

Qualification Pack



Service Technician - Home Appliances

QP Code: ELE/Q3111

Version: 4.0

NSQF Level: 4

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Qualification Pack

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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: Perform installation and repair of appliances](#)
3. [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	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7421.0701

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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-044772025-V2-ESSCI
NQR Version	2

Remarks:

NA

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ELE/N3101: Engage with customer for service

Description

This NOS deals with customer interactions by identifying issues, scheduling visits, preparing for service, verifying warranty, gathering appliance details, explaining findings, suggesting solutions, and obtaining consent for repairs

Scope

The scope covers the following :

- Introduction and Interact with the customer
- Suggest possible solutions

Elements and Performance Criteria

Introduction and Interact with the customer

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

- PC1.** Interact with customers to diagnose air conditioner issues, identifies and fixes minor faults or replaces modules, and recommends factory repair for major problems
- PC2.** analyse the details of customer complaint registered at customer care or installation schedule
- PC3.** connect with the customer to use mobile CRM apps and real-time service tracking system to interact professionally with customers and provide personalized support.
- PC4.** collect appropriate tools, parts, relevant reference sheets, manuals and documents
- PC5.** visit the customer premises as per the scheduled date and time for service as per the requirement
- PC6.** check about warranty status of appliance and annual maintenance contract
- PC7.** gather detailed information pertaining to age of appliance, status of upkeep, symptoms and history of problems in the appliance
- PC8.** 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:

- PC9.** suggest possible solutions with the time required, costs involved and methodology for servicing
- PC10.** seek customer's approval on further action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding of basic air conditioner components, functioning, and common faults
- KU2.** Knowledge of diagnostic procedures to identify minor and major faults in appliances.

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- KU3.** Awareness of customer care processes, complaint registration, and service scheduling
- KU4.** Understanding of warranty terms, annual maintenance contracts, and their implications.
- KU5.** Knowledge of using mobile CRM apps and real-time service tracking systems for professional interactions.
- KU6.** Familiarity with service manuals, reference sheets, and relevant technical documentation.
- KU7.** Awareness of tools, spare parts, and equipment required for AC servicing.
- KU8.** Knowledge of preventive maintenance practices and precautions to avoid recurrence of problems.
- KU9.** Understanding of cost estimation, service methodology, and time management for tasks.
- KU10.** Awareness of professional communication standards when interacting with customers.

Generic Skills (GS)

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

- GS1.** Ability to interact politely and professionally with customers.
- GS2.** Skill in collecting and analysing detailed information about appliance history and symptoms.
- GS3.** Capability to assess the severity of issues and recommend appropriate action (repair, replacement, or factory service).
- GS4.** Proficiency in using digital tools like mobile CRM apps for real-time updates.
- GS5.** Skill in preparing and organizing necessary tools, parts, and documentation before service.
- GS6.** Time management to visit customers as per scheduled appointments.
- GS7.** Ability to explain warranty, service details, and precautions clearly to customers.
- GS8.** Competence in suggesting solutions, including methodology, costs, and time required.
- GS9.** Skill in obtaining customer approval for further actions.

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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</i>	32	41	-	8
PC1. Interact with customers to diagnose air conditioner issues, identifies and fixes minor faults or replaces modules, and recommends factory repair for major problems	-	-	-	-
PC2. analyse the details of customer complaint registered at customer care or installation schedule	-	-	-	-
PC3. connect with the customer to use mobile CRM apps and real-time service tracking system to interact professionally with customers and provide personalized support.	-	-	-	-
PC4. collect appropriate tools, parts, relevant reference sheets, manuals and documents	-	-	-	-
PC5. visit the customer premises as per the scheduled date and time for service as per the requirement	-	-	-	-
PC6. check about warranty status of appliance and annual maintenance contract	-	-	-	-
PC7. gather detailed information pertaining to age of appliance, status of upkeep, symptoms and history of problems in the appliance	-	-	-	-
PC8. 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	-	-	-	-
<i>Suggest possible solutions</i>	8	9	-	2
PC9. suggest possible solutions with the time required, costs involved and methodology for servicing	-	-	-	-
PC10. seek customer's approval on further action	-	-	-	-
NOS Total	40	50	-	10

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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	7
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/N3112: Perform installation and repair of appliances

Description

This NOS deals with Prepare for and install refrigerators, diagnose and repair faults, guide customers on usage and maintenance, complete documentation, and coordinate with team members for effective service delivery.

Scope

The scope covers the following :

- Prepare for installation of the appliance
- Install refrigerator at customer location
- Install inverter air conditioner at customer location
- Install automatic washing machine at customer location
- Install water purifier at customer location
- Diagnose, repair and replace the faulty module of appliance
- Work Ethics and Health & Safety

Elements and Performance Criteria

Prepare for installation of the appliance

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

- PC1.** Integrate components and perform visual and functional inspections to ensure proper connectivity and alignment of parts such as control boards, sensors, motors, compressors (in inverter ACs), and drum assemblies (in automatic washing machines).
- PC2.** visit customer location as scheduled and 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

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PC12. verify thermostat settings are appropriate as per the requirement

Install inverter 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. Install and repair smart home appliances using IoT integration, CMR mobile apps for setup, and advanced fault detection systems for efficient and accurate repairs.

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 inverter air conditioner as per the instructions manual

Install automatic 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 automatic 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 automatic washing machine to the valve

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

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- 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

Work Ethics and Health & Safety

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

- PC46.** Follow workplace discipline, grooming, and ethical behaviour standards
- PC47.** Use appropriate PPE and tools; follow safety procedures at the site
- PC48.** Handle emergencies and report safety incidents as per protocol.
- PC49.** Work honestly, protect customer property, and ensure quality service

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand installation procedures, wiring methods, and connectivity requirements for appliances like refrigerators, washing machines, air conditioners, and water purifiers.
- KU2.** Knowledge of tools, equipment, and fitments required for appliance installation and maintenance.
- KU3.** Understand structural, electrical, and plumbing requirements at the customer site for safe and efficient installation.
- KU4.** Knowledge of safety protocols, use of PPE, and procedures for handling electrical and mechanical components.
- KU5.** Understand documentation, warranty verification, and customer communication processes during installation and complaint closure.

Generic Skills (GS)

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

- GS1.** Communicate effectively with customers to explain installation requirements, precautions, and operational guidelines.
- GS2.** Use measurement tools and installation equipment accurately to ensure proper placement and alignment of appliances.

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- GS3.** Apply problem-solving and diagnostic skills to identify and rectify installation or functionality issues.
- GS4.** Follow safety, hygiene, and ethical practices while working at customer premises
- GS5.** Maintain accurate records, complete documentation, and ensure timely, quality service delivery.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for installation of the appliance</i>	6	6	-	2
PC1. Integrate components and perform visual and functional inspections to ensure proper connectivity and alignment of parts such as control boards, sensors, motors, compressors (in inverter ACs), and drum assemblies (in automatic washing machines).	-	-	-	-
PC2. visit customer location as scheduled and 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	-	-	-	-
<i>Install refrigerator at customer location</i>	3	5	-	1
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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Install inverter air conditioner at customer location</i>	6	10	-	2
PC13. provide information to the customer about requirement of concealed drainage and electric conduits	-	-	-	-
PC14. Install and repair smart home appliances using IoT integration, CMR mobile apps for setup, and advanced fault detection systems for efficient and accurate repairs.	-	-	-	-
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 inverter air conditioner as per the instructions manual	-	-	-	-
<i>Install automatic washing machine at customer location</i>	7	8	-	1
PC19. remove all transport pins or anything lying in the drum of the automatic 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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. ensure that the valve is turned off while connecting the PVC hose water inlet of the automatic washing machine to the valve	-	-	-	-
PC24. connect the waste water outlet from the automatic washing machine to the waste system such that the dirty water does not get siphoned back into the automatic 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	-	-	-	-
<i>Install water purifier at customer location</i>	6	6	-	1
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	-	-	-	-
<i>Diagnose, repair and replace the faulty module of appliance</i>	10	13	-	3
PC34. diagnose the fault based on customer interaction, usage pattern and initial inspection	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Work Ethics and Health & Safety</i>	2	2	-	-
PC46. Follow workplace discipline, grooming, and ethical behaviour standards	-	-	-	-
PC47. Use appropriate PPE and tools; follow safety procedures at the site	-	-	-	-
PC48. Handle emergencies and report safety incidents as per protocol.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC49. Work honestly, protect customer property, and ensure quality service	-	-	-	-
NOS Total	40	50	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3112
NOS Name	Perform installation and repair of appliances
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	5
Credits	9
Version	5.0
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 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.

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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/N3101.Engage with customer for service	40	50	-	10	100	40
ELE/N3112.Perform installation and repair of appliances	40	50	-	10	100	40
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	100	130	-	20	250	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
NOS	National Occupational Standards

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.

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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.

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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.