Qualification Pack

Sales Engineer - Electronics Product

QP Code: ELE/Q7602

Version: 2.0

NSQF Level: 5

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Qualification Pack

ELE/Q7602: Sales Engineer - Electronics Product

Brief Job Description

The individual at work is responsible for studying the market, understanding the customer requirement and offering products and services to satisfy the customer requirement by interacting directly with customers for sale of products and services. The individual also coordinates with the installation and commissioning team as well as the channel sales partners.

Personal Attributes

The job requires the individual to be well groomed, properly dressed, healthy, self-motivated, enterprising, having positive attitude & body language, ready to travel and flexible with time. Individual on the job needs to be customer friendly, have good communication skill and be target oriented. The individual must have patience and positive attitude towards work to listen to diverse customers

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. ELE/N7604: Plan and prepare for sales

2. ELE/N7605: Sell electronics products to potential customers

3. ELE/N7606: Coordinate for installation and commissioning of electronics product

4. ELE/N7607: Sell electronics products to wholesalers and retailers

5. ELE/N9905: Work effectively at the workplace

6. ELE/N1002: Apply health and safety practices at the workplace

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Product Sales
Country	India
NSQF Level	5

Qualification Pack

Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3322.0101
Minimum Educational Qualification & Experience	Diploma (3 Years) after 10th (Electrical or Electronics Engineering) with 3 Years of Relevant experience Or after 12th (Electrical or Electronics Engineering) with 1 Year of Relevant experience) OR B.E./B.Tech (Degree in Electrical or Electronics Engineering) OR Certificate-NSQF (Level-4 in Sales Executive-IT Hardware) with 2 Years of experience relevant
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	24/02/2022
Next Review Date	02/06/2025
Deactivation Date	02/06/2025
NSQC Approval Date	24/02/2022
Version	2.0
Reference code on NQR	2022/EHW/ESSC/05375
NQR Version	1.0

ELE/N7604: Plan and prepare for sales

Description

This unit is about identifying work requirements, market requirements and customers expectations and preparing for the sales call.

Scope

The scope covers the following :

- Identify work requirements
- Identify market requirements
- Prepare for the sales pitch

Elements and Performance Criteria

Identify work requirements

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

PC1. interpret work instructions received from superior/ designated personnel

PC2. identify organisational processes for performing pre-sales, sales as well as after-sale services and handling of queries/ problems from relevant sources such as organisational manuals, catalogues, brochures, etc.

PC3. identify the monthly, quarterly and yearly sales target to be achieved using relevant techn

PC4. identify location and area of operation by seeking information from concerned authority/designated personnel

PC5. identify details relevant to marketing and sales such as product and/or service to be sold, target population and target area for product and service coverage, existing suppliers, contractors and customers, various sales techniques, marketing methods and channels adopted by the organisation, etc.

PC6. identify the benefits, features and pricing of the products and services of the organisation

Identify market requirements

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

PC7. identify the market requirement by analysing sales data from channel sales partners

PC8. identify the major prospective users of the product in the region

PC9. identify the market share of different products in the region to become aware of target areas for the purpose of sales

PC10. conduct a market survey to understand the customers' expectations related to the products and after-sale services

PC11. identify the model and brand preference of the customers from the channel partners

PC12. identify regional problems with respect to product use and installation

PC13. collect information about the demographics of the location to know about the market in a particular region

PC14. analyse past sales patterns to study the key growth drivers of the product in the region through relevant data; statistical data, documented sources, etc.

PC15. analyse relevant data to ascertain the peak season as well as the off sales season in the market

PC16. interact with the partner executive of the sales channel to understand the customers' preference and expectation

PC17. establish common consensus with channel partners on price, discounts and credit period by negotiating as per organisational guidelines

PC18. identify the broad level customers' requirement and expectations such as solutions to open and close ended questions, power output expectation, space for installation, budget, technical details such as solar power system and IT hardware equipment, etc.

PC19. Identify the criteria on which the customer's purchase of a service/equipment depends such as price, discount and installation

PC20. identify the common queries and concerns of the target population while taking a decision to buy a product and/or service and how to handle them

Prepare for the sales pitch

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

PC21. prepare a list of potential clients in the region for conducting marketing activities

PC22. shortlist the clients to approach for product marketing as per organisational practices; the shortlist could include customers expressing need for homecare medical devices, prominent medical practitioners and popular opinion makers of the area

PC23. collect the marketing collateral available with the organisation for use in sales of the product or service

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational policies for identifying requirements that benefit sales

KU2. organisational policies on incentives, quality standards and personnel management

KU3. importance of the individual role in the workflow

KU4. reporting structure within the organisation

KU5. organisation's line of business as well as product portfolio, pricing and materials that need to be sold

KU6. organisation's code of conduct

KU7. organisation's culture and typical customer profile

KU8. organisation's documentation policy

KU9. organisation's sales policy

KU10. organisation's human resource and performance evaluation policy

KU11. follow internal process system such as ERP in the organisation

KU12. terms and conditions associated with the sale of company products

KU13. competitors and their products

KU14. broad categorisation of electronics industry and it sub-sectors

KU15. various types of electronics products and organisations where they can be sold for each

KU16. key drivers for growth in demand for various types of electronics products

KU17. factors responsible for performing effective sales

KU18. different types of selling techniques and promotional methods

KU19. importance of preparing before selling

KU20. various preparatory activities that are done pre-sales

KU21. use relevant reference sheets, manuals and documents to be used at work

KU22. computer operation and data analysis in Microsoft Excel tool

KU23. 4 Ps of management for sales, planning, priority, perspective and patience

Generic Skills (GS)

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

GS1. write material requirements across variety of customers

GS2. document sales related information as per the SOP

GS3. read catalogue and trade journals to find out the best products/ products in demand

GS4. read quality specifications of different components for conducting sales

GS5. read company selling policy, customer selection criteria and policy on achieving the number of sales targets

GS6. communicate in English and local language

GS7. seek inputs to assess queries

GS8. put the customer at ease and share all the related information

GS9. listen to department heads to capture information on quality, quantity and variety of materials required

GS10. communicate quality specifications, quantity and required supply time of different types of materials to the interested customers

GS11. decide when to sell different types of materials to get the best possible deal on pricing

GS12. select customers as per the criterion set by the organisation

GS13. negotiate with the customers on the pricing of materials

GS14. negotiate with the customers/clients regarding the supply timing of materials

GS15. prepare plan for achieving targets

GS16. ensure personal grooming, punctuality and minimum absenteeism

GS17. maintain proper etiquette with customer during conversation

GS18. seek permission before entering a customer premises

GS19. display patience and courteousness with all types of customers under all circumstances

GS20. maintain sound and friendly relation with existing and potential customers

GS21. solve work related problems

GS22. analyse trends in pricing and sales activity of ones own organisation and the competitors

GS23. compare the benefits and features of products to be sold with those of the competitors products

GS24. identify queries and concerns that potential customers may have and how to address the same

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Identify work requirements	**8**	**18**	**-**	**-**
PC1. interpret work instructions received from superior/ designated personnel	1	3	-	-
PC2. identify organisational processes for performing pre-sales, sales as well as after-sale services and handling of queries/ problems from relevant sources such as organisational manuals, catalogues, brochures, etc.	1	3	-	-
PC3. identify the monthly, quarterly and yearly sales target to be achieved using relevant techn	1	3	-	-
PC4. identify location and area of operation by seeking information from concerned authority/designated personnel	1	3	-	-
PC5. identify details relevant to marketing and sales such as product and/or service to be sold, target population and target area for product and service coverage, existing suppliers, contractors and customers, various sales techniques, marketing methods and channels adopted by the organisation, etc.	2	3	-	-
PC6. identify the benefits, features and pricing of the products and services of the organisation	2	3	-	-
Identify market requirements	**19**	**46**	**-**	**-**
PC7. identify the market requirement by analysing sales data from channel sales partners	2	4	-	-
PC8. identify the major prospective users of the product in the region	1	3	-	-
PC9. identify the market share of different products in the region to become aware of target areas for the purpose of sales	1	3	-	-
PC10. conduct a market survey to understand the customers' expectations related to the products and after-sale services	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. identify the model and brand preference of the customers from the channel partners	1	3	-	-
PC12. identify regional problems with respect to product use and installation	1	3	-	-
PC13. collect information about the demographics of the location to know about the market in a particular region	2	4	-	-
PC14. analyse past sales patterns to study the key growth drivers of the product in the region through relevant data; statistical data, documented sources, etc.	2	4	-	-
PC15. analyse relevant data to ascertain the peak season as well as the off sales season in the market	2	4	-	-
PC16. interact with the partner executive of the sales channel to understand the customers' preference and expectation	1	3	-	-
PC17. establish common consensus with channel partners on price, discounts and credit period by negotiating as per organisational guidelines	1	3	-	-
PC18. identify the broad level customers' requirement and expectations such as solutions to open and close ended questions, power output expectation, space for installation, budget, technical details such as solar power system and IT hardware equipment, etc.	1	3	-	-
PC19. Identify the criteria on which the customer's purchase of a service/equipment depends such as price, discount and installation	1	3	-	-
PC20. identify the common queries and concerns of the target population while taking a decision to buy a product and/or service and how to handle them	1	2	-	-
Prepare for the sales pitch	**3**	**6**	**-**	**-**
PC21. prepare a list of potential clients in the region for conducting marketing activities	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. shortlist the clients to approach for product marketing as per organisational practices; the shortlist could include customers expressing need for homecare medical devices, prominent medical practitioners and popular opinion makers of the area	1	2	-	-
PC23. collect the marketing collateral available with the organisation for use in sales of the product or service	1	2	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7604
NOS Name	Plan and prepare for sales
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Product Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	02/06/2025
NSQC Clearance Date	24/02/2022

ELE/N7605: Sell electronics products to potential customers

Description

This unit is about approaching the customer and selling the electronics product as well as coordinating with the channel staff.

Scope

The scope covers the following :

- Approach the potential customer
- Complete the sales
- Manage the feedback from customers

Elements and Performance Criteria

Approach the potential customer

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

PC1.   call prospective customers and schedule a meeting to discuss about the company's products

PC2.   call contacts from various sections of the society as per organisational practice; hospitals, diagnostic centres, doctors, wholesalers, retailers, references, etc.

PC3.   confirm important details such as venue and time for meeting as per organisational guidelines

PC4.   follow appropriate behavioural etiquette while interacting with the client on telephone / personally

PC5.   ensure that the number of calls and visits are conducted within the timelines proposed by the organisation

Complete the sales

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

PC6.   pitch company's product as per the customer's requirements related to product and solar equipment; submit technical specifications, give presentation and arrange for live demonstration of medical device and solar equipment

PC7.   communicate information required by the customer to make a decision to buy; products and services within an organisation, alternatives available in the market, customised offerings, etc.

PC8.   resolve customers' queries related to specific IT hardware as per organisational procedure

PC9.   share the invoice, warranty certificate and other relevant documents with the client as per organisational procedure

PC10.   communicate product delivery related information to the client; date of delivery, transportation mode, delivery address, terms and conditions, warranty coverage, etc.

PC11.   identify new sales requirements by seeking new business opportunity from the existing clients

PC12.   interact with existing customers periodically for identifying new requirement by doing regular follow- ups, making telephone calls, conducting visits, etc.

PC13. report comparative assessment of company's products (with respect to the competitor's products on technical and commercial aspects) to the concerned authority as per organisational procedure

PC14. ensure that the sale transaction results in profit for the organisation

PC15. communicate the mode of payment and third-party charges to the client

PC16. provide all the required documents to the customer including invoice

PC17. submit the amount received for a sale to the concerned authority as per organisational practice

PC18. obtain the purchase order for the medical device along with the advance payment as per company's policy

Manage the feedback from customers

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

PC19. identify any delivery requirements from the client as per instructions such as packaging instructions, install specific software and place labels

PC20. identify post purchase requirement of client such as installation and support system

PC21. record the information communicated by customer accurately as per company policy

PC22. conduct checks to ensure that the customer details have been correctly recorded

PC23. document the client details in the company's ERP software for future tracking and reference

PC24. summarise the customer's requirements in front of the customer and other designated personnel

PC25. rectify the incorrect details stored in existing database as per company policy

PC26. prepare management information system (MIS) reports, sharing the details of target achievement, future target and plan of action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation's policies on sale of materials, customer selection and pricing

KU2. organisation's policies on incentives, quality standards and personnel management

KU3. importance of the individual's role in the workflow

KU4. reporting structure

KU5. organisation's line of business, product portfolio and materials that need to be sold

KU6. organisation's code of conduct

KU7. organisation's culture and typical customer profile

KU8. organisation's documentation policy

KU9. organisation's sales policy

KU10. organisation's human resource and performance evaluation policy

KU11. terms and conditions associated with the sale of company's products

KU12. competitors and their products

KU13. computerised systems for sale activities

KU14. tax implications or special taxes levied on sale of material

KU15. pricing of different materials and their industry trends

KU16. follow sale practices in electronics industry

KU17. various methods for identifying customers

KU18. trends in pricing with respect to delivery time of products, credit terms, transportation, price, payment terms, etc.

KU19. information sought in a quotation

KU20. computer and laptop functionalities and operations

KU21. how to use negotiation techniques with customers

KU22. how to communicate with customers in order to put them at ease

KU23. basics of power electronics and requirements

KU24. follow behavioural aspects and etiquette during customer interaction

KU25. after sales support offering of the company

KU26. maintenance procedures of solar panels and solar system

KU27. in depth knowledge of the handled product

KU28. different types of selling techniques and promotional methods

KU29. internal process system and its usage

KU30. computer operation and data analysis in Microsoft Excel tool

KU31. different models of after sales support provided by the company

Generic Skills (GS)

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

GS1. write material requirements of various departments

GS2. document sales and marketing related information as per the SOP

GS3. record the customer's query details in the query log

GS4. read catalogue and trade journals to find out the market prices

GS5. read company's sale policy, customer selection criteria and pricing

GS6. read the customer information from the database

GS7. read text manuals regarding the hardware equipment issues

GS8. communicate in English and local language

GS9. seek inputs to assess the queries

GS10. put the customer at ease and suggest solutions

GS11. listen carefully and interpret the customer's requirement

GS12. listen to department heads to capture information on quality, quantity and variety of materials required

GS13. follow telephone etiquette while interacting with customers

GS14. ask relevant questions to understand client's requirement

GS15. inform the customer about product related issues such as technical and commercial benefits, comparison with competitor's products, product warranty and other services related to installation and after sale services

GS16. seek out help and listen to co-workers on answering queries and satisfying the customer

GS17. express information, both technical and non-technical, to seniors and colleagues

GS18. communicate timeline for device installation and setting up of its operations to logistic and installation team

GS19. decide when to sell different types of products to get the best possible deal on pricing

GS20. select the right customer to conduct sales

GS21. decide when to recommend alternate products to the customers

GS22. negotiate with customers on pricing of materials to get the best deal for the company

GS23. negotiate on installation timelines for the products

GS24. interpret the concerns and provide possible solutions to the customer

GS25. get the purchase order and push for getting advance payment from the customer

GS26. plan to achieve the targets given on product sale

GS27. work in coordination with other product sales verticals of the company

GS28. achieve the targets given on number of calls and closure

GS29. achieve the targets given on sales with the help of co-sale persons, purchase, logistic and installation team

GS30. promote company's brand and do business development

GS31. ensure personal grooming, punctuality and minimum absenteeism

GS32. maintain proper etiquette with customer during conversation

GS33. seek permission before entering a customer's premises

GS34. display patience and courteousness with all types of customers under all circumstances

GS35. maintain sound and friendly relation with customers

GS36. be patient and courteous with all types of customers

GS37. develop a rapport with customers

GS38. create good perception about company's products

GS39. show etiquette such as maintaining appropriate physical distance with customers during conversation, not entering office without permission, etc.

GS40. put the customer at ease and suggest solutions

GS41. handle difficult customers

GS42. handle the customer in case there is delay in arranging, installing or setting up the medical device

GS43. take support of staff at office to handle difficult questions or situations

GS44. provide customers with various solutions to their problems

GS45. operate company's internal process software such as ERP for recording and documenting customer calls

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Approach the potential customer	**5**	**10**	**-**	**-**
PC1. call prospective customers and schedule a meeting to discuss about the company's products	1	2	-	-
PC2. call contacts from various sections of the society as per organisational practice; hospitals, diagnostic centres, doctors, wholesalers, retailers, references, etc.	1	2	-	-
PC3. confirm important details such as venue and time for meeting as per organisational guidelines	1	2	-	-
PC4. follow appropriate behavioural etiquette while interacting with the client on telephone / personally	1	2	-	-
PC5. ensure that the number of calls and visits are conducted within the timelines proposed by the organisation	1	2	-	-
Complete the sales	**16**	**37**	**-**	**-**
PC6. pitch company's product as per the customer's requirements related to product and solar equipment; submit technical specifications, give presentation and arrange for live demonstration of medical device and solar equipment	1	3	-	-
PC7. communicate information required by the customer to make a decision to buy; products and services within an organisation, alternatives available in the market, customised offerings, etc.	1	3	-	-
PC8. resolve customers' queries related to specific IT hardware as per organisational procedure	2	3	-	-
PC9. share the invoice, warranty certificate and other relevant documents with the client as per organisational procedure	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. communicate product delivery related information to the client; date of delivery, transportation mode, delivery address, terms and conditions, warranty coverage, etc.	1	3	-	-
PC11. identify new sales requirements by seeking new business opportunity from the existing clients	2	3	-	-
PC12. interact with existing customers periodically for identifying new requirement by doing regular follow- ups, making telephone calls, conducting visits, etc.	1	3	-	-
PC13. report comparative assessment of company's products (with respect to the competitor's products on technical and commercial aspects) to the concerned authority as per organisational procedure	2	3	-	-
PC14. ensure that the sale transaction results in profit for the organisation	1	3	-	-
PC15. communicate the mode of payment and third-party charges to the client	1	3	-	-
PC16. provide all the required documents to the customer including invoice	1	3	-	-
PC17. submit the amount received for a sale to the concerned authority as per organisational practice	1	2	-	-
PC18. obtain the purchase order for the medical device along with the advance payment as per company's policy	1	2	-	-
Manage the feedback from customers	**9**	**23**	**-**	**-**
PC19. identify any delivery requirements from the client as per instructions such as packaging instructions, install specific software and place labels	1	3	-	-
PC20. identify post purchase requirement of client such as installation and support system	1	3	-	-
PC21. record the information communicated by customer accurately as per company policy	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. conduct checks to ensure that the customer details have been correctly recorded	1	3	-	-
PC23. document the client details in the company's ERP software for future tracking and reference	1	3	-	-
PC24. summarise the customer's requirements in front of the customer and other designated personnel	1	3	-	-
PC25. rectify the incorrect details stored in existing database as per company policy	1	3	-	-
PC26. prepare management information system (MIS) reports, sharing the details of target achievement, future target and plan of action	2	2	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7605
NOS Name	Sell electronics products to potential customers
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Product Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	02/06/2025
NSQC Clearance Date	24/02/2022

ELE/N7606: Coordinate for installation and commissioning of electronics product

Description

This unit is about ensuring timely delivery of the electronic product after sales and its installation and commissioning as per standard procedure.

Scope

The scope covers the following :

- Arrange for delivery of the sold electronic device
- Install the medical device
- Commission the electronic product
- Achieve productivity and quality standards

Elements and Performance Criteria

Arrange for delivery of the sold electronic device

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

PC1. send the purchase order having name of the electronic device, the model number and accessories to the purchase department of the company

PC2. ensure that the product and model is bought for the customer as per the purchase order

PC3. coordinate with the logistic team for delivering the product at the customer's location on time

Install the electronics product

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

PC4. coordinate with the installation team for installing the product at customer's location

PC5. ensure the installed model and product at customer's location is as per the purchase order

PC6. ensure the placement of demanded accessories and configured as per the customer's requirement

PC7. ensure the functioning of medical device according to the customer's satisfaction

Commission the electronic product

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

PC8. check the installed product to ensure its correct functioning

PC9. conduct training session for user of the device as per organisational procedure

PC10. instruct the user of the device on the precautions and conditions required for maintaining the device in good condition

PC11. complete the relevant documentation for indicating completion of the installation and commissioning process to the client's satisfaction

Achieving productivity and quality standards

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

PC12. carry out monthly schedule of installation of medical devices

PC13. satisfy the customer by answering queries

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation's policies on incentives, delivery standards and personnel management
KU2. organisation's sales and after sales support policy
KU3. organisation's reporting structure
KU4. organisation's policy on product's warranty and other terms and conditions
KU5. organisation's line of business and product portfolio
KU6. typical customer profile of the organisation
KU7. organisation's portfolio of products and those of competitors
KU8. the technical configurations of the installed product and their different models
KU9. the pre-requisites for installation of the product, e.g., space and location, source of adequate power, etc.
KU10. the time taken to ship and install the product
KU11. different types of accessories assembled in a pack (one system) of different product models
KU12. installation and commissioning process of electronics products
KU13. product operation guidelines
KU14. product maintenance guidelines for users

Generic Skills (GS)

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

GS1. complete all the reporting documentation as per company's policy
GS2. read the technical specification of the product and the model
GS3. communicate the customer's requirement to purchase team
GS4. inform the logistic and installation team about the timeline for installing the device and setting up its operations
GS5. communicate the realistic timeline for device installation and its set up to the customer
GS6. decide when to purchase different types of materials to get the best possible deal on pricing
GS7. select the supplier to maintain uninterrupted supply of desired quantity of materials at low cost
GS8. decide when to recommend the use of alternate materials to the departments for keeping the cost low
GS9. negotiate with supplier on pricing of materials
GS10. negotiate on supply timing of materials
GS11. plan the installation and setting up of the product
GS12. coordinate with purchase, logistic and installation team
GS13. ensure personal grooming, punctuality and minimum absenteeism

GS14. maintain proper etiquette with customer during conversation

GS15. seek permission before entering customer's premises

GS16. display patience and courteousness with all types of customers under all circumstances

GS17. maintain sound and friendly relation with suppliers

GS18. develop a rapport with the customers

GS19. solve work related problems, for e.g., non-availability of some material

GS20. identify queries and concerns that potential customers may have and address the same

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Arrange for delivery of the sold electronic device	**6**	**15**	**-**	**-**
PC1. send the purchase order having name of the electronic device, the model number and accessories to the purchase department of the company	2	5	-	-
PC2. ensure that the product and model is bought for the customer as per the purchase order	2	5	-	-
PC3. coordinate with the logistic team for delivering the product at the customer's location on time	2	5	-	-
Install the electronics product	**9**	**21**	**-**	**-**
PC4. coordinate with the installation team for installing the product at customer's location	2	5	-	-
PC5. ensure the installed model and product at customer's location is as per the purchase order	2	5	-	-
PC6. ensure the placement of demanded accessories and configured as per the customer's requirement	3	6	-	-
PC7. ensure the functioning of medical device according to the customer's satisfaction	2	5	-	-
Commission the electronic product	**11**	**24**	**-**	**-**
PC8. check the installed product to ensure its correct functioning	3	6	-	-
PC9. conduct training session for user of the device as per organisational procedure	2	6	-	-
PC10. instruct the user of the device on the precautions and conditions required for maintaining the device in good condition	3	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. complete the relevant documentation for indicating completion of the installation and commissioning process to the client's satisfaction	3	6	-	-
Achieving productivity and quality standards	**4**	**10**	**-**	**-**
PC12. carry out monthly schedule of installation of medical devices	2	5	-	-
PC13. satisfy the customer by answering queries	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7606
NOS Name	Coordinate for installation and commissioning of electronics product
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Product Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	02/06/2025
NSQC Clearance Date	24/02/2022

ELE/N7607: Sell electronics products to wholesalers and retailers

Description

This unit is about establishing contact, visiting wholesalers and retailers of the electronics product for winning new business, making repeat sales and gathering market and customer related information.

Scope

The scope covers the following :

- Establish contact for sales
- Share information and collaterals relevant to sales
- Coordinate with staff

Elements and Performance Criteria

Establish contact for sales

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

PC1. find and establish contact with the wholesalers and retailers of the area that sell the electronics product

PC2. visit potential wholesalers and retailers with the purpose of winning new business

PC3. visit existing wholesalers and retailers of the company for repeat sales

Share information and collaterals relevant to sales

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

PC4. share information about the target customers and their need for the product

PC5. share information about available products of competitors, their price, special features and customer's response

PC6. share the commission rates and offers of the organisation for its wholesalers and retailers

PC7. share information about the organisation's sales support, after sale services and queries / problems related to its products

Coordinate with staff

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

PC8. update the channel partners about new products, their functionality and other technical specification

PC9. train the channel partner executive on product and sales technique

PC10. coordinate with channel partner to run promotional campaign and any seasonal sale

PC11. gather information from the wholesalers about the demand and supply of different products, availability of products with them and stock out incidences

PC12. maintain the accurate record of this information as per company's format

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation's policies on incentives, delivery standards and personnel management

KU2. organisation's sales, sales support and after-sales support policy

KU3. organisation's reporting structure

KU4. organisation's policy on product's warranty and other terms and conditions

KU5. organisation's line of business and product portfolio

KU6. typical customer profile of the organisation

KU7. organisation's portfolio of products and those of competitors

KU8. basic knowledge about the technical configurations of organisation's products and their different models

KU9. proper documentation required for closing the sale

KU10. different types of accessories assembled in a pack (one system)

KU11. market and organisational research

KU12. selling and closing sale

KU13. value proposition for wholesalers and retailers

Generic Skills (GS)

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

GS1. complete all the reporting documentation as per company's policy

GS2. read product's and model's technical specification

GS3. listen to wholesalers and retailers for capturing information about market and customer pertaining to that area

GS4. communicate information about market and customer to reporting officer

GS5. communicate best practices in sales to the staff

GS6. decide when to purchase different types of materials to get the best possible deal on pricing

GS7. select the supplier to maintain uninterrupted supply of desired quantity of materials at low cost

GS8. decide when to recommend the use of alternate materials to the departments to keep the cost low

GS9. negotiate with supplier on pricing of materials

GS10. negotiate on supply timing of materials

GS11. organise sale promotion activities in coordination with reporting officer, wholesalers, retailers, doctors and other opinion leaders of the area

GS12. ensure personal grooming, punctuality and minimising absenteeism

GS13. maintain proper etiquette with customer during conversation

GS14. seek permission before entering a customer's premises

GS15. display patience and courteousness with all types of customers under all circumstances

GS16. maintain sound and friendly relation with suppliers

GS17. develop a rapport with customer

GS18. solve work related problems, e.g., non-availability of some material

GS19. identify queries and concerns that potential customers may have and address the same

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Establish contact for sales	**6**	**15**	**-**	**-**
PC1. find and establish contact with the wholesalers and retailers of the area that sell the electronics product	2	5	-	-
PC2. visit potential wholesalers and retailers with the purpose of winning new business	2	5	-	-
PC3. visit existing wholesalers and retailers of the company for repeat sales	2	5	-	-
Share information and collaterals relevant to sales	**12**	**28**	**-**	**-**
PC4. share information about the target customers and their need for the product	3	7	-	-
PC5. share information about available products of competitors, their price, special features and customer's response	3	7	-	-
PC6. share the commission rates and offers of the organisation for its wholesalers and retailers	3	7	-	-
PC7. share information about the organisation's sales support, after sale services and queries / problems related to its products	3	7	-	-
Coordinate with staff	**12**	**27**	**-**	**-**
PC8. update the channel partners about new products, their functionality and other technical specification	3	7	-	-
PC9. train the channel partner executive on product and sales technique	3	5	-	-
PC10. coordinate with channel partner to run promotional campaign and any seasonal sale	2	5	-	-
PC11. gather information from the wholesalers about the demand and supply of different products, availability of products with them and stock out incidences	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. maintain the accurate record of this information as per company's format	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N7607
NOS Name	Sell electronics products to wholesalers and retailers
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	Product Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	02/06/2025
NSQC Clearance Date	24/02/2022

ELE/N9905: Work effectively at the workplace

Description

This unit is about the communicating and managing work effectively at the workplace as well as taking measures to enhance own competence and working in a disciplined and ethical manner.

Scope

The scope covers the following :

- Communicate effectively at the workplace
- Work effectively
- Maintain and enhance professional competence
- Work in a disciplined and ethical manner
- Uphold social diversity at the workplace

Elements and Performance Criteria

Communicate effectively at the workplace

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

PC1. exchange information and instruction with colleagues, and seek clarifications and feedback as necessary

PC2. assist colleagues where required

PC3. follow business communication etiquette in all interactions and communicative formats (online, digital, and in-person)

PC4. document and share all relevant information with stakeholders in agreed formats and as per agreed timelines

Work effectively

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

PC5. identify and obtain clarity regarding organisational, team and own goals and targets

PC6. prioritise and plan work in order to achieve goals and targets

PC7. monitor own and team performance as per agreed plan

PC8. complete duties accurately, systematically and within required timeframes

PC9. express emotions appropriately at the workplace and manage own response to heightened emotions

PC10. maintain orderliness and cleanliness in the work area

Maintain and enhance professional competence

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

PC11. identify own strengths and weaknesses in relation to goals and targets

PC12. adapt self, service, or product to meet success criteria

PC13. seek and select opportunities for continuous professional development

PC14. formulate a professional development plan to enhance capabilities

PC15. build or contribute to the organizational knowledge base of cases, clients, issues, solutions, and innovations

PC16. examine developments and trends in field of work and their potential impact on work

PC17. take feedback from peers, supervisors and clients to improve own performance and practices

Work in a disciplined and ethical manner

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

PC18. perform tasks as per workplace standards, organisational policies and legislative requirements

PC19. display appropriate professional appearance at the workplace and adhere to the organisational dress code

PC20. demonstrate responsible and disciplined behaviour at the workplace such as punctuality; completing tasks as per given time and standards; demonstrating professional behaviour at all times, adopting environment- friendly practices, etc.

PC21. identify the cause of conflict and options for resolution with peers or escalate grievances and problems to appropriate authority as per procedure for conflict resolution

PC22. protect the rights of the client and organisation when delivering services

PC23. ensure services are delivered equally to all clients regardless of personal and cultural beliefs

PC24. operate within an agreed ethical code of practice and report unethical conduct to the appropriate authorities

PC25. follow organisational guidelines and legal requirements on disclosure and confidentiality

Uphold social diversity at the workplace

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

PC26. recognize and evaluate biased practices against underrepresented groups like women and persons with disabilities, in workplace systems and processes

PC27. identify and report discrimination and harassment based on gender, disability, or cultural difference at the workplace

PC28. use inclusive or neutral language and gestures in all interactions

PC29. respect the personal and professional space of others

PC30. access grievance redressal mechanisms as per legislations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation's policies on dress code, workplace timings, workplace behaviour, performance management, incentives, delivery standards, information security, etc.

KU2. organizational hierarchy and escalation matrix

KU3. importance of the individual's role in the workflow

KU4. organisational norms on health, safety and sustainability

KU5. work area inspection procedures and practices

KU6. professional etiquette and grooming

KU7. communication etiquette across communicative mediums (online, digital, and in-person) including strategies/methods for sharing information, documentation, and providing and receiving feedback

KU8. importance of self-evaluations and developing a continuous learning and professional development plan

KU9. developments and trends impacting professional practice

KU10. importance of taking and using feedback from colleagues and clients to identify and introduce improvements in work performance

KU11. professional ethics and workplace norms on reporting and/or penalizing unethical behaviour and practices.

KU12. guidelines and legal requirements on disclosure, confidentiality, and conflicts of interest

KU13. strategies for collaboration with colleagues and clients.

KU14. professional responses and strategies against inappropriate language or behaviour toward self and others

KU15. Implicit bias (based on gender, disability, class, caste, colour, race, culture, religion, etc.) and its consequences in the workplace

KU16. organizational guidelines, prevalent legislations and accessibility norms and processes to support PwDs at the workplace

KU17. strategies for time, effort and resource allocation towards the goals.

KU18. basic concepts of work productivity including waste reduction, efficient material usage and optimization of time

Generic Skills (GS)

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

GS1. complete documentation and forms such as work orders, invoices maintenance records activity logs, attendance sheets as per organizational format in English and/or local language

GS2. write basic accident or incident report accurately in an appropriate format

GS3. read warnings, instructions and other text material on product labels, components, etc. and relevant signages, warnings, labels or descriptions on equipment, etc. while carrying out work activities

GS4. convey and share technical information clearly using appropriate language

GS5. clarify task-related information

GS6. liaise with authorities and supervisors as per organizational protocol

GS7. listen, speak, and write in an inclusive, respectful manner in line with organizational protocol

GS8. seek clarification from immediate supervisor or responsible authority or exercise most appropriate solutions to safety breaches at work

GS9. report to the supervisor and when to deal with a colleague depending on the type of concern

GS10. deliver product to next work process on time

GS11. improve work process and report potential areas of delays and disruptions

GS12. communicate problems appropriately to others

GS13. identify symptoms of the fault to the cause of the problem and resolve, otherwise seek assistance and support from other sources to solve the problem

GS14. anticipate and avoid hazards that may occur during repairs because of tools, materials used or repair processes

GS15. complete tasks efficiently and accurately within stipulated time

GS16. appreciate and respect social diversity in all professional settings

GS17. develop awareness and accountability for perspectives on gender, disabilities, and socio-cultural issues leading to discrimination, bias, or harassment at the workplace

GS18. maintain positive and effective relationships with colleagues and customers

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicate effectively at the workplace	**5**	**13**	**-**	**-**
PC1. exchange information and instruction with colleagues, and seek clarifications and feedback as necessary	1	3	-	-
PC2. assist colleagues where required	1	3	-	-
PC3. follow business communication etiquette in all interactions and communicative formats (online, digital, and in-person)	1	4	-	-
PC4. document and share all relevant information with stakeholders in agreed formats and as per agreed timelines	2	3	-	-
Work effectively	**6**	**13**	**-**	**-**
PC5. identify and obtain clarity regarding organisational, team and own goals and targets	1	2	-	-
PC6. prioritise and plan work in order to achieve goals and targets	1	2	-	-
PC7. monitor own and team performance as per agreed plan	1	2	-	-
PC8. complete duties accurately, systematically and within required timeframes	1	2	-	-
PC9. express emotions appropriately at the workplace and manage own response to heightened emotions	1	2	-	-
PC10. maintain orderliness and cleanliness in the work area	1	3	-	-
Maintain and enhance professional competence	**8**	**7**	**-**	**-**
PC11. identify own strengths and weaknesses in relation to goals and targets	1	1	-	-
PC12. adapt self, service, or product to meet success criteria	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. seek and select opportunities for continuous professional development	1	1	-	-
PC14. formulate a professional development plan to enhance capabilities	2	1	-	-
PC15. build or contribute to the organizational knowledge base of cases, clients, issues, solutions, and innovations	1	1	-	-
PC16. examine developments and trends in field of work and their potential impact on work	1	1	-	-
PC17. take feedback from peers, supervisors and clients to improve own performance and practices	1	1	-	-
Work in a disciplined and ethical manner	**11**	**16**	**-**	**-**
PC18. perform tasks as per workplace standards, organisational policies and legislative requirements	2	2	-	-
PC19. display appropriate professional appearance at the workplace and adhere to the organisational dress code	1	2	-	-
PC20. demonstrate responsible and disciplined behaviour at the workplace such as punctuality; completing tasks as per given time and standards; demonstrating professional behaviour at all times, adopting environment- friendly practices, etc.	1	2	-	-
PC21. identify the cause of conflict and options for resolution with peers or escalate grievances and problems to appropriate authority as per procedure for conflict resolution	2	2	-	-
PC22. protect the rights of the client and organisation when delivering services	1	2	-	-
PC23. ensure services are delivered equally to all clients regardless of personal and cultural beliefs	1	2	-	-
PC24. operate within an agreed ethical code of practice and report unethical conduct to the appropriate authorities	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. follow organisational guidelines and legal requirements on disclosure and confidentiality	1	2	-	-
Uphold social diversity at the workplace	**10**	**11**	**-**	**-**
PC26. recognize and evaluate biased practices against underrepresented groups like women and persons with disabilities, in workplace systems and processes	2	2	-	-
PC27. identify and report discrimination and harassment based on gender, disability, or cultural difference at the workplace	2	2	-	-
PC28. use inclusive or neutral language and gestures in all interactions	2	2	-	-
PC29. respect the personal and professional space of others	2	2	-	-
PC30. access grievance redressal mechanisms as per legislations	2	3	-	-
NOS Total	**40**	**60**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N9905
NOS Name	Work effectively at the workplace
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Organizational Behaviour
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	30/12/2026
NSQC Clearance Date	30/12/2021

ELE/N1002: Apply health and safety practices at the workplace

Description

This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the workplace.

Scope

The scope covers the following :

- Deal with workplace hazards
- Apply fire safety practices
- Follow emergencies, rescue and first-aid procedures
- Effective waste management/recycling practices

Elements and Performance Criteria

Deal with workplace hazards

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

PC1. identify job-site hazards and possible causes of accident in the workplace

PC2. perform work complying to organizational safe working practices and observing hazard signs displayed on containers, equipment and in various work areas such as inside buildings, in open areas and public spaces, etc.

PC3. use appropriate personal protective equipment (PPE) for specific tasks and work conditions, contaminant (concentration w.r.t air) requirements and severity of hazard while conforming to the Indian/International standards

PC4. follow standard safety procedures while handling tool/ ,equipment, hazardous substances and while working in hazardous environments

PC5. dispose electronic waste (such as toxins; metals such as lead, cadmium, barium; flame retardant plastics, welding slag etc.) as per industry approved techniques

PC6. avoid damage of components due to negligence in electrostatic discharge (ESD) procedures

PC7. locate general health and safety equipment in the workplace such as fire extinguishers; first aid equipment; safety instruments, clothing and installations (fire exits, exhaust fans)

PC8. maintain appropriate posture while handling heavy objects

PC9. apply good housekeeping practices at all times

Apply fire safety practices

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

PC10. take preventive measures to prevent fire hazards

PC11. • use appropriate fire extinguishers for different types of fires
• Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no l

PC12. exhibit rescue and first-aid techniques in case of fire or electrocution

Follow emergencies, rescue and first-aid procedures

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

PC13. administer appropriate first aid to victims in case of bleeding, burns, choking, electric shock, poisoning etc.

PC14. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock,

PC15. participate regularly in emergency procedures such as raising alarm, safe/efficient, evacuation, correct means of taking shelter and escaping, correct assembly point, roll call, correct return to work

PC16. use correct method to move injured people and others during an emergency

Effective waste management/recycling practices

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

PC17. identify recyclable and non-recyclable, and hazardous waste generated

PC18. segregate waste into different categories

PC19. ensure disposal of non-recyclable waste appropriately

PC20. deposit non-recyclable and reusable material at identified location

PC21. follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. importance of working in clean and safe work environment following safety practices and procedures

KU2. health and safety roles and responsibilities of relevant personnel within and outside the organisation

KU3. key internal and external sources of health and safety information

KU4. basic knowledge of electronic devices and related health risks

KU5. meaning of hazards and risks

KU6. various types of health and safety hazards commonly present in the work environment such as physical hazards, electrical hazards, chemical hazards, fire hazards, equipment related hazards, health hazards, etc.

KU7. methods of accident prevention

KU8. importance of using protective clothing/equipment while working

KU9. general principles for identifying and controlling health and safety risks

KU10. main hazards and preventive as well as control measures while working with different types of equipment

KU11. importance of carrying out electrical and non-electrical isolation to prevent hazards from loss of machine/system/process control

KU12. main hazards and preventive as well as control measures when working with electrical systems or using electrical equipment

KU13. forms and classifications of hazardous substances

KU14. safe working practices while working at various hazardous sites

KU15. prevention and control measures to reduce risks from exposure to hazardous substances

KU16. health effects associated with exposure to noise and vibration and the appropriate control measures

KU17. precautionary activities to prevent the fire accident

KU18. various causes of fire such as heating of metal, spontaneous ignition, sparking, electrical eating, loose fires (smoking, welding, etc.) chemical fires etc.

KU19. techniques of using the different fire extinguishers

KU20. different methods and material to extinguish fires

KU21. different materials used for extinguishing fire such as sand, water, foam, CO2, dry powder

KU22. rescue techniques used during a fire hazard

KU23. various types of safety signs and their meaning

KU24. basic first aid treatment relevant to the common work place injuries e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

KU25. contents of written accident report

KU26. potential injuries and ill health associated with incorrect handing of tools and equipment

KU27. safe lifting and carrying practices

KU28. potential impact to a person who is moved incorrectly

KU29. personal safety, health and dignity issues relating to the movement of a person by others

KU30. ESD measures and 5S

KU31. efficient utilization and management of material and water

KU32. ways to recognize common electrical problems and practices of conserving electricity

KU33. usage of different colours of dustbins, categorization of waste into dry, wet, recyclable, nonrecyclable and items of single-use plastics

KU34. organization's procedure for minimizing waste

KU35. waste management and methods of waste disposal

KU36. common sources of pollution and ways to minimize it

KU37. names, contact information and location of people responsible for health and safety in the workplace

KU38. location of documents and equipment for health and safety compliance/practices in the workplace

KU39. safety notices, signs and instructions at workplace

Generic Skills (GS)

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

GS1. interpret general health and safety guidelines labels, charts, signages

GS2. read operation manuals

GS3. write health and safety compliance report

GS4. write an accident/incident report in local language or English

GS5. provide an emergency or safety incident brief to seniors or relevant authorities in a calm, clear and to-the-point manner

GS6. communicate general health and safety guidelines to colleagues/co-workers

GS7. communicate appropriately with co-workers in order to clarify instructions and other issues

GS8. act in case of any potential hazards observed in the work place

GS9. plan and organize their own work schedule, work area, tools, equipment in compliance with organizational policies for health, safety and security

GS10. take adequate measures to ensure the safety of clients and visitors at the workplace

GS11. identify immediate or temporary solutions to resolve delays

GS12. evaluate the work area for health and safety risks or hazards

GS13. use cause and effect relations to anticipate potential issues, problems and their solution in the work area related to safety

GS14. recognise emergency and potential emergency situations

GS15. protect self and others from a health and safety risk or hazard

GS16. communicate and collaborate to incorporate sustainable practices (greening) in workplace processes

GS17. record data on waste disposal at workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Deal with workplace hazards	**20**	**31**	**-**	**-**
PC1. identify job-site hazards and possible causes of accident in the workplace	2	3	-	-
PC2. perform work complying to organizational safe working practices and observing hazard signs displayed on containers, equipment and in various work areas such as inside buildings, in open areas and public spaces, etc.	3	4	-	-
PC3. use appropriate personal protective equipment (PPE) for specific tasks and work conditions, contaminant (concentration w.r.t air) requirements and severity of hazard while conforming to the Indian/International standards	3	4	-	-
PC4. follow standard safety procedures while handling tool/ ,equipment, hazardous substances and while working in hazardous environments	3	4	-	-
PC5. dispose electronic waste (such as toxins; metals such as lead, cadmium, barium; flame retardant plastics, welding slag etc.) as per industry approved techniques	2	4	-	-
PC6. avoid damage of components due to negligence in electrostatic discharge (ESD) procedures	2	3	-	-
PC7. locate general health and safety equipment in the workplace such as fire extinguishers; first aid equipment; safety instruments, clothing and installations (fire exits, exhaust fans)	2	3	-	-
PC8. maintain appropriate posture while handling heavy objects	1	3	-	-
PC9. apply good housekeeping practices at all times	2	3	-	-
Apply fire safety practices	**4**	**9**	**-**	**-**
PC10. take preventive measures to prevent fire hazards	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. • use appropriate fire extinguishers for different types of fires • Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no l	1	3	-	-
PC12. exhibit rescue and first-aid techniques in case of fire or electrocution	1	3	-	-
Follow emergencies, rescue and first-aid procedures	**6**	**13**	**-**	**-**
PC13. administer appropriate first aid to victims in case of bleeding, burns, choking, electric shock, poisoning etc.	1	3	-	-
PC14. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock,	1	2	-	-
PC15. participate regularly in emergency procedures such as raising alarm, safe/efficient, evacuation, correct means of taking shelter and escaping, correct assembly point, roll call, correct return to work	2	4	-	-
PC16. use correct method to move injured people and others during an emergency	2	4	-	-
Effective waste management/recycling practices	**5**	**12**	**-**	**-**
PC17. identify recyclable and non-recyclable, and hazardous waste generated	1	3	-	-
PC18. segregate waste into different categories	1	2	-	-
PC19. ensure disposal of non-recyclable waste appropriately	1	2	-	-
PC20. deposit non-recyclable and reusable material at identified location	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. follow processes specified for disposal of hazardous waste	1	2	-	-
NOS Total	**35**	**65**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N1002
NOS Name	Apply health and safety practices at the workplace
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Health Safety
NSQF Level	4
Credits	TBD
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	03/05/2026
NSQC Clearance Date	03/05/2023

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 the proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on the 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 the theory part for each candidate at

each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each

examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score 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.

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/N7604.Plan and prepare for sales	30	70	-	-	100	20
ELE/N7605.Sell electronics products to potential customers	30	70	-	-	100	20
ELE/N7606.Coordinate for installation and commissioning of electronics product	30	70	-	-	100	15
ELE/N7607.Sell electronics products to wholesalers and retailers	30	70	-	-	100	15
ELE/N9905.Work effectively at the workplace	40	60	-	-	100	15
ELE/N1002.Apply health and safety practices at the workplace	35	65	-	-	100	15
Total	**195**	**405**	**-**	**-**	**600**	**100**

Acronyms

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

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.

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.