

Qualification Pack



Field Technician - UPS And Inverter

QP Code: ELE/Q7201

Version: 4.0

NSQF Level: 4

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ELE/Q7201: Field Technician - UPS And Inverter

Brief Job Description

The individual at work installs the newly purchased UPS or inverter and interacts with customers to diagnose problems in them, assess possible causes, rectify faults or replace faulty modules or recommends factory repairs for bigger faults

Personal Attributes

The individual must have communication, patience, logical thinking, problem solving skills. The person is also required to lift heavy objects.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N0061: Understand requirement of customer](#)
2. [ELE/N7201: Install the UPS/Inverter](#)
3. [ELE/N7202: Repair dysfunctional UPS/inverter](#)
4. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Industrial Automation
Occupation	After Sales Service
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7412.0801

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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 Industrial Automation OR Previous relevant Qualification of NSQF Level (Level-3 in relevant domain) with 3 Years of experience Relevant Experience in Industrial Automation
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-044972025-V2-ESSCI
NQR Version	2

Remarks:

NA

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ELE/N0061: Understand requirement of customer

Description

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

Scope

The scope covers the following :

- Introduction and Interact with customer prior to visit
- Interact with customer at their premises
- Suggest possible solutions to customer
- Achieve productivity and quality as per company's norms

Elements and Performance Criteria

Introduction and Interact with customer prior to visit

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

- PC1.** Discuss issues with customers, install newly purchased UPS or inverters, identify causes of faults, rectify them or replace faulty modules, and recommend factory repair for major issues.
- PC2.** check customer complaint registered at customer care or installation schedule and make a call to customer to confirm problem and schedule the time for visit
- PC3.** exchange greetings with the customer and confirm the problem registered
- PC4.** ensure polite interaction with customer
- PC5.** check the warranty status and annual maintenance contract of appliance
- PC6.** anticipate possible problems to carry tools and parts accordingly
- PC7.** ascertain customer's location in order to make the route plan for the day

Interact with customer at their premises

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

- PC8.** enquire about the issues and history of problems in the appliance
- PC9.** enquire about the age of appliance and status of upkeep
- PC10.** identify the problem based on customer's information
- PC11.** discuss about the problems as well as the possible reasons
- PC12.** inform about costs involved

Suggest possible solutions to customer

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

- PC13.** suggest possible solutions of the problems identified
- PC14.** explain the methodology for servicing and specify the time required for
- PC15.** provide customer's approval on further action

Achieve productivity and quality as per company's norms

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

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- PC16.** ensure accurate assessment of the problem and necessary solution(s)
- PC17.** propose most appropriate and cost- effective service as per customer's requirement
- PC18.** convey problem confidently so that customer can rely on
- PC19.** ensure 100% customer satisfaction and positive feedback
- PC20.** ensure zero customer complaints post service
- PC21.** ensure zero repeat of same problem post service
- PC22.** prepare most optimum route plan to complete daily target visits

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Basic understanding of UPS/inverter components, their common faults, and installation procedures
- KU2.** Knowledge of company's customer interaction protocols, communication standards, and complaint-handling processes.
- KU3.** Understanding warranty conditions, AMC policies, and documentation requirements
- KU4.** Awareness of safety, ethical, and professional conduct while working at customer premises
- KU5.** Knowledge of route planning, service scheduling, and use of CRM or mobile apps for visit tracking

Generic Skills (GS)

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

- GS1.** Communicate clearly and politely with customers to understand their issues and explain solutions.
- GS2.** Use digital tools or CRM apps to verify complaints, plan visits, and update service records.
- GS3.** Demonstrate problem-solving skills by diagnosing faults and suggesting cost-effective repair options
- GS4.** Manage time efficiently by planning routes and completing scheduled visits within deadlines.
- GS5.** Maintain professionalism, customer focus, and ensure satisfaction through quality service delivery.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction and Interact with customer prior to visit</i>	5	15	-	-
PC1. Discuss issues with customers, install newly purchased UPS or inverters, identify causes of faults, rectify them or replace faulty modules, and recommend factory repair for major issues.	-	-	-	-
PC2. check customer complaint registered at customer care or installation schedule and make a call to customer to confirm problem and schedule the time for visit	-	-	-	-
PC3. exchange greetings with the customer and confirm the problem registered	-	-	-	-
PC4. ensure polite interaction with customer	-	-	-	-
PC5. check the warranty status and annual maintenance contract of appliance	-	-	-	-
PC6. anticipate possible problems to carry tools and parts accordingly	-	-	-	-
PC7. ascertain customer's location in order to make the route plan for the day	-	-	-	-
<i>Interact with customer at their premises</i>	15	15	-	-
PC8. enquire about the issues and history of problems in the appliance	-	-	-	-
PC9. enquire about the age of appliance and status of upkeep	-	-	-	-
PC10. identify the problem based on customer's information	-	-	-	-
PC11. discuss about the problems as well as the possible reasons	-	-	-	-
PC12. inform about costs involved	-	-	-	-
<i>Suggest possible solutions to customer</i>	15	15	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. suggest possible solutions of the problems identified	-	-	-	-
PC14. explain the methodology for servicing and specify the time required for	-	-	-	-
PC15. provide customer's approval on further action	-	-	-	-
<i>Achieve productivity and quality as per company's norms</i>	5	15	-	-
PC16. ensure accurate assessment of the problem and necessary solution(s)	-	-	-	-
PC17. propose most appropriate and cost-effective service as per customer's requirement	-	-	-	-
PC18. convey problem confidently so that customer can rely on	-	-	-	-
PC19. ensure 100% customer satisfaction and positive feedback	-	-	-	-
PC20. ensure zero customer complaints post service	-	-	-	-
PC21. ensure zero repeat of same problem post service	-	-	-	-
PC22. prepare most optimum route plan to complete daily target visits	-	-	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N0061
NOS Name	Understand requirement of customer
Sector	Electronics
Sub-Sector	Industrial Automation
Occupation	Sales and After Sales Service
NSQF Level	4
Credits	4
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/N7201: Install the UPS/Inverter

Description

This NOS unit is about installing the newly purchased UPS/Inverter at customers location and make it ready to use.

Scope

The scope covers the following :

- Undertake preinstallation site visit
- Check accessories
- Place the UPS/Inverter at identified location
- Check functioning of the product
- Complete the documentation
- Interact with supervisor or superior
- Achieve productivity and quality as per companys norms

Elements and Performance Criteria

Undertake preinstallation site visit

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

- PC1.** visit the customer's premise before carrying out the installation
- PC2.** interact with customer using CRM apps, online service forms to understand where the UPS/inverter is to be installed
- PC3.** check whether the location meets structural requirements such as solid floor surface suitable for wheeling and heavy weight, weight and clearance requirements, etc.
- PC4.** carry out pre-installations/masonry/electrical work to be carried out
- PC5.** educate customer about keeping the equipment protected from moisture
- PC6.** request appointment for the next visit

Check accessories

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

- PC7.** check that the product matches with the customer order in terms of color and model
- PC8.** ensure that the original packaging is retained if the UPS is to be installed later
- PC9.** check all supporting accessories purchased are there in the pack
- PC10.** ensure that there is no sign of shipping damages
- PC11.** check whether the required tools and fitments are available for the installation
- PC12.** clear up the packaging material waste and dispose as per company's norms
- PC13.** remove watches, rings or any other metal objects before installation procedure

Place the UPS/Inverter at identified location

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

- PC14.** check whether pre-installation of IOT -enabled UPS systems requirements are met

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- PC15.** ensure that the room in which the UPS is installed is well ventilated and that there is no flammable gas in the environment around
- PC16.** maintain minimum space needed for ventilation and service
- PC17.** detach all bolts and shipping brackets and separate the UPS cabinet
- PC18.** place the UPS at the final location, then connect the power and control wirings through the top or bottom of the cabinet
- PC19.** follow standard wiring procedure while carrying out the electrical installation
- PC20.** reinstall safety shields removed during the process of installation

Check functioning of the product

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

- PC21.** align the IOT -enabled UPS/inverter as per the instruction manual, once necessary power and control connections are made
- PC22.** demonstrate the features and utility
- PC23.** explain the precautions to be taken while using the air conditioner

Complete the documentation

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

- PC24.** fill in customer acknowledgement form
- PC25.** provide customer's signature
- PC26.** complete other documentation needed for the record of completion of installation
- PC27.** call customer care and inform that the job is done

Interact with supervisor or superior

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

- PC28.** interact time to time with the superior for understanding the work requirement
- PC29.** inform the superior about the work completion
- PC30.** escalate the customer issues and problems that are unresolved in the field
- PC31.** document the work completed on the company ERP software for tracking and future references

Achieve productivity and quality as per company's norms

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

- PC32.** ensure no damage of the IOT -enabled UPS /Inverter while removal of packaging
- PC33.** place the equipment as per requirements specified in instructions manual
- PC34.** educate customer on importance of proper placing
- PC35.** carry and use the correct tools and equipment for installation
- PC36.** operate and check that they are in a safe and stable condition
- PC37.** complete the installation within the given time limit
- PC38.** educate customer on proper operation and maintenance procedures
- PC39.** complete daily field schedule as per instructions/format within the designated time

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** Understand site assessment procedures, structural and electrical requirements for UPS/inverter installation.
- KU2.** Knowledge of safety precautions, ventilation standards, and handling of heavy electrical equipment
- KU3.** Awareness of company policies regarding installation documentation, waste disposal, and customer interaction
- KU4.** Knowledge of tools, accessories, and wiring standards used for IOT-enabled UPS/inverter systems
- KU5.** Understand CRM, ERP, and digital reporting systems used for tracking, scheduling, and documentation.

Generic Skills (GS)

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

- GS1.** Communicate effectively and courteously with customers to understand site needs and installation requirements.
- GS2.** Use CRM/ERP applications to manage site visits, record details, and update completion reports
- GS3.** Demonstrate problem-solving skills in identifying site constraints and ensuring proper equipment placement
- GS4.** Follow safety, electrical, and operational protocols while handling tools and installing systems
- GS5.** Manage time efficiently to complete site visits, installations, and reports within defined schedules

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Undertake preinstallation site visit</i>	5	10	-	-
PC1. visit the customer's premise before carrying out the installation	-	-	-	-
PC2. interact with customer using CRM apps, online service forms to understand where the UPS/inverter is to be installed	-	-	-	-
PC3. check whether the location meets structural requirements such as solid floor surface suitable for wheeling and heavy weight, weight and clearance requirements, etc.	-	-	-	-
PC4. carry out pre-installations/masonry/electrical work to be carried out	-	-	-	-
PC5. educate customer about keeping the equipment protected from moisture	-	-	-	-
PC6. request appointment for the next visit	-	-	-	-
<i>Check accessories</i>	5	10	-	-
PC7. check that the product matches with the customer order in terms of color and model	-	-	-	-
PC8. ensure that the original packaging is retained if the UPS is to be installed later	-	-	-	-
PC9. check all supporting accessories purchased are there in the pack	-	-	-	-
PC10. ensure that there is no sign of shipping damages	-	-	-	-
PC11. check whether the required tools and fitments are available for the installation	-	-	-	-
PC12. clear up the packaging material waste and dispose as per company's norms	-	-	-	-
PC13. remove watches, rings or any other metal objects before installation procedure	-	-	-	-
<i>Place the UPS/Inverter at identified location</i>	5	10	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check whether pre-installation of IOT -enabled UPS systems requirements are met	-	-	-	-
PC15. ensure that the room in which the UPS is installed is well ventilated and that there is no flammable gas in the environment around	-	-	-	-
PC16. maintain minimum space needed for ventilation and service	-	-	-	-
PC17. detach all bolts and shipping brackets and separate the UPS cabinet	-	-	-	-
PC18. place the UPS at the final location, then connect the power and control wirings through the top or bottom of the cabinet	-	-	-	-
PC19. follow standard wiring procedure while carrying out the electrical installation	-	-	-	-
PC20. reinstall safety shields removed during the process of installation	-	-	-	-
<i>Check functioning of the product</i>	5	5	-	-
PC21. align the IOT -enabled UPS/inverter as per the instruction manual, once necessary power and control connections are made	-	-	-	-
PC22. demonstrate the features and utility	-	-	-	-
PC23. explain the precautions to be taken while using the air conditioner	-	-	-	-
<i>Complete the documentation</i>	5	10	-	-
PC24. fill in customer acknowledgement form	-	-	-	-
PC25. provide customer's signature	-	-	-	-
PC26. complete other documentation needed for the record of completion of installation	-	-	-	-
PC27. call customer care and inform that the job is done	-	-	-	-
<i>Interact with supervisor or superior</i>	5	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. interact time to time with the superior for understanding the work requirement	-	-	-	-
PC29. inform the superior about the work completion	-	-	-	-
PC30. escalate the customer issues and problems that are unresolved in the field	-	-	-	-
PC31. document the work completed on the company ERP software for tracking and future references	-	-	-	-
<i>Achieve productivity and quality as per company's norms</i>	10	10	-	-
PC32. ensure no damage of the IOT -enabled UPS /Inverter while removal of packaging	-	-	-	-
PC33. place the equipment as per requirements specified in instructions manual	-	-	-	-
PC34. educate customer on importance of proper placing	-	-	-	-
PC35. carry and use the correct tools and equipment for installation	-	-	-	-
PC36. operate and check that they are in a safe and stable condition	-	-	-	-
PC37. complete the installation within the given time limit	-	-	-	-
PC38. educate customer on proper operation and maintenance procedures	-	-	-	-
PC39. complete daily field schedule as per instructions/format within the designated time	-	-	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7201
NOS Name	Install the UPS/Inverter
Sector	Electronics
Sub-Sector	Industrial Automation
Occupation	Sales and After Sales Service
NSQF Level	4
Credits	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/N7202: Repair dysfunctional UPS/inverter

Description

This NOS is about understanding the customers complaints, identifying the fault and fixing the UPS/inverter.

Scope

The scope covers the following :

- Understand the symptoms in the UPS/inverter and identify the fault
- Replace dysfunctional module in the UPS/inverter unit
- Confirm functionality of the repaired unit
- Achieve productivity and quality as per company norms

Elements and Performance Criteria

Understand the symptoms in the UPS/inverter and identify the fault

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

- PC1.** diagnose the fault based on customer interaction and initial inspection
- PC2.** disconnect the power source and open the cabinet doors of the equipment
- PC3.** disconnect the battery and wait for electrolytic capacitor to discharge
- PC4.** remove protective panels since the voltage present is potentially lethal
- PC5.** check the air filters and monitor system parameters from the control panel
- PC6.** carry out basic tests such as power supply inspection, volt ampere test and earth test power supply etc.
- PC7.** separate and inspect every module of the unit if the fault is not identified through basic tests
- PC8.** visit factory for in depth diagnosis, if problem remains un-identified at site

Replace dysfunctional module in the UPS/inverter unit

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

- PC9.** replace component at location, if the fault identified is because of damage of components such as fuse or battery
- PC10.** remove and replace the faulty module with a functional one, either on a second visit or as pre-identified and collected from the service center, if the problem is at the PCB level or components that cannot be replaced at site

Confirm functionality of the repaired unit

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

- PC11.** reassemble the unit and make all power as well as communication wirings
- PC12.** ensure that the unit is functioning after switching on the power supply
- PC13.** check whether all the modules of the unit is working as per specifications
- PC14.** demonstrate and confirm functionality of the unit with customer
- PC15.** educate the customer about cleaning procedures and other best practices
- PC16.** collect necessary payments from the customer, if applicable

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PC17. fill in customer acknowledgement form

PC18. complete other documentation procedures to record complaint closure

Achieve productivity and quality as per company's norms

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

PC19. ensure damage free handling of the unit

PC20. diagnose the problem accurately and in assigned time

PC21. identify the problem modules accurately such as the power supply, battery, PCB, etc.

PC22. repair the dysfunctional equipment within the designated time

PC23. ensure no repetition of the issues in the equipment

PC24. ensure minimum customer complaints post service

PC25. achieve daily target of attending the complaints

PC26. select the right spares according to recorded complaints at the customer care

PC27. inform the exact type of module requirement to the service center, if a faulty module is to be replaced

PC28. secure repairs completion receipt from customer

PC29. inform customer about the maintenance procedure and correct practices to follow in order to avoid further problems

PC30. ensure 100% customer satisfaction

PC31. receive payments as per rate sheet/ communication from customer care

PC32. sell related products such as new equipment or Annual Maintenance Contracts (AMC) as per company policy Knowledge

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Understand the working principles of UPS/inverter systems, including power conversion, battery management, and control modules

KU2. Knowledge of fault diagnosis techniques such as volt-ampere tests, earth tests, and inspection of electronic modules.

KU3. Awareness of electrical safety protocols, including capacitor discharge, isolation, and handling high-voltage circuits.

KU4. Understand standard procedures for replacing faulty modules, PCBs, batteries, and fuses safely and efficiently

KU5. Knowledge of documentation, complaint closure, and company policies related to customer service and repair reporting

Generic Skills (GS)

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

GS1. Communicate effectively with customers to understand issues and provide clear explanations of faults and solutions

GS2. Apply logical problem-solving and analytical skills to diagnose electrical faults accurately

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- GS3.** Handle tools, measuring instruments, and components safely while following ESD and safety standards
- GS4.** Manage time efficiently to complete repair, replacement, and testing activities within assigned timelines
- GS5.** Maintain professional conduct, ensure customer satisfaction, and promote company products or services where applicable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand the symptoms in the UPS/inverter and identify the fault</i>	10	10	-	-
PC1. diagnose the fault based on customer interaction and initial inspection	-	-	-	-
PC2. disconnect the power source and open the cabinet doors of the equipment	-	-	-	-
PC3. disconnect the battery and wait for electrolytic capacitor to discharge	-	-	-	-
PC4. remove protective panels since the voltage present is potentially lethal	-	-	-	-
PC5. check the air filters and monitor system parameters from the control panel	-	-	-	-
PC6. carry out basic tests such as power supply inspection, volt ampere test and earth test power supply etc.	-	-	-	-
PC7. separate and inspect every module of the unit if the fault is not identified through basic tests	-	-	-	-
PC8. visit factory for in depth diagnosis, if problem remains un-identified at site	-	-	-	-
<i>Replace dysfunctional module in the UPS/inverter unit</i>	5	5	-	-
PC9. replace component at location, if the fault identified is because of damage of components such as fuse or battery	-	-	-	-
PC10. remove and replace the faulty module with a functional one, either on a second visit or as pre-identified and collected from the service center, if the problem is at the PCB level or components that cannot be replaced at site	-	-	-	-
<i>Confirm functionality of the repaired unit</i>	10	10	-	-
PC11. reassemble the unit and make all power as well as communication wirings	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure that the unit is functioning after switching on the power supply	-	-	-	-
PC13. check whether all the modules of the unit is working as per specifications	-	-	-	-
PC14. demonstrate and confirm functionality of the unit with customer	-	-	-	-
PC15. educate the customer about cleaning procedures and other best practices	-	-	-	-
PC16. collect necessary payments from the customer, if applicable	-	-	-	-
PC17. fill in customer acknowledgement form	-	-	-	-
PC18. complete other documentation procedures to record complaint closure	-	-	-	-
<i>Achieve productivity and quality as per company's norms</i>	15	35	-	-
PC19. ensure damage free handling of the unit	-	-	-	-
PC20. diagnose the problem accurately and in assigned time	-	-	-	-
PC21. identify the problem modules accurately such as the power supply, battery, PCB, etc.	-	-	-	-
PC22. repair the dysfunctional equipment within the designated time	-	-	-	-
PC23. ensure no repetition of the issues in the equipment	-	-	-	-
PC24. ensure minimum customer complaints post service	-	-	-	-
PC25. achieve daily target of attending the complaints	-	-	-	-
PC26. select the right spares according to recorded complaints at the customer care	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. inform the exact type of module requirement to the service center, if a faulty module is to be replaced	-	-	-	-
PC28. secure repairs completion receipt from customer	-	-	-	-
PC29. inform customer about the maintenance procedure and correct practices to follow in order to avoid further problems	-	-	-	-
PC30. ensure 100% customer satisfaction	-	-	-	-
PC31. receive payments as per rate sheet/ communication from customer care	-	-	-	-
PC32. sell related products such as new equipment or Annual Maintenance Contracts (AMC) as per company policy Knowledge	-	-	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7202
NOS Name	Repair dysfunctional UPS/inverter
Sector	Electronics
Sub-Sector	Industrial Automation
Occupation	Sales and After Sales Service
NSQF Level	4
Credits	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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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

Qualification Pack

- 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

Qualification Pack

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	-	-	-	-

Qualification Pack

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 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/N0061.Understand requirement of customer	40	60	-	-	100	25
ELE/N7201.Install the UPS/Inverter	40	60	-	-	100	25
ELE/N7202.Repair dysfunctional UPS/inverter	40	60	-	-	100	30
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
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
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
IPR	Intellectual Property Rights

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.
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.
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Qualification Pack

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Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (K)	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.
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