria

Introduction and Customer Interaction & Requirement Gathering

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

- PC1.** Describe the role and responsibilities of an Assistant Technician – Computing and Peripheral role, including providing first-level technical support, assisting in the installation and maintenance of computing systems, peripheral devices, and AV equipment.
- PC2.** Contact customers and confirm visit details based on logged requests
- PC3.** Understand site layout, power/network needs for installation
- PC4.** Maintain communication etiquette and company conduct standards
- PC5.** Provide first-level support for computing systems and peripheral equipment including as desktops, laptops, printers, routers, scanners and photocopy machine and other peripheral devices(i.e. Smart TV, audio-visual (AV))

Installation & Configuration of Systems

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

- PC6.** Prepare tools and work area before installation
- PC7.** Install computers and peripherals as per instructions
- PC8.** Configure drivers, settings, and connectivity (including Wi-Fi and Bluetooth) and deploy operating systems using MDT or Autopilot
- PC9.** Test systems post-installation for proper operation
- PC10.** Demonstrate system usage to customer and ensure satisfaction

Identifying & Resolving Issues

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

- PC11.** Diagnose hardware/software issues accurately
- PC12.** Explain need for repair/replacement to customer
- PC13.** Check warranty coverage and inform customer accordingly
- PC14.** Carry out safe and efficient repairs using standard tools

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PC15. Test repaired systems and ensure issue resolution

Suggesting Solutions & Customer Approval

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

PC16. Summarize issues and offer solution options

PC17. Provide time/cost estimates and service scope

PC18. Take customer approval before starting work

PC19. Suggest preventive measures or AMC plans

Documentation, Reporting & Quality

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

PC20. Fill out service reports and document work done

PC21. Provide correct invoices and service records to customer

PC22. Maintain service logs as per company policy

PC23. Complete task within timelines and ensure customer satisfaction

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Understand the roles and responsibilities of an Assistant Technician Computing and Peripheral, including installation, maintenance, and first level support for IT and AV systems.

KU2. Know different types of computing systems, peripherals, and AV devices (e.g., desktops, laptops, printers, routers, smart TVs) and their basic working principles

KU3. Understand customer communication protocols, service scheduling, and etiquette for professional interaction.

KU4. Know how to assess site layout, power supply, and network requirements before installation or servicing.

KU5. Understand company policies on safety, documentation, reporting, and customer service quality standards

Generic Skills (GS)

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

GS1. Communicate clearly and professionally with customers to gather requirements and provide updates

GS2. Demonstrate the ability to identify customer needs and translate them into technical service actions.

GS3. Apply analytical and problem-solving skills to diagnose and address hardware/software issues effectively.

GS4. Use digital tools, mobile CRM apps, and documentation systems accurately for service tracking.

GS5. Exhibit time management, teamwork, and customer service orientation to ensure smooth and satisfactory service delivery.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction and Customer Interaction & Requirement Gathering</i>	10	12	-	-
PC1. Describe the role and responsibilities of an Assistant Technician – Computing and Peripheral role, including providing first-level technical support, assisting in the installation and maintenance of computing systems, peripheral devices, and AV equipment.	-	-	-	-
PC2. Contact customers and confirm visit details based on logged requests	-	-	-	-
PC3. Understand site layout, power/network needs for installation	-	-	-	-
PC4. Maintain communication etiquette and company conduct standards	-	-	-	-
PC5. Provide first-level support for computing systems and peripheral equipment including as desktops, laptops, printers, routers, scanners and photocopy machine and other peripheral devices(i.e. Smart TV, audio-visual (AV))	-	-	-	-
<i>Installation & Configuration of Systems</i>	5	14	-	-
PC6. Prepare tools and work area before installation	-	-	-	-
PC7. Install computers and peripherals as per instructions	-	-	-	-
PC8. Configure drivers, settings, and connectivity (including Wi-Fi and Bluetooth) and deploy operating systems using MDT or Autopilot	-	-	-	-
PC9. Test systems post-installation for proper operation	-	-	-	-
PC10. Demonstrate system usage to customer and ensure satisfaction	-	-	-	-
<i>Identifying & Resolving Issues</i>	5	12	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Diagnose hardware/software issues accurately	-	-	-	-
PC12. Explain need for repair/replacement to customer	-	-	-	-
PC13. Check warranty coverage and inform customer accordingly	-	-	-	-
PC14. Carry out safe and efficient repairs using standard tools	-	-	-	-
PC15. Test repaired systems and ensure issue resolution	-	-	-	-
<i>Suggesting Solutions & Customer Approval</i>	10	12	-	-
PC16. Summarize issues and offer solution options	-	-	-	-
PC17. Provide time/cost estimates and service scope	-	-	-	-
PC18. Take customer approval before starting work	-	-	-	-
PC19. Suggest preventive measures or AMC plans	-	-	-	-
<i>Documentation, Reporting & Quality</i>	10	10	-	-
PC20. Fill out service reports and document work done	-	-	-	-
PC21. Provide correct invoices and service records to customer	-	-	-	-
PC22. Maintain service logs as per company policy	-	-	-	-
PC23. Complete task within timelines and ensure customer satisfaction	-	-	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N5111
NOS Name	Engage with customers for IT hardware Services and repair
Sector	Electronics
Sub-Sector	
Occupation	Assembly-EMS
NSQF Level	3
Credits	4
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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ELE/N5112: Install and Setup Computing Devices and Peripherals

Description

This NOS is about installing and setting up computing devices and peripherals as per configuration requirements and organizational standards.

Scope

The scope covers the following :

- Installing hardware
- Configuring and setting up peripherals
- Setting up software
- Checking system functionality
- Completing installation

Elements and Performance Criteria

Installing hardware

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

- PC1.** Check site conditions for safety and installation readiness
- PC2.** Carry appropriate tools and manuals as per installation guide
- PC3.** Follow SOPs for installation and model-specific handling
- PC4.** Maintain zero material defect during handling
- PC5.** Place and set up the system as per customer's preference
- PC6.** Install and connect all hardware components and software like TVs, projectors, webcams, PTZ cameras (pan-tilt-zoom), video conferencing systems, and audio-visual (AV) equipment in meeting (Teams Rooms, Zoom) rooms and conference spaces as per specifications

Configuring and setting up peripherals

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

- PC7.** Understand peripheral requirements and ensure all hardware is available
- PC8.** Identify proper placement of peripherals as per customer preference
- PC9.** Connect and install peripheral devices using standard procedures
- PC10.** Configure HDMI/AV cabling, Bluetooth audio devices, and support wireless casting (Miracast, Air Play, Chromecast) over secured Wi-Fi networks.
- PC11.** Follow safety practices during peripheral installation
- PC12.** Ensure proper testing and positioning of peripherals
- PC13.** Record customer requirements and installation actions

Setting up software

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

- PC14.** Install the operating system and application software as per customer requirement
- PC15.** Install additional software as per standard or custom requirement

Checking system functionality

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

- PC16.** Switch on the system and test system and peripheral functionality
- PC17.** Verify integration and performance of OS, hardware, and peripherals and
- PC18.** Provide customers with assistance and guidance on the installation, configuration, and routine maintenance of hardware and basic software applications.

Completing installation

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

- PC19.** Complete installation within defined turnaround time (TAT)
- PC20.** Ensure call closure within a single visit
- PC21.** Ensure installation is done as per company quality standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand the standard operating procedures (SOPs) and safety requirements for installing computing, networking, and AV hardware systems.
- KU2.** Know the functions, configurations, and installation requirements of various hardware and peripherals such as TVs, projectors, webcams, PTZ cameras, and conferencing systems.
- KU3.** Understand the process of configuring HDMI/AV connections, Bluetooth, and wireless casting technologies like Miracast, AirPlay, and Chromecast.
- KU4.** Know the procedures for installing and configuring operating systems, drivers, and essential software as per customer specifications.
- KU5.** Understand documentation requirements, turnaround time (TAT) expectations, and quality standards for installation and service completion.

Generic Skills (GS)

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

- GS1.** Communicate clearly with customers to understand installation needs and provide proper demonstrations.
- GS2.** Apply logical and technical skills to install, configure, and troubleshoot hardware and software components effectively.
- GS3.** Use digital tools and reference manuals to ensure accurate and efficient installation as per specifications.
- GS4.** Demonstrate teamwork, time management, and adherence to safety and quality standards during on-site work.
- GS5.** Maintain professional conduct, ensure customer satisfaction, and complete documentation accurately for service closure.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Installing hardware</i>	10	15	-	-
PC1. Check site conditions for safety and installation readiness	-	-	-	-
PC2. Carry appropriate tools and manuals as per installation guide	-	-	-	-
PC3. Follow SOPs for installation and model-specific handling	-	-	-	-
PC4. Maintain zero material defect during handling	-	-	-	-
PC5. Place and set up the system as per customer's preference	-	-	-	-
PC6. Install and connect all hardware components and software like TVs, projectors, webcams, PTZ cameras (pan-tilt-zoom), video conferencing systems, and audio-visual (AV) equipment in meeting (Teams Rooms, Zoom) rooms and conference spaces as per specifications	-	-	-	-
<i>Configuring and setting up peripherals</i>	10	15	-	-
PC7. Understand peripheral requirements and ensure all hardware is available	-	-	-	-
PC8. Identify proper placement of peripherals as per customer preference	-	-	-	-
PC9. Connect and install peripheral devices using standard procedures	-	-	-	-
PC10. Configure HDMI/AV cabling, Bluetooth audio devices, and support wireless casting (Miracast, Air Play, Chromecast) over secured Wi-Fi networks.	-	-	-	-
PC11. Follow safety practices during peripheral installation	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Ensure proper testing and positioning of peripherals	-	-	-	-
PC13. Record customer requirements and installation actions	-	-	-	-
<i>Setting up software</i>	5	10	-	-
PC14. Install the operating system and application software as per customer requirement	-	-	-	-
PC15. Install additional software as per standard or custom requirement	-	-	-	-
<i>Checking system functionality</i>	10	10	-	-
PC16. Switch on the system and test system and peripheral functionality	-	-	-	-
PC17. Verify integration and performance of OS, hardware, and peripherals and	-	-	-	-
PC18. Provide customers with assistance and guidance on the installation, configuration, and routine maintenance of hardware and basic software applications.	-	-	-	-
<i>Completing installation</i>	5	10	-	-
PC19. Complete installation within defined turnaround time (TAT)	-	-	-	-
PC20. Ensure call closure within a single visit	-	-	-	-
PC21. Ensure installation is done as per company quality standards	-	-	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N5112
NOS Name	Install and Setup Computing Devices and Peripherals
Sector	Electronics
Sub-Sector	
Occupation	Assembly-EMS
NSQF Level	3
Credits	6
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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ELE/N5110: Coordinate, Communicate and Ensure Safe Field Service Delivery

Description

This NOS is about coordinating, communicating, and ensuring safe field service delivery by managing on-site operations, maintaining clear communication with stakeholders, and following safety protocols for effective and secure service performance.

Scope

The scope covers the following :

- Interacting with superior
- Achieving productivity and quality
- Communicate and coordinate effectively with others
- Work effectively, sustainably and safely

Elements and Performance Criteria

Interacting with superior

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

- PC1.** Understand task requirement from superior and plan work accordingly
- PC2.** Report completion status and escalate unresolved issues

Achieving productivity and quality

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

- PC3.** Achieve timelines and targets as per company benchmarks
- PC4.** Collect customer feedback for quality assessment
- PC5.** Document service as per company standards

Communicate and coordinate effectively with others

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

- PC6.** Communicate tasks and priorities clearly with team members
- PC7.** Coordinate with logistics and support teams to meet TAT
- PC8.** Share regular updates with concerned departments
- PC9.** Provide accurate and timely responses to team/customers

Work effectively, sustainably and safely

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

- PC10.** Follow all safety protocols while performing installation and handling tools
- PC11.** Use energy-efficient, ESD-compliant tools and practices
- PC12.** Identify and report hazards or incidents to appropriate personnel
- PC13.** Ensure optimal use of materials and reduce wastage
- PC14.** Maintain hygiene and PPE compliance as per standards

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand organizational hierarchy, reporting structure, and communication protocols for effective coordination.
- KU2.** Know the company's productivity, quality, and documentation standards for service and installation tasks.
- KU3.** Understand safety procedures, PPE usage, and ESD-compliant practices for safe handling of tools and equipment.
- KU4.** Know methods for collecting and recording customer feedback to support service improvement.
- KU5.** Understand principles of sustainable work practices, waste reduction, and energy-efficient operations.

Generic Skills (GS)

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

- GS1.** Communicate clearly and respectfully with supervisors, team members, and customers to ensure smooth workflow.
- GS2.** Plan and execute tasks efficiently to meet daily targets and turnaround times (TAT).
- GS3.** Demonstrate teamwork, coordination, and adaptability while handling service or installation assignments.
- GS4.** Follow safety protocols and maintain cleanliness and discipline at the workplace.
- GS5.** Document work accurately, report issues promptly, and contribute to maintaining quality and productivity standards.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with superior</i>	9	15	-	-
PC1. Understand task requirement from superior and plan work accordingly	-	-	-	-
PC2. Report completion status and escalate unresolved issues	-	-	-	-
<i>Achieving productivity and quality</i>	7	10	-	-
PC3. Achieve timelines and targets as per company benchmarks	-	-	-	-
PC4. Collect customer feedback for quality assessment	-	-	-	-
PC5. Document service as per company standards	-	-	-	-
<i>Communicate and coordinate effectively with others</i>	10	15	-	-
PC6. Communicate tasks and priorities clearly with team members	-	-	-	-
PC7. Coordinate with logistics and support teams to meet TAT	-	-	-	-
PC8. Share regular updates with concerned departments	-	-	-	-
PC9. Provide accurate and timely responses to team/customers	-	-	-	-
<i>Work effectively, sustainably and safely</i>	14	20	-	-
PC10. Follow all safety protocols while performing installation and handling tools	-	-	-	-
PC11. Use energy-efficient, ESD-compliant tools and practices	-	-	-	-
PC12. Identify and report hazards or incidents to appropriate personnel	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Ensure optimal use of materials and reduce wastage	-	-	-	-
PC14. Maintain hygiene and PPE compliance as per standards	-	-	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N5110
NOS Name	Coordinate, Communicate and Ensure Safe Field Service Delivery
Sector	Electronics
Sub-Sector	
Occupation	Assembly-EMS
NSQF Level	3
Credits	4
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

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

Essential Digital Skills

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

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

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

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

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

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

KU9. different types of financial products and services

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N5111.Engage with customers for IT hardware Services and repair	40	60	-	-	100	30
ELE/N5112.Install and Setup Computing Devices and Peripherals	40	60	-	-	100	30
ELE/N5110.Coordinate, Communicate and Ensure Safe Field Service Delivery	40	60	-	-	100	30
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	140	210	-	-	350	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

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.