

Qualification Pack



Field Technician Networking and Data Storage

QP Code: ELE/Q4606

Version: 4.0

NSQF Level: 4

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

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ELE/Q4606: Field Technician Networking and Data Storage

Brief Job Description

Field Technician-Networking and Data Storage provides after sale support services to customers, typically, at their premises and is responsible for attending to customer complaints, 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 be able 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/N4601: Engaging with the Customers](#)
2. [ELE/N4612: Installing, Configuring and setting up the networking and storage system](#)
3. [ELE/N4613: Troubleshooting and fix equipment](#)
4. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	4
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7422.2101

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Minimum Educational Qualification & Experience	12th grade Pass (12th grade or equivalent) with NA of experience OR 10th grade pass (10th grade or equivalent) with 3 Years of experience Relevant Experience in Consumer Electronics & IT Hardware OR Previous relevant Qualification of NSQF Level (Level-3 in relevant domain) with 3 Years of experience Relevant Experience in Consumer Electronics & IT Hardware
Minimum Level of Education for Training in School	10th 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	4.0
Reference code on NQR	QG-04-EH-044962025-V2-ESSCI
NQR Version	2

Remarks:

NA

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ELE/N4601: Engaging with the Customers

Description

This NOS unit is about interacting with and understanding the customers requirements.

Scope

The scope covers the following :

- Introduction and Interact with the customer prior to visit
- Interpret customers requirements to suggest possible solutions

Elements and Performance Criteria

Introduction and Interact with the customer prior to visit

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

- PC1.** Discuss customer concerns and provide on-site after-sales support by installing products, troubleshooting system issues, and configuring peripherals such as printers, scanners, and network devices.
- PC2.** call the customer based on inputs logged into customer care to understand their problem and check with customer about time for visit, field work and confirm location
- PC3.** interpret location requirement for placement of system during and after installation

Interpret customer's requirements to suggest possible solutions

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

- PC4.** enquire from the customer about the problem by asking open and close ended questions
- PC5.** inform customers on whether the module has to be replaced or repaired with reasons and possible solutions
- PC6.** communicate to the customers with CRM platforms, mobile support apps to resolve queries, and maintain service professionalism in real time. or inclusion under warranty and seek approval from the customer
- PC7.** provide a note to the customer about the problem(s), actions taken and the cost associated and retain a copy
- PC8.** provide appropriate invoice for any purchase of module or parts by customer
- PC9.** apprise the customer on precautions to be taken post repairs to avoid recurrence of problem
- PC10.** educate the customer about other useful products and annual maintenance contract
- PC11.** seek feedback from the customers on completion of work

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge of customer care protocols and CRM-based communication procedures.
- KU2.** Understanding of product specifications, system configurations, and compatible peripherals such as printers, scanners, and network devices.

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- KU3.** Awareness of standard troubleshooting techniques for hardware and software-related issues.
- KU4.** Knowledge of warranty policies, module replacement eligibility, and repair guidelines.
- KU5.** Understanding of field visit scheduling practices including location confirmation and time coordination.
- KU6.** Knowledge of different types of customer queries and appropriate questioning techniques (open and close-ended questions).
- KU7.** Familiarity with documentation formats for service notes, invoices, and problem reports.
- KU8.** Understanding of safety precautions and preventive maintenance instructions to be communicated to customers.
- KU9.** Knowledge of after-sales support processes and escalation protocols when issues cannot be resolved on-site.
- KU10.** Awareness of complementary services and products such as annual maintenance contracts (AMC) and their benefits.

Generic Skills (GS)

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

- GS1.** Ability to communicate clearly and professionally with customers through calls and CRM platforms.
- GS2.** Skill in identifying customer problems through active listening and structured questioning techniques.
- GS3.** Ability to interpret installation site requirements and suggest suitable placement or system configurations.
- GS4.** Competence in explaining technical problems in simple language for customer understanding.
- GS5.** Skill in preparing and sharing service notes, cost details, and invoices accurately.
- GS6.** Ability to negotiate and obtain customer approval for repairs, replacements, or additional services.
- GS7.** Capability to educate customers on preventive measures to avoid future issues.
- GS8.** Skill in cross-selling useful service plans or relevant complementary products.
- GS9.** Ability to maintain professionalism and courtesy while handling complaints or objections.
- GS10.** Competence in collecting customer feedback and documenting closure reports for future reference.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction and Interact with the customer prior to visit</i>	9	12	-	4
PC1. Discuss customer concerns and provide on-site after-sales support by installing products, troubleshooting system issues, and configuring peripherals such as printers, scanners, and network devices.	2	3	-	2
PC2. call the customer based on inputs logged into customer care to understand their problem and check with customer about time for visit, field work and confirm location	3	4	-	1
PC3. interpret location requirement for placement of system during and after installation	4	5	-	1
<i>Interpret customer's requirements to suggest possible solutions</i>	31	38	-	6
PC4. enquire from the customer about the problem by asking open and close ended questions	5	5	-	1
PC5. inform customers on whether the module has to be replaced or repaired with reasons and possible solutions	3	4	-	1
PC6. communicate to the customers with CRM platforms, mobile support apps to resolve queries, and maintain service professionalism in real time. or inclusion under warranty and seek approval from the customer	4	5	-	1
PC7. provide a note to the customer about the problem(s), actions taken and the cost associated and retain a copy	4	5	-	-
PC8. provide appropriate invoice for any purchase of module or parts by customer	4	5	-	1
PC9. apprise the customer on precautions to be taken post repairs to avoid recurrence of problem	4	5	-	1
PC10. educate the customer about other useful products and annual maintenance contract	4	5	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. seek feedback from the customers on completion of work	3	4	-	-
NOS Total	40	50	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4601
NOS Name	Engaging with the Customers
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	4
Credits	4.5
Version	4.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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ELE/N4612: Installing, Configuring and setting up the networking and storage system

Description

This NOS unit is about installing the networking, servers and storage equipment as per the customer requirement. It includes configuring and setting up the system and ensuring effective system functioning to satisfy the customer.

Scope

The scope covers the following :

- Install network, server, storage devices and set up the software
- Complete the installation task
- Educate the customer about system usage

Elements and Performance Criteria

Install network, server, storage devices and set up the software

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

- PC1.** prepare installation kit of tools and manuals as per installation manual to be carried along to the customer location
- PC2.** check site conditions, open the packaging of new product and take out the hardware carefully
- PC3.** interpret the system design requirement of customer and place the system at a location as preferred by customer
- PC4.** connect all the hardware devices such as servers, storage device, networking, devices and connect battery, plug in and switch on the system"
- PC5.** comply with standard operating procedures for installation and zero defect handling of hardware modules such as PCB by following standard operating procedure
- PC6.** comply with temperature requirement and other conditions for servers
- PC7.** perform configuration of networking device such as router by building a configuration file
- PC8.** log and upload the configuration of networking equipment
- PC9.** install the appropriate application software as per server and storage requirement and the network device driver

Complete the installation task

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

- PC10.** connect the networking device, servers or storage and check system functions
- PC11.** perform unit and integration testing as per design requirement
- PC12.** perform testing of product functionality after hardware, software, operating system and peripheral integration with reference to the installation manual
- PC13.** measure and meet multipart calls norm against benchmark
- PC14.** complete the installation within agreed turn around time (TAT) to close the call in single visit

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PC15. comply with the quality benchmarks of the company for task completion

Educate the customer about system usage

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

PC16. provide training to the customer on usage and maintenance of system hardware and software as per the recommended procedures

PC17. inform customer about warranty, other terms and conditions on the hardware devices and cost estimates of other new installations

PC18. provide adequate information about the hardware devices, operating procedure, maintenance and temperature control to the customer

PC19. resolve the device related queries and issues raised by the customer

PC20. provide all the appropriate documents including invoice to the customer

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of different types of servers, storage devices, networking components, and their compatibility requirements.

KU2. Understanding of standard operating procedures (SOP) for hardware installation, PCB handling, and defect prevention.

KU3. Awareness of site readiness parameters such as electrical safety, grounding, temperature control, ventilation, and rack placement guidelines.

KU4. Knowledge of network configuration concepts such as IP addressing, routing, subnetting, and firewall settings.

KU5. Understanding of configuration file creation, logging procedures, and backup protocols.

KU6. Knowledge of operating systems, drivers, firmware, and application software suited for servers and storage devices.

KU7. Awareness of testing procedures including unit testing, integration testing, and benchmark validation.

KU8. Understanding of turnaround time (TAT) norms, call closure protocols, and performance metrics such as multipart call norms.

KU9. Knowledge of documentation standards including installation reports, invoice generation, and configuration logs.

KU10. Awareness of warranty policies, AMC terms, customer training modules, and safety precautions for long-term system maintenance.

Generic Skills (GS)

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

GS1. Ability to interpret customer requirements and translate system design needs into appropriate installation setups.

GS2. Skill in safely unpacking, handling, and placing hardware components without physical or electrostatic damage.

GS3. Proficiency in cabling, device interconnection, and correct power supply integration.

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- GS4.** Ability to configure routers and networking devices using CLI or GUI tools.
- GS5.** Skill in performing functional and performance testing to ensure seamless hardware-software integration.
- GS6.** Capability to complete installations within committed timelines and achieve first-time-right closures.
- GS7.** Competence in maintaining service quality, documenting configurations, and uploading reports in CRM tools.
- GS8.** Ability to explain system usage and preventive maintenance procedures clearly to customers.
- GS9.** Skill in handling customer queries confidently and suggesting upgrades or additional installations wherever required.
- GS10.** Ability to generate invoices, hand over documents, and collect customer acknowledgment professionally.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Install network, server, storage devices and set up the software</i>	17	23	-	3
PC1. prepare installation kit of tools and manuals as per installation manual to be carried along to the customer location	-	1	-	-
PC2. check site conditions, open the packaging of new product and take out the hardware carefully	-	3	-	-
PC3. interpret the system design requirement of customer and place the system at a location as preferred by customer	-	1	-	-
PC4. connect all the hardware devices such as servers, storage device, networking, devices and connect battery, plug in and switch on the system"	2	3	-	-
PC5. comply with standard operating procedures for installation and zero defect handling of hardware modules such as PCB by following standard operating procedure	5	3	-	-
PC6. comply with temperature requirement and other conditions for servers	4	3	-	-
PC7. perform configuration of networking device such as router by building a configuration file	3	3	-	1
PC8. log and upload the configuration of networking equipment	-	3	-	1
PC9. install the appropriate application software as per server and storage requirement and the network device driver	3	3	-	1
<i>Complete the installation task</i>	8	12	-	2
PC10. connect the networking device, servers or storage and check system functions	1	1	-	-
PC11. perform unit and integration testing as per design requirement	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. perform testing of product functionality after hardware, software, operating system and peripheral integration with reference to the installation manual	2	3	-	1
PC13. measure and meet multipart calls norm against benchmark	1	1	-	-
PC14. complete the installation within agreed turn around time (TAT) to close the call in single visit	2	3	-	-
PC15. comply with the quality benchmarks of the company for task completion	-	1	-	-
<i>Educate the customer about system usage</i>	15	15	-	5
PC16. provide training to the customer on usage and maintenance of system hardware and software as per the recommended procedures	3	3	-	1
PC17. inform customer about warranty, other terms and conditions on the hardware devices and cost estimates of other new installations	3	3	-	1
PC18. provide adequate information about the hardware devices, operating procedure, maintenance and temperature control to the customer	3	3	-	1
PC19. resolve the device related queries and issues raised by the customer	3	3	-	1
PC20. provide all the appropriate documents including invoice to the customer	3	3	-	1
NOS Total	40	50	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4612
NOS Name	Installing, Configuring and setting up the networking and storage system
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	4
Credits	5.5
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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ELE/N4613: Troubleshooting and fix equipment

Description

This unit is about troubleshooting hardware related problems in networking, servers and storage equipment by diagnosing and replacing faulty module at client premises.

Scope

The scope covers the following :

- Interpret customer complaint
- Diagnose the problem
- Replace/Repair the faulty module
- Apprise the customer after repair/replacement
- Complete documentation

Elements and Performance Criteria

Interpret customer complaint

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

- PC1.** Interact with the customer respectfully, including over phone calls, to understand the issue before the visit, and maintain punctuality and professional conduct during all engagements.
- PC2.** analyse the warranty, terms and conditions with relation to the product
- PC3.** identify the type of problem and carry relevant tools and equipment based on customer complaint and as per standard operating procedure
- PC4.** commence field trip based on type of complaint and carry troubleshooting instruction sheet
- PC5.** assess whether replacement or repair of module may be required along with the turnaround time as per Service Level Agreement(SLA)
- PC6.** carry only 100% approved and verified field replaceable parts for repairing or replacing

Diagnose the problem

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

- PC7.** assess the frequently encountered problems in the storage system and solution for them
- PC8.** conduct root-cause analysis to identify and diagnose the likely problem/issue in networking device
- PC9.** coordinate with remote technical team to diagnose and confirm the issues faced in the storage system using standard diagnostic procedure
- PC10.** perform disassembling to check each part of networking, servers / storage system to isolate the failed module
- PC11.** determine whether the part should be replaced or needs to be repaired
- PC12.** analyse whether it can be repaired on field or at company's test centre

Replace/Repair the faulty module

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

- PC13.** confirm acceptance from the customer before replacing module or sending for repairs to company

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- PC14.** perform the steps to disassemble the system, remove and replace and re-assemble the system, if the module has to be replaced
- PC15.** use manual hand soldering iron unit to solder the components or parts, if soldering needs to be done
- PC16.** perform steps to reinstall the software or fix the issues, if there is any operating system error or software related issues
- PC17.** resolve common issues in peripherals and networking devices while adhering to safety procedures and using appropriate PPE during installation, repair, or maintenance.
- PC18.** coordinate with remote technical helpdesk to seek any assistance on field to perform diagnosis and troubleshooting
- PC19.** escalate the problems which cannot be addressed at field level to the superior

Apprise the customer after repair/replacement

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

- PC20.** Perform functional testing after installing new hardware or software modules, and promptly identify and report any safety risks or equipment faults as per organizational procedures.
- PC21.** complete the function within the agreed Turn Around Time (TAT) and in a single visit complying with quality standards
- PC22.** report percentage of call closure in multiple visits against benchmark
- PC23.** instruct customer on use of and procedures to be followed for operating the system or hardware after repair/replacement
- PC24.** ask the customer to fill up a customer satisfaction feedback form for the work performed

Complete documentation

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

- PC25.** submit the feedback form on customer satisfaction level with respect to the product repair/replacement
- PC26.** accurately report work status through proper documentation as per company's standards
- PC27.** create knowledge bank on the complex repairs made through documentation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding of customer interaction protocols, professional ethics, and telephonic communication etiquette.
- KU2.** Knowledge of product warranty policies, terms & conditions, and Service Level Agreements (SLA).
- KU3.** Familiarity with common faults in storage systems, networking devices, and server modules.
- KU4.** Knowledge of root-cause analysis methodology and standard field diagnostic procedures.
- KU5.** Understanding of approved hardware replacement policies and field replaceable unit (FRU) guidelines.
- KU6.** Knowledge of safety precautions, ESD (Electrostatic Discharge) protection, and PPE usage during repair.
- KU7.** Awareness of hardware disassembly and reassembly procedures for different modules.

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- KU8.** Understanding of soldering techniques, component-level repair, and OS/software recovery steps.
- KU9.** Knowledge of reporting standards, documentation protocols, and CRM-based closure procedures.
- KU10.** Awareness of customer education processes, feedback collection norms, and service benchmarking metrics.

Generic Skills (GS)

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

- GS1.** Ability to communicate courteously with customers and extract accurate problem details through questioning.
- GS2.** Skill in analyzing complaints and pre-identifying required tools/parts before field visits.
- GS3.** Competence in conducting root-cause diagnosis independently or in collaboration with remote experts.
- GS4.** Ability to disassemble and troubleshoot hardware safely without damaging components.
- GS5.** Skill in determining whether repair or replacement is appropriate based on severity and SLA timelines.
- GS6.** Proficiency in soldering, OS reinstallation, and fixing software-related issues on-field.
- GS7.** Ability to coordinate with technical helpdesks and escalate issues beyond field-level capability.
- GS8.** Skill in conducting post-repair functional tests and identifying any hidden risks or anomalies.
- GS9.** Capability to educate customers on usage, care, and maintenance of repaired equipment.
- GS10.** Ability to maintain accurate documentation, submit service reports, and contribute to knowledge databases.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interpret customer complaint</i>	6	12	-	2
PC1. Interact with the customer respectfully, including over phone calls, to understand the issue before the visit, and maintain punctuality and professional conduct during all engagements.	1	2	-	-
PC2. analyse the warranty, terms and conditions with relation to the product	1	2	-	1
PC3. identify the type of problem and carry relevant tools and equipment based on customer complaint and as per standard operating procedure	1	2	-	-
PC4. commence field trip based on type of complaint and carry troubleshooting instruction sheet	1	2	-	-
PC5. assess whether replacement or repair of module may be required along with the turnaround time as per Service Level Agreement(SLA)	1	2	-	1
PC6. carry only 100% approved and verified field replaceable parts for repairing or replacing	1	2	-	-
<i>Diagnose the problem</i>	12	9	-	4
PC7. assess the frequently encountered problems in the storage system and solution for them	2	3	-	-
PC8. conduct root-cause analysis to identify and diagnose the likely problem/issue in networking device	2	-	-	1
PC9. coordinate with remote technical team to diagnose and confirm the issues faced in the storage system using standard diagnostic procedure	2	3	-	1
PC10. perform disassembling to check each part of networking, servers / storage system to isolate the failed module	2	3	-	-
PC11. determine whether the part should be replaced or needs to be repaired	2	-	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. analyse whether it can be repaired on field or at company's test centre	2	-	-	1
<i>Replace/Repair the faulty module</i>	10	20	-	2
PC13. confirm acceptance from the customer before replacing module or sending for repairs to company	1	3	-	-
PC14. perform the steps to disassemble the system, remove and replace and re-assemble the system, if the module has to be replaced	1	4	-	1
PC15. use manual hand soldering iron unit to solder the components or parts, if soldering needs to be done	1	4	-	-
PC16. perform steps to reinstall the software or fix the issues, if there is any operating system error or software related issues	1	3	-	-
PC17. resolve common issues in peripherals and networking devices while adhering to safety procedures and using appropriate PPE during installation, repair, or maintenance.	2	2	-	1
PC18. coordinate with remote technical helpdesk to seek any assistance on field to perform diagnosis and troubleshooting	2	2	-	-
PC19. escalate the problems which cannot be addressed at field level to the superior	2	2	-	-
<i>Apprise the customer after repair/replacement</i>	8	8	-	1
PC20. Perform functional testing after installing new hardware or software modules, and promptly identify and report any safety risks or equipment faults as per organizational procedures.	2	2	-	1
PC21. complete the function within the agreed Turn Around Time (TAT) and in a single visit complying with quality standards	2	2	-	-
PC22. report percentage of call closure in multiple visits against benchmark	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. instruct customer on use of and procedures to be followed for operating the system or hardware after repair/replacement	1	1	-	-
PC24. ask the customer to fill up a customer satisfaction feedback form for the work performed	1	1	-	-
<i>Complete documentation</i>	4	1	-	1
PC25. submit the feedback form on customer satisfaction level with respect to the product repair/replacement	1	1	-	-
PC26. accurately report work status through proper documentation as per company's standards	1	-	-	-
PC27. create knowledge bank on the complex repairs made through documentation	2	-	-	1
NOS Total	40	50	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4613
NOS Name	Troubleshooting and fix equipment
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	4
Credits	5
Version	3.0
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	-	-

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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.

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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/N4601.Engaging with the Customers	40	50	-	10	100	30
ELE/N4612.Installing, Configuring and setting up the networking and storage system	40	50	-	10	100	25
ELE/N4613.Troubleshooting and fix equipment	40	50	-	10	100	25
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	140	180	-	30	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
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
CPU	Central Processing Unit
PCB	Printed Circuit Board
TAT	Turn Around Time
SOP	Standard Operating Procedure

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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.

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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.