

Qualification Pack



Sr. Technician RACW* *Refrigeration Air Conditioning & Washing Machine

QP Code: ELE/Q3105

Version: 4.0

NSQF Level: 5

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ELE/Q3105: Sr. Technician RACW* *Refrigeration Air Conditioning & Washing Machine

Brief Job Description

The individual interacts with customers to install the appliance, diagnose the problem to assess possible causes of malfunction, rectifies minor problems, and replaces faulty modules for failed parts or recommends factory repairs for bigger faults.

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 refrigerator](#)
3. [ELE/N3114: Perform installation and repair of air conditioners](#)
4. [ELE/N3116: Perform installation and repair of washing machine](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	5
Credits	21

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/7241.1001
Minimum Educational Qualification & Experience	<p>Completed 2nd year of UG (UG Diploma) (Physics/Electronics/ Electrical/Mechanical) with 1.5 years of experience Consumer Electronics & IT Hardware</p> <p>OR</p> <p>Completed 3 year diploma after 10th (Electronics/Electrical/ Mechanical) with 3 Years of experience Consumer Electronics & IT Hardware</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (4.5) with 1.5 years of experience Consumer Electronics & IT Hardware</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	30/04/2028
NSQC Approval Date	08/05/2025
Version	4.0
Reference code on NQR	QG-05-EH-03970-2025-V4-ESSCI
NQR Version	4.0

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 :

- Interact with the customer
- Suggest possible solutions

Elements and Performance Criteria

Interact with the customer

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

- PC1.** Evaluate customer complaints registered through customer care or installation schedules to identify the root cause.
- PC2.** Contact the customer to confirm the issue via phone and schedule an appropriate time for a service visit.
- PC3.** Prepare for the service visit by assembling the necessary tools, parts, manuals, and reference documents.
- PC4.** Visit the customer's premises as per the agreed schedule and address the service requirements promptly.
- PC5.** Verify the appliance's warranty status and any existing annual maintenance contract details
- PC6.** Collect comprehensive information regarding the appliance's age, maintenance history, symptoms, and previous issues.
- PC7.** Clearly explain the warranty coverage, identified issues, and recommended precautions to the customer to prevent recurrence.

Suggest possible solutions

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

- PC8.** Provide the customer with feasible solutions, including an estimate of time, cost, and the steps involved in servicing.
- PC9.** Obtain the customer's consent before proceeding with the proposed course of action.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Customer complaint handling procedures
- KU2.** Product knowledge of the appliance (e.g., refrigerator parts and functioning)
- KU3.** Company policies on warranty and annual maintenance contracts (AMC)

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- KU4.** Tools, manuals, and parts required for field servicing
- KU5.** Basic troubleshooting and root cause analysis techniques
- KU6.** Standard operating procedures for service visits
- KU7.** Effective communication techniques for customer interaction
- KU8.** Documentation protocols and service reporting requirements
- KU9.** Time and cost estimation methods for repair or servicing
- KU10.** Health, safety, and hygiene practices during field visits

Generic Skills (GS)

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

- GS1.** Effective verbal and written communication
- GS2.** Customer-centric attitude and service orientation
- GS3.** Time management and punctuality
- GS4.** Problem-solving and decision-making ability
- GS5.** Active listening and empathy during customer interactions
- GS6.** Basic computer literacy for using ERP and service apps
- GS7.** Team collaboration and coordination skills
- GS8.** Ability to manage stressful or escalated situations calmly
- GS9.** Attention to detail in documentation and diagnosis
- GS10.** Adaptability to changing schedules and customer needs

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact with the customer</i>	32	41	-	8
PC1. Evaluate customer complaints registered through customer care or installation schedules to identify the root cause.	-	-	-	-
PC2. Contact the customer to confirm the issue via phone and schedule an appropriate time for a service visit.	-	-	-	-
PC3. Prepare for the service visit by assembling the necessary tools, parts, manuals, and reference documents.	-	-	-	-
PC4. Visit the customer's premises as per the agreed schedule and address the service requirements promptly.	-	-	-	-
PC5. Verify the appliance's warranty status and any existing annual maintenance contract details	-	-	-	-
PC6. Collect comprehensive information regarding the appliance's age, maintenance history, symptoms, and previous issues.	-	-	-	-
PC7. Clearly explain the warranty coverage, identified issues, and recommended precautions to the customer to prevent recurrence.	-	-	-	-
<i>Suggest possible solutions</i>	8	9	-	2
PC8. Provide the customer with feasible solutions, including an estimate of time, cost, and the steps involved in servicing.	-	-	-	-
PC9. Obtain the customer's consent before proceeding with the proposed course of 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	5
Credits	3
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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ELE/N3112: Perform installation and repair of refrigerator

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 refrigerator
- Install refrigerator at customer location
- Diagnose, repair and replace the dysfunctional module of refrigerator
- Complete documentation
- Coordinate with others w.r.t. installation and repair

Elements and Performance Criteria

Prepare for installation of refrigerator

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

- PC1.** Regularly identify work requirements and instructions from supervisors to ensure task readiness.
- PC2.** Arrive at the customer's location as per the scheduled appointment time.
- PC3.** Guide the customer on pre-installation requirements, including the appropriate platform, plug point, and positioning for the appliance.
- PC4.** Unpack the appliance delivered to the customer's location with care.
- PC5.** Confirm that the product matches the customer's order specifications, including color, model, and accompanying accessories.
- PC6.** Verify the availability of all necessary tools and components required for the installation.
- PC7.** Clear and dispose of packaging material in compliance with the company's waste management policies.
- PC8.** Collaborate with the customer to determine the optimal placement of the appliance, ensuring proximity to a plug point, an obstruction-free area, and adherence to distance guidelines from walls and floors.

Install refrigerator at customer location

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

- PC9.** Assemble components such as the water-disposal beaker, handles, shelves, baskets, and side buckets as per the installation guide.
- PC10.** Connect the refrigerator to the power supply and adjust cooling/freezer temperature settings based on seasonal requirements to demonstrate functionality.
- PC11.** Educate the customer about operational precautions, including safe usage practices and the heating of external refrigerator walls.

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PC12. Provide clear instructions on routine maintenance procedures to ensure optimal performance of the refrigerator.

Diagnose, repair and replace the dysfunctional module of refrigerator

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

PC13. Check and verify thermostat settings to ensure they are functioning as required.

PC14. Diagnose the issue based on customer feedback, usage patterns, and an initial inspection of the appliance.

PC15. Safely unplug the appliance before conducting further inspection.

PC16. Perform basic diagnostic tests such as power supply checks, volt-ampere testing, and earth connection inspections.

PC17. Conduct individual inspections of all refrigerator modules (e.g., compressor, motor, PCB, condenser) to identify faults if basic tests do not reveal the issue.

PC18. Send the appliance to the factory for detailed diagnostics if the issue cannot be resolved on-site.

PC19. Repair or replace faulty components at the customer's location if the issue is due to damaged parts.

PC20. Schedule a follow-up visit if the required part is unavailable for immediate replacement.

PC21. Demonstrate the appliance's functionality to the customer post-repair.

PC22. Demonstrate the appliance's functionality to the customer post-repair.

PC23. Advise the customer on cleaning procedures and preventive measures to avoid recurring issues.

PC24. Offer related products or services, such as new equipment or annual maintenance contracts (AMC), to the customer.

Complete documentation

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

PC25. Complete the customer acknowledgment form and obtain their signature for both installation and repair services.

PC26. Record the completed work in the company ERP system for tracking and notify customer care and supervisors about job completion.

PC27. Ensure all complaint closure documentation is accurately completed.

PC28. Collect payments from the customer, if applicable, and provide a detailed invoice.

Coordinate with others w.r.t. installation and repair

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

PC29. Escalate unresolved customer issues or queries beyond the field service scope to appropriate channels for resolution.

PC30. Collaborate with service technicians to address field challenges and share insights.

PC31. Train junior technicians on installation, diagnostic, and customer handling procedures to enhance team efficiency.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Work requirements and task readiness protocols

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- KU2.** Product specifications and features of refrigerators
- KU3.** Installation guidelines for refrigerators (tools, parts, and processes)
- KU4.** Electrical safety procedures for appliance installation
- KU5.** Customer communication techniques for effective guidance
- KU6.** Warranty and maintenance contract terms
- KU7.** Diagnostic methods for troubleshooting refrigerator issues
- KU8.** Understanding appliance modules (compressor, motor, PCB, etc.)
- KU9.** Company ERP system for service tracking and reporting
- KU10.** Environmental and waste management practices related to packaging disposal

Generic Skills (GS)

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

- GS1.** Time management and punctuality
- GS2.** Customer service and relationship-building
- GS3.** Problem-solving and diagnostic thinking
- GS4.** Technical assembly and installation skills
- GS5.** Attention to detail in identifying faults and repairs
- GS6.** Effective verbal and written communication
- GS7.** Collaboration and teamwork with colleagues
- GS8.** Adaptability and flexibility in adjusting to changing tasks
- GS9.** Training and mentoring junior technicians
- GS10.** Professionalism in documentation and payment collection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for installation of refrigerator</i>	12	12	-	1
PC1. Regularly identify work requirements and instructions from supervisors to ensure task readiness.	-	-	-	-
PC2. Arrive at the customer's location as per the scheduled appointment time.	-	-	-	-
PC3. Guide the customer on pre-installation requirements, including the appropriate platform, plug point, and positioning for the appliance.	-	-	-	-
PC4. Unpack the appliance delivered to the customer's location with care.	-	-	-	-
PC5. Confirm that the product matches the customer's order specifications, including color, model, and accompanying accessories.	-	-	-	-
PC6. Verify the availability of all necessary tools and components required for the installation.	-	-	-	-
PC7. Clear and dispose of packaging material in compliance with the company's waste management policies.	-	-	-	-
PC8. Collaborate with the customer to determine the optimal placement of the appliance, ensuring proximity to a plug point, an obstruction-free area, and adherence to distance guidelines from walls and floors.	-	-	-	-
<i>Install refrigerator at customer location</i>	5	5	-	1
PC9. Assemble components such as the water-disposal beaker, handles, shelves, baskets, and side buckets as per the installation guide.	-	-	-	-
PC10. Connect the refrigerator to the power supply and adjust cooling/freezer temperature settings based on seasonal requirements to demonstrate functionality.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Educate the customer about operational precautions, including safe usage practices and the heating of external refrigerator walls.	-	-	-	-
PC12. Provide clear instructions on routine maintenance procedures to ensure optimal performance of the refrigerator.	-	-	-	-
<i>Diagnose, repair and replace the dysfunctional module of refrigerator</i>	11	16	-	6
PC13. Check and verify thermostat settings to ensure they are functioning as required.	-	-	-	-
PC14. Diagnose the issue based on customer feedback, usage patterns, and an initial inspection of the appliance.	-	-	-	-
PC15. Safely unplug the appliance before conducting further inspection.	-	-	-	-
PC16. Perform basic diagnostic tests such as power supply checks, volt-ampere testing, and earth connection inspections.	-	-	-	-
PC17. Conduct individual inspections of all refrigerator modules (e.g., compressor, motor, PCB, condenser) to identify faults if basic tests do not reveal the issue.	-	-	-	-
PC18. Send the appliance to the factory for detailed diagnostics if the issue cannot be resolved on-site.	-	-	-	-
PC19. Repair or replace faulty components at the customer's location if the issue is due to damaged parts.	-	-	-	-
PC20. Schedule a follow-up visit if the required part is unavailable for immediate replacement.	-	-	-	-
PC21. Demonstrate the appliance's functionality to the customer post-repair.	-	-	-	-
PC22. Demonstrate the appliance's functionality to the customer post-repair.	-	-	-	-
PC23. Advise the customer on cleaning procedures and preventive measures to avoid recurring issues.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. Offer related products or services, such as new equipment or annual maintenance contracts (AMC), to the customer.	-	-	-	-
<i>Complete documentation</i>	5	7	-	-
PC25. Complete the customer acknowledgment form and obtain their signature for both installation and repair services.	-	-	-	-
PC26. Record the completed work in the company ERP system for tracking and notify customer care and supervisors about job completion.	-	-	-	-
PC27. Ensure all complaint closure documentation is accurately completed.	-	-	-	-
PC28. Collect payments from the customer, if applicable, and provide a detailed invoice.	-	-	-	-
<i>Coordinate with others w.r.t. installation and repair</i>	7	10	-	2
PC29. Escalate unresolved customer issues or queries beyond the field service scope to appropriate channels for resolution.	-	-	-	-
PC30. Collaborate with service technicians to address field challenges and share insights.	-	-	-	-
PC31. Train junior technicians on installation, diagnostic, and customer handling procedures to enhance team efficiency.	-	-	-	-
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 refrigerator
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	5
Credits	6
Version	4.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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ELE/N3114: Perform installation and repair of air conditioners

Description

This NOS is about perform pre-installation checks, install air conditioners, diagnose and repair faults, demonstrate functionality, handle documentation, and ensure clear communication with customers and team members.

Scope

The scope covers the following :

- Perform pre-installation checks
- Install the air conditioner
- Analyze symptoms, identify and rectify faults
- Documentation and Communication

Elements and Performance Criteria

Perform pre-installation checks

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

- PC1.** Assess work requirements by consulting with the supervisor to ensure clarity and preparedness
- PC2.** Plan a visit to the customer's premises to determine the suitable installation position for the air conditioner (e.g., window, split, high, low).
- PC3.** Verify that the installation site complies with structural requirements, such as adequate distance from the power supply and minimal interference from frequently opened windows or doors.
- PC4.** Notify the customer about any necessary pre-installation tasks, including masonry or electrical work, that need to be completed.
- PC5.** Mark the placement positions for indoor and outdoor units and confirm these with the customer for final approval during the next visit.

Install the air conditioner

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

- PC6.** Carefully unpack the air conditioner, ensuring no damage, and verify that the product matches the customer's order specifications, including color and make.
- PC7.** Confirm that all required accessories are included in the package.
- PC8.** Ensure that all tools and fitments needed for the installation are available and in good condition.
- PC9.** Dispose of packaging material responsibly, adhering to the company's waste disposal policies
- PC10.** Accurately measure the installation site and drill holes, ensuring no internal wiring or structural damage occurs.
- PC11.** Securely mount the indoor unit and ensure that screws are properly fastened.
- PC12.** Position the outdoor unit in a suitable location and firmly attach it to the wall or floor.

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- PC13.** Connect the indoor and outdoor units using appropriately sized copper pipes and interconnecting cables.
- PC14.** Add additional refrigerant gas if the distance between the indoor and outdoor units exceeds the recommended limit.
- PC15.** Align the air conditioner according to the installation manual and establish all necessary power supply connections.
- PC16.** Demonstrate the air conditioner's features and functionality to the customer, while explaining safety precautions and operational guidelines.

Analyze symptoms, identify and rectify faults

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

- PC17.** Gather insights on the air conditioner's usage patterns from the customer to assist in diagnosing issues.
- PC18.** Identify faults through customer interaction and initial inspections, using basic diagnostic tests like power supply and volt-ampere checks.
- PC19.** Inspect each module of the unit individually if basic tests do not reveal the fault.
- PC20.** Arrange to send the air conditioner to the factory for detailed diagnostics if on-site troubleshooting is unsuccessful.
- PC21.** Repair or replace defective parts at the customer's location, or promptly send specialized components (e.g., PCB) to the service center if immediate repairs are not feasible.
- PC22.** Schedule a follow-up visit to replace faulty modules or parts after obtaining them from the service center.
- PC23.** Perform brazing operations at the customer's premises or escalate the issue to a brazing specialist if the fault involves a gas leak.
- PC24.** Perform brazing operations at the customer's premises or escalate the issue to a brazing specialist if the fault involves a gas leak.
- PC25.** Verify that all modules are functioning according to specifications and demonstrate the unit's proper functionality to the customer.

Documentation and Communication

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

- PC26.** Collect payment from the customer based on the rate sheet or communication from customer care and provide a receipt.
- PC27.** Complete the customer acknowledgment form and obtain their signature for documentation purposes.
- PC28.** Record installation or repair details in the company ERP software for future tracking and references.
- PC29.** Notify customer care and supervisors about the completion of the job for proper follow-up and record maintenance.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types and installation requirements of air conditioners (window, split, etc.)
- KU2.** Structural and environmental considerations for AC installation sites

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- KU3.** Pre-installation site assessment and communication protocols with customers
- KU4.** Air conditioner components and their assembly (indoor/outdoor units, copper piping, etc.)
- KU5.** Tools, equipment, and materials required for AC installation and repair
- KU6.** Basic electrical concepts including power supply, volt-ampere testing, and safety
- KU7.** Refrigerant handling and procedures for gas charging and brazing
- KU8.** Fault diagnosis techniques for common AC problems (e.g., module checks, leakage)
- KU9.** ERP system usage for job documentation and service tracking
- KU10.** Company policies on waste disposal, customer communication, and payment collection

Generic Skills (GS)

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

- GS1.** Effective communication with customers and team members
- GS2.** Time management and scheduling of service visits
- GS3.** Attention to detail during site assessment, installation, and diagnostics
- GS4.** Problem-solving and logical thinking for fault identification and resolution
- GS5.** Customer service skills including demonstrations and usage guidance
- GS6.** Ability to read and follow technical manuals and installation guides
- GS7.** Team collaboration for escalating issues or specialized repairs
- GS8.** Documentation accuracy and digital record-keeping (ERP software)
- GS9.** Manual dexterity and physical coordination for equipment handling and installation
- GS10.** Professionalism in collecting payments and handling customer queries

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-installation checks</i>	10	7	-	1
PC1. Assess work requirements by consulting with the supervisor to ensure clarity and preparedness	-	-	-	-
PC2. Plan a visit to the customer's premises to determine the suitable installation position for the air conditioner (e.g., window, split, high, low).	-	-	-	-
PC3. Verify that the installation site complies with structural requirements, such as adequate distance from the power supply and minimal interference from frequently opened windows or doors.	-	-	-	-
PC4. Notify the customer about any necessary pre-installation tasks, including masonry or electrical work, that need to be completed.	-	-	-	-
PC5. Mark the placement positions for indoor and outdoor units and confirm these with the customer for final approval during the next visit.	-	-	-	-
<i>Install the air conditioner</i>	10	17	-	3
PC6. Carefully unpack the air conditioner, ensuring no damage, and verify that the product matches the customer's order specifications, including color and make.	-	-	-	-
PC7. Confirm that all required accessories are included in the package.	-	-	-	-
PC8. Ensure that all tools and fitments needed for the installation are available and in good condition.	-	-	-	-
PC9. Dispose of packaging material responsibly, adhering to the company's waste disposal policies	-	-	-	-
PC10. Accurately measure the installation site and drill holes, ensuring no internal wiring or structural damage occurs.	-	-	-	-
PC11. Securely mount the indoor unit and ensure that screws are properly fastened.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Position the outdoor unit in a suitable location and firmly attach it to the wall or floor.	-	-	-	-
PC13. Connect the indoor and outdoor units using appropriately sized copper pipes and interconnecting cables.	-	-	-	-
PC14. Add additional refrigerant gas if the distance between the indoor and outdoor units exceeds the recommended limit.	-	-	-	-
PC15. Align the air conditioner according to the installation manual and establish all necessary power supply connections.	-	-	-	-
PC16. Demonstrate the air conditioner's features and functionality to the customer, while explaining safety precautions and operational guidelines.	-	-	-	-
<i>Analyze symptoms, identify and rectify faults</i>	14	21	-	6
PC17. Gather insights on the air conditioner's usage patterns from the customer to assist in diagnosing issues.	-	-	-	-
PC18. Identify faults through customer interaction and initial inspections, using basic diagnostic tests like power supply and volt-ampere checks.	-	-	-	-
PC19. Inspect each module of the unit individually if basic tests do not reveal the fault.	-	-	-	-
PC20. Arrange to send the air conditioner to the factory for detailed diagnostics if on-site troubleshooting is unsuccessful.	-	-	-	-
PC21. Repair or replace defective parts at the customer's location, or promptly send specialized components (e.g., PCB) to the service center if immediate repairs are not feasible.	-	-	-	-
PC22. Schedule a follow-up visit to replace faulty modules or parts after obtaining them from the service center.	-	-	-	-
PC23. Perform brazing operations at the customer's premises or escalate the issue to a brazing specialist if the fault involves a gas leak.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. Perform brazing operations at the customer's premises or escalate the issue to a brazing specialist if the fault involves a gas leak.	-	-	-	-
PC25. Verify that all modules are functioning according to specifications and demonstrate the unit's proper functionality to the customer.	-	-	-	-
<i>Documentation and Communication</i>	6	5	-	-
PC26. Collect payment from the customer based on the rate sheet or communication from customer care and provide a receipt.	-	-	-	-
PC27. Complete the customer acknowledgment form and obtain their signature for documentation purposes.	-	-	-	-
PC28. Record installation or repair details in the company ERP software for future tracking and references.	-	-	-	-
PC29. Notify customer care and supervisors about the completion of the job for proper follow-up and record maintenance.	-	-	-	-
NOS Total	40	50	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3114
NOS Name	Perform installation and repair of air conditioners
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	5
Credits	5.5
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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ELE/N3116: Perform installation and repair of washing machine

Description

This NOS unit is about prepare for and install washing machines, diagnose and repair faults, guide customers on usage and maintenance, complete documentation, and coordinate with team members to ensure efficient service delivery.

Scope

The scope covers the following :

- Prepare for installation of washing machine
- Install washing machine at customer location
- Diagnose, repair and replace the faulty module of appliance
- Complete documentation
- Coordinate with others w.r.t. installation and repair

Elements and Performance Criteria

Prepare for installation of washing machine

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

- PC1.** Determine work requirements by consulting with the superior.
- PC2.** Visit the customer's location as per the scheduled appointment
- PC3.** Advise the customer on pre-installation requirements, including structural support, plug point, drainage, and plumbing, as per the appliance guidelines.
- PC4.** Remove the packaging from the washing machine delivered at the customer's location.
- PC5.** Verify that the washing machine matches the customer's order in terms of color, model, and accessories.
- PC6.** Ensure the availability of all tools and fitments required for the installation process.
- PC7.** Dispose of packaging material waste responsibly, following the company's waste disposal norms.
- PC8.** Consult with the customer to determine the optimal placement of the washing machine near a plug point, in an obstruction-free area, while maintaining the required distance from the water tank.
- PC9.** Position the washing machine on a suitable platform or surface as specified in the installation manual.

Install washing machine at customer location

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

- PC10.** Remove transport pins or any foreign objects inside the washing machine drum before starting the machine.
- PC11.** Inspect the plumbing setup to ensure proper water inlet and outlet connections.
- PC12.** Connect the washing machine's drain hose to the sewage pipe to enable effective drainage.
- PC13.** Identify the water inlet valve in the household plumbing system.
- PC14.** Turn off the water inlet valve before attaching the washing machine's PVC hose to it.

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- PC15.** Connect the wastewater outlet of the washing machine to the household waste system to prevent backflow of dirty water.
- PC16.** Securely connect the water inlet, outlet, and power supply using appropriate tools and equipment.
- PC17.** Test the washing machine to ensure there are no leaks and that the unit is stable and functioning properly.
- PC18.** Educate the customer on turning off the washing machine during voltage fluctuations and the potential need for a voltage regulator.
- PC19.** Provide guidance to the customer on proper usage and maintenance of the washing machine.

Diagnose, repair and replace the faulty module of appliance

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

- PC20.** Identify faults through customer interaction, analysis of usage patterns, and initial inspections.
- PC21.** Unplug the washing machine to conduct a thorough inspection.
- PC22.** Perform basic diagnostic tests, including power supply inspection, volt-ampere tests, and earth tests.
- PC23.** Inspect each module of the washing machine individually if the fault is not detected through basic tests.
- PC24.** Arrange for the washing machine to be sent to the factory for in-depth diagnosis if the fault cannot be identified on-site.
- PC25.** Repair or replace damaged components at the customer's location if feasible.
- PC26.** Schedule a follow-up visit if the required part cannot be replaced during the current visit.
- PC27.** Reassemble the washing machine and ensure all modules function as per specifications.
- PC28.** Demonstrate the proper functionality of the washing machine to the customer after completing repairs.
- PC29.** Advise the customer on cleaning and maintenance procedures to prevent future issues.

Complete documentation

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

- PC30.** Complete the customer acknowledgment form and obtain the customer's signature for both installation and repair services.
- PC31.** Record the completed work in the company ERP system and update customer care and the supervisor on the job status.
- PC32.** Finalize all documentation related to complaint resolution and closure.
- PC33.** Collect payments from the customer as per the invoice and issue the receipt accordingly.

Coordinate with others w.r.t. installation and repair

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

- PC34.** Escalate unresolved customer issues or queries related to non-field service areas to the appropriate team.
- PC35.** Collaborate with service technicians to understand recurring field challenges and share insights.
- PC36.** Train junior technicians on installation procedures, fault diagnosis, and effective customer handling techniques.

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Installation guidelines and structural requirements for washing machines
- KU2.** Types of washing machines and their components (inlet valve, drain hose, drum, etc.)
- KU3.** Plumbing and electrical connections relevant to washing machine setup
- KU4.** Proper use of tools and equipment required for installation and diagnostics
- KU5.** Standard procedures for packaging disposal and environmental compliance
- KU6.** Voltage safety, usage during power fluctuations, and surge protection guidelines
- KU7.** Common faults in washing machines and techniques for module-wise diagnosis
- KU8.** Basic electrical testing methods: volt-ampere tests, earth tests, and power supply checks
- KU9.** Documentation protocols including ERP entry, customer acknowledgment, and complaint closure
- KU10.** Company service policies, customer communication standards, and payment collection processes

Generic Skills (GS)

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

- GS1.** Effective customer communication and interpersonal skills
- GS2.** Time management and adherence to appointment schedules
- GS3.** Analytical and diagnostic thinking for fault identification
- GS4.** Technical and manual skills for appliance installation and component assembly
- GS5.** Attention to detail in verifying product specifications and setup
- GS6.** Collaboration with team members and escalation of unresolved issues
- GS7.** Training and mentoring skills for guiding junior technicians
- GS8.** Problem-solving and adaptability in field conditions
- GS9.** Digital literacy for using ERP systems and maintaining job records
- GS10.** Professional behavior in documentation, payment handling, and post-service guidance

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for installation of washing machine</i>	11	11	-	1
PC1. Determine work requirements by consulting with the superior.	-	-	-	-
PC2. Visit the customer's location as per the scheduled appointment	-	-	-	-
PC3. Advise the customer on pre-installation requirements, including structural support, plug point, drainage, and plumbing, as per the appliance guidelines.	-	-	-	-
PC4. Remove the packaging from the washing machine delivered at the customer's location.	-	-	-	-
PC5. Verify that the washing machine matches the customer's order in terms of color, model, and accessories.	-	-	-	-
PC6. Ensure the availability of all tools and fitments required for the installation process.	-	-	-	-
PC7. Dispose of packaging material waste responsibly, following the company's waste disposal norms.	-	-	-	-
PC8. Consult with the customer to determine the optimal placement of the washing machine near a plug point, in an obstruction-free area, while maintaining the required distance from the water tank.	-	-	-	-
PC9. Position the washing machine on a suitable platform or surface as specified in the installation manual.	-	-	-	-
<i>Install washing machine at customer location</i>	10	8	-	2
PC10. Remove transport pins or any foreign objects inside the washing machine drum before starting the machine.	-	-	-	-
PC11. Inspect the plumbing setup to ensure proper water inlet and outlet connections.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Connect the washing machine's drain hose to the sewage pipe to enable effective drainage.	-	-	-	-
PC13. Identify the water inlet valve in the household plumbing system.	-	-	-	-
PC14. Turn off the water inlet valve before attaching the washing machine's PVC hose to it.	-	-	-	-
PC15. Connect the wastewater outlet of the washing machine to the household waste system to prevent backflow of dirty water.	-	-	-	-
PC16. Securely connect the water inlet, outlet, and power supply using appropriate tools and equipment.	-	-	-	-
PC17. Test the washing machine to ensure there are no leaks and that the unit is stable and functioning properly.	-	-	-	-
PC18. Educate the customer on turning off the washing machine during voltage fluctuations and the potential need for a voltage regulator.	-	-	-	-
PC19. Provide guidance to the customer on proper usage and maintenance of the washing machine.	-	-	-	-
<i>Diagnose, repair and replace the faulty module of appliance</i>	9	14	-	5
PC20. Identify faults through customer interaction, analysis of usage patterns, and initial inspections.	-	-	-	-
PC21. Unplug the washing machine to conduct a thorough inspection.	-	-	-	-
PC22. Perform basic diagnostic tests, including power supply inspection, volt-ampere tests, and earth tests.	-	-	-	-
PC23. Inspect each module of the washing machine individually if the fault is not detected through basic tests.	-	-	-	-
PC24. Arrange for the washing machine to be sent to the factory for in-depth diagnosis if the fault cannot be identified on-site.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. Repair or replace damaged components at the customer's location if feasible.	-	-	-	-
PC26. Schedule a follow-up visit if the required part cannot be replaced during the current visit.	-	-	-	-
PC27. Reassemble the washing machine and ensure all modules function as per specifications.	-	-	-	-
PC28. Demonstrate the proper functionality of the washing machine to the customer after completing repairs.	-	-	-	-
PC29. Advise the customer on cleaning and maintenance procedures to prevent future issues.	-	-	-	-
<i>Complete documentation</i>	4	7	-	-
PC30. Complete the customer acknowledgment form and obtain the customer's signature for both installation and repair services.	-	-	-	-
PC31. Record the completed work in the company ERP system and update customer care and the supervisor on the job status.	-	-	-	-
PC32. Finalize all documentation related to complaint resolution and closure.	-	-	-	-
PC33. Collect payments from the customer as per the invoice and issue the receipt accordingly.	-	-	-	-
<i>Coordinate with others w.r.t. installation and repair</i>	6	10	-	2
PC34. Escalate unresolved customer issues or queries related to non-field service areas to the appropriate team.	-	-	-	-
PC35. Collaborate with service technicians to understand recurring field challenges and share insights.	-	-	-	-
PC36. Train junior technicians on installation procedures, fault diagnosis, and effective customer handling techniques.	-	-	-	-
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3116
NOS Name	Perform installation and repair of washing machine
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
NSQF Level	5
Credits	4.5
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	31/10/2025
NSQC Clearance Date	08/05/2025

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.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N3101.Engage with customer for service	40	50	-	10	100	20
ELE/N3112.Perform installation and repair of refrigerator	40	50	-	10	100	20
ELE/N3114.Perform installation and repair of air conditioners	40	50	-	10	100	20
ELE/N3116.Perform installation and repair of washing machine	40	50	-	10	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	180	230	-	40	450	100



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.