CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Electronics Sector Skills Council of India (ESSCI)

Head Office: 155, 2nd Floor, ESC House

Okhla Industrial Area-Phase 3, New Delhi -

110020

Tel: +91-8447738501

Tel: 011 – 46035050

Name and contact details of individual dealing with the submission

Name: Dr. Abhilasha Gaur

Position in the organisation: COO

Address if different from above: Same as above

Tel number(s):

E-mail address: ceo@essc-india.org

List of documents submitted in support of the Qualifications File

1. Model Curriculum

Model Curriculum to be added which will include the following:

- **Indicative list of tools/equipment to conduct the training**
- **Trainers qualification**
- **Lesson Plan**
- **Distribution of training duration into theory/practical/OJT component**

SUMMARY

1	**Qualification Title:** Field Technician Computing and Peripherals
2	**Qualification Code, if any:** ELE/Q4601
3	**NCO code and occupation:** NCO-2015/7422.2001
4	**Nature and purpose of the qualification (Please specify whether qualification is short term or long term):** The main purpose of the qualification is to get unemployed people into work and to upgrade the skills of people already in work. The qualification will help them gain the appropriate process and technical knowledge, critical thinking and decision-making skills related to Field Technician Computing and Peripherals.
5	**Body/bodies which will award the qualification:** Electronics Sector Skills Council of India
6	**Body which will accredit providers to offer courses leading to the qualification:** Electronics Sector Skills Council of India
7	**Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy):** Yes
8	**Occupation(s) to which the qualification gives access:** After Sales Service
9	**Job description of the occupation:** A Field Technician -- Computing & Peripherals is responsible for visiting customer premises to install and carry out repair and maintenance of a desktop computer. The individual carries out installation and troubleshooting of computer peripherals also. The individual may also carry out installation, repair and maintenance of a laptop and relevant peripherals
10	**Licensing requirements:** N/A
11	**Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided):** N/A
12	**Level of the qualification in the NSQF:** Level 4
13	**Anticipated volume of training/learning required to complete the qualification:** 510 Hours
14	**Indicative list of training tools required to deliver this qualification:** NA
15	**Entry requirements and/or recommendations and minimum age:** 8th Grade Pass + NTC (2 years after 8th) + 2 Year NAC/relevant

	Experience)		
	OR		
	10th Grade pass + 2 Year NTC/NAC/ relevant experience		
	OR		
	Certificate-NSQF (Level-3 in Maintenance Technician) with 2 Years of relevant Experience		
	OR		
	12th Class		
	and		
	18 Years		
16	**Progression from the qualification (Please show Professional and academic progression):** Service Engineer – IT Hardware		
17	**Arrangements for the Recognition of Prior learning (RPL):** RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack by Electronics Sector Skills Council of India (ESSCI)		
18	**International comparability where known (research evidence to be provided):** Yet to establish		
19	**Date of planned review of the qualification:** 02nd June, 2025		
20	**Formal structure of the qualification** **Mandatory components**		
	Title of component and identification code/NOSs/Learning outcomes	**Estimated size (learning hours)**	**Level**
(i)	Bridge Module (Introduction Module)	10	4
(ii)	Evaluate the customer requirements and computer issues (ELE/N4601)	60	4
(iii)	Install the desktop computer and its peripherals (ELE/N3155)	90	4
(iv)	Carry out repair and maintenance of a desktop computer and its peripherals (ELE/N4603)	90	4
(v)	Work effectively at the workplace (ELE/N9905)	30	4

(vi)	Apply health and safety practices at the workplace (ELE/N1002)	30	4
(vii)	Install laptop and its peripherals (ELE/N3153)	70	4
(viii)	Carry out repair and maintenance of laptop and its peripherals (ELE/N3154)	70	4
(ix)	Employability Skills (60 Hours) (DGT/VSQ/N0102)	60	4
	Total	**510**	

SECTION 1 ASSESSMENT

21	**Body/Bodies which will carry out assessment:** Electronics Sector Skills Council of India
22	**How will RPL assessment be managed and who will carry it out?** Give details of how RPL assessment for the qualification will be carried out and quality assured. The RPL assessment will be carried out through pre assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates.

23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.**
	Assessment is done through third parties who are affiliated to ESSCI as Assessment Body. Assessors are trained & certified by ESSCI through Training of Assessors program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals. The second part of the assessment process is the judgement as to whether a person is competent or not. The assessment plan contains the following information: ● What will be assessed, i.e. the competency based on each NOS ● How assessment will occur i.e. methods of assessment ● When the assessment will occur ● Where the assessment will take place i.e. context of the assessment (workplace/simulation) ● The criteria for decision making i.e. those aspects that will guide judgements and Where appropriate, any supplementary criteria used to make a judgement on the level of performance. The assessment is conducted through theory, viva voce and practical.

Please attach most relevant and recent documents giving further information aboutassessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include pagereferences showing where to find the relevant information.

24. Assessment evidences

Title of Component: Field Technician Computing and Peripherals

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role   Field Technician Computing and Peripherals

Qualification Pack ELE/Q4601

Sector Skill Council Electronics Sector Skills Council of India

Guidelines for Assessment

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 everystudent 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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
ELE/N4601: Evaluate the customer requirements and computer issues				
Prepare to visit the customer	**16**	**18**	**-**	**4**
PC1. interact with the customer over the phone to assess their needs/ problem(s)	-	-	-	-
PC2. obtain the relevant details from the customer for visiting their premises	-	-	-	-
PC3. check with the customer if replacement or repair of a module may be required	-	-	-	-
PC4. arrange the necessary tools, equipment, spare parts and Personal Protective Equipment	-	-	-	-
PC5. apply the business code of conduct while interacting with the customer	-	-	-	-
Visit the customer and assess the computer issue	**8**	**22**	**-**	**5**
PC6. visit the customer premises on the time given by the customer	-	-		
PC7. follow the site-visit etiquette at the customer premises	-	-	-	-
PC8. discuss the issue with the customer to get complete information about the issue being faced	-	-		
PC9. check the personal computer to assess the need for carrying out repair or replacement	-	-		
Explain the action required and costs involved	**2**	**5**	**-**	**2**
PC10. explain the action that needs to be taken to the customer along with the resolution time	-	-	-	-
PC11. check if the product has active warranty coverage	-	-	-	-
PC12. summarise the costs involved to the customer	-	-	-	-
Comply with the quality and safety standards	**4**	**10**	**-**	**4**
PC13. follow the Standard Operating Procedure (SOP) to detect issues with the computer system	-	-	-	-
PC14. use the necessary PPE while working on the computer system	-	-	-	-
PC15. ensure own and the customer's safety from any electricity hazards	-	-	-	-

PC16. apply the organisational policy to deal with any emergencies/ accidents	-	-	-	-
NOS Total	**30**	**55**	**-**	**15**
ELE/N3155: Install the desktop computer and its peripherals				
Install the desktop computer's hardware and software	**4**	**10**	**-**	**4**
PC1. check for safe conditions for the installation and operation of desktop computer hardware	-	-	-	-
PC2. unpack the computer hardware ensuring its safety	-	-	-	-
PC3. assemble the hardware such as CPU, monitor, keyboard, mouse as per the installation manual	-	-	-	-
PC4. handle hardware modules such as Printed Circuit Board (PCB) complying with the Electrostatic Discharge (ESD) standards	-	-	-	-
PC5. use compatible tools, equipment and parts while assembling the hardware	-	-	-	-
PC6. install a compatible computer Operating System (OS) on the desktop computer	-	-	-	-
PC7. install other relevant computer software/ applications as per the customer requirements	-	-	-	-
Install the desktop computer peripherals	**8**	**11**	**-**	**3**
PC8. identify the customer's desktop computer peripheral requirements such as printer, scanner, wireless router, etc.	-	-	-	-
PC9. check the compatibility of the peripherals with the desktop computer system	-	-	-	-
PC10. connect the peripheral devices with the computer hardware as per the SOP	-	-	-	-
PC11. install the peripherals at the appropriate spot(s) as per the customer's instructions	-	-	-	-
PC12. install the software/ drivers for the relevant peripherals on the computer system	-	-	-	-
Test the desktop computer and its peripherals	**10**	**14**	**-**	**4**
PC13. switch on the desktop computer and peripherals as per the SOP	-	-	-	-
PC14. check the desktop computer and its peripherals for correct functioning	-	-	-	-
PC15. perform troubleshooting for the identified issues	-	-	-	-
Educate the customer	**4**	**13**	**-**	**-**
PC16. demonstrate the use of computer hardware/ software and peripherals to the customer	-	-	-	-

PC17. explain the common troubleshooting, maintenance processes and precautions to the customer	-	-	-	-
PC18. answer the customer queries regarding the use of the computer system and its peripherals	-	-	-	-
PC19. explain the warranty cover for different computer components and peripherals	-	-	-	-
PC20. carry out documentation as per the organisational policy	-	-	-	-
NOS Total	**30**	**55**	**-**	**15**
ELE/N4603: Carry out repair and maintenance of a desktop computer and its peripherals				
Identify issues with the desktop computer and peripherals	**8**	**16**	**-**	**4**
PC1. inquire with the customer regarding the issue with the desktop computer and its peripherals	-	-	-	-
PC2. conduct root-cause analysis to identify the likely problem areas	-	-	-	-
PC3. use a multimeter and other relevant equipment and devices to identify issues with various types of circuit such as volt-in circuit, VRM circuit, RAM supply circuit, etc.	-	-	-	-
PC4. identify issues with various modules such as audio, HDMI, LAN, ROM, etc.	-	-	-	-
PC5. determine the repair/ replacement requirements	-	-	-	-
PC6. establish whether the repair/ replacement activity needs to be undertaken at the customer premises or the workshop	-	-	-	-
PC7. communicate the cost estimates to the customer	-	-	-	-
PC8. initiate repair and maintenance activities with the customer's approval	-	-	-	-
Carry out repair and replacement activities	**6**	**15**	**-**	**4**
PC9. disassemble the desktop computer/ peripherals as per the SOP to carry out repair or replacement	-	-	-	-
PC10. use the appropriate repair/ replacement tools and equipment such as soldering gun, crimpers, wire stripper, etc. correctly and safely	-	-	-	-
PC11. carry out repair/ replacement of desktop computer peripherals	-	-	-	-
PC12. co-ordinate with the remote technical helpdesk to seek assistance at the customer premises	-	-	-	-
PC13. test the desktop computer/ peripherals after repair/ replacement for correct functioning	-	-	-	-

PC14. reassemble the desktop computer/ peripherals as per the SOP after carrying out repair/replacement	-	-	-	-
PC15. arrange for the desktop computer components or peripherals that need workshop repair to be transported to the workshop	-	-	-	-
Comply with the quality standards	**8**	**12**	**-**	**3**
PC16. use the approved tools, equipment and spare parts to carry out repair and replacement activities	-	-	-	-
PC17. carry out a repair/replacement activities within the Turn Around Time (TAT) given to the customer	-	-	-	-
PC18. escalate out of authority issues to the relevant authority in a timely manner	-	-	-	-
PC19. prepare a work-report and relevant documents as per the organisational policy	-	-	-	-
Invoice the customer and take feedback	**8**	**12**	**-**	**4**
PC20. apply the relevant benefits in the invoice as per the warranty coverage	-	-	-	-
PC21. explain the warranty and subsequent repair and maintenance policy to the customer	-	-	-	-
PC22. process the payment as per the organisational policy	-	-	-	-
PC23. maintain the record of payment	-	-	-	-
PC24. obtain customer feedback to identify any improvement needs	-	-	-	-
NOS Total	**30**	**55**	**-**	**15**
ELE/N9905 Work effectively at the workplace				
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**	-	-
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**	-	-

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	-	-
ELE/N1002 Apply health and safety practices at the workplace				
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**	-	-
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**	-	-
PC21. follow processes specified for disposal of hazardous waste	**1**	**2**	-	-
NOS Total	**35**	**65**	-	-
ELE/N3153: Install laptop and its peripherals				
Install the laptop	**12**	**20**	-	**7**

PC1. remove all packaging/ cover from the laptop and its accessories and place the laptop at an appropriate spot	-	-	-	-
PC2. install the battery in the laptop as per the installation manual and connect the network as required	-	-	-	-
PC3. connect the power cable with the relevant port on the laptop ensuring no damage to the port and switch on the laptop	-	-	-	-
PC4. install a compatible Operating System (OS) as per the developer's instructions	-	-	-	-
PC5. install other relevant computer software/ applications as per the customer requirements	-	-	-	-
PC6. dock the laptop on a docking station as per the customer's requirement	-	-	-	-
PC7. follow the relevant health and safety standards during the installation process	-	-	-	-
PC8. complete the installation within the agreed Turn-around Time (TAT)	-	-	-	-
Install the laptop peripherals	**12**	**18**	**-**	**4**
PC9. determine the compatibility of the relevant peripherals such as printer and scanner with the laptop	-	-	-	-
PC10. identify the appropriate spot(s) for the installation of peripheral(s)	-	-	-	-
PC11. connect the peripherals with the laptop as per the SOP	-	-	-	-
PC12. install the peripherals and relevant software/ drivers as per the manufacturer's instructions	-	-	-	-
Test the laptop and peripherals	**2**	**9**	**-**	**2**
PC13. test the laptop and peripherals for correct functioning after the installation is complete	-	-	-	-
PC14. perform troubleshooting for any issues encountered with the laptop	-	-	-	-
PC15. co-ordinate with the relevant personnel for resolving any complex issues	-	-	-	-
Educate the customer	**4**	**8**	**-**	**2**
PC16. explain the laptop use, common troubleshooting, maintenance processes and precautions to the customer	-	-	-	-
PC17. answer the customer queries regarding the use of laptop and peripherals	-	-	-	-
PC18. explain the warranty cover for the laptop and its peripherals	-	-	-	-

PC19. carry out documentation as per the organisational policy	-	-	-	-
NOS Total	**30**	**55**	**-**	**15**
ELE/N3154: Carry out repair and maintenance of laptop and its peripherals				
Identify problems with the laptop and its peripherals	**12**	**20**	**-**	**6**
PC1. discuss the issue with the customer to understand the problem with the laptop	-	-	-	-
PC2. conduct the necessary tests on the laptop to identify whether it is experiencing software or hardware issues	-	-	-	-
PC3. use the relevant diagnostic tools such as a multimeter and Power-On Self-Test (POST) card to detect issues with various modules/ components	-	-	-	-
PC4. identify issues with various modules such as High-Definition Multimedia Interface (HDMI), Local Area Network (LAN), Read-Only Memory (ROM), etc.	-	-	-	-
PC5. determine the repair/ replacement requirements	-	-	-	-
PC6. check if the faulty module/ component has active warranty coverage	-	-	-	-
PC7. assess whether the repair/ replacement can be carried out at the customer premises or the laptop will need to be carried to the workshop	-	-	-	-
PC8. explain the procedure and relevant costs to the customer	-	-	-	-
Carry out repair and maintenance	**12**	**20**	**-**	**5**
PC9. organise the necessary tools, equipment and spare parts for repair and maintenance	-	-	-	-
PC10. create a back-up of laptop data to prevent data loss during repair and maintenance	-	-	-	-
PC11. disassemble the laptop as per the service manual after switching it off	-	-	-	-
PC12. carry out repair or replacement using the manufacturer-approved tools, equipment and spare parts	-	-	-	-
PC13. assemble the laptop as per the manufacturer's instructions after carrying out repair and maintenance	-	-	-	-
PC14. carry out repair and maintenance of the relevant laptop peripherals	-	-	-	-
PC15. explain the general troubleshooting steps to the customer	-	-	-	-
PC16. apply the business code of conduct while dealing with the customer	-	-	-	-

PC17. comply with the relevant health and safety standards	-	-	-	-
Comply with the quality standards	**2**	**10**	**-**	**2**
PC18. carry out a repair/replacement activities within the Turn Around Time (TAT) given to the customer	-	-	-	-
PC19. escalate out of authority issues to the relevant authority in a timely manner	-	-	-	-
PC20. prepare work-report and relevant documents for the repair and maintenance services	-	-	-	-
Invoice the customer and take feedback	**4**	**5**	**-**	**2**
PC21. apply the relevant benefits in the invoice as per the warranty coverage	-	-	-	-
PC22. explain the warranty and subsequent repair and maintenance policy to the customer	-	-	-	-
PC23. process payment as per the organisational policy	-	-	-	-
PC24. maintain the record of payment	-	-	-	-
PC25. obtain customer feedback to identify any improvement needs	-	-	-	-
NOS Total	**30**	**55**	**-**	**15**

DGT/VSQ/N0102: Employability Skills (60 Hours)				
Assessment Criteria for Outcomes	**Theory Marks**	**Practical Marks**	**Project Marks**	**Viva Marks**
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	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	-	-	-	-
Becoming a Professional in the 21st Century	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	-	-	-	-
Basic English Skills	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	-	-	-	-
Career Development & Goal Setting	1	2	-	-
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	**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	-	-	-	-
Diversity & Inclusion	**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	-	-	-	-
Financial and Legal Literacy	**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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-
Entrepreneurship	**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	-	-	-	-
Customer Service	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	-	-	-	-
Getting ready for apprenticeship & Jobs	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**	**-**	**-**

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Provided in the above section	

Means of assessment 1

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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below.)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria.

Means of assessment 2

Add boxes as required.

Pass/Fail

1. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
2. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

SECTION 2

25.EVIDENCE OF LEVEL

Title/Name of qualification/component: Field Technician Computing And Peripherals Level: 4			
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process	**Demands a wide range of specialised technical skill, clarity of knowledge and practice in broad range of activity involving standard and non-standard practices.** ● Visit the customer and assess the computer issue ● Explain the action required and costs involved ● Install the desktop computer's hardware and software ● Test the desktop computer and its peripherals ● Install the laptop peripherals	A Field Technician -- Computing & Peripherals is responsible for visiting customer premises to install and carry out repair and maintenance of a desktop computer. The individual carries out installation and troubleshooting of computer peripherals also. The individual may also carry out installation, repair and maintenance of a laptop and relevant peripherals.	4
Professional knowledge	**Factual and theoretical knowledge in broad contexts within a field of work or study.** ● Basic knowledge of electronics involved in hardware, how to operate the system and other hardware peripherals ● Identify problems with the laptop and its peripherals ● Uphold social diversity at the workplace ● Effective waste management/recycling practices ● Test the laptop and peripherals ● Educate the customer	A Field Technician should know the different processes involved in installing newly purchased products, troubleshooting system and configuring knowledge of peripherals requirements. Hence Level 4	4
Professional skill	**A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study.** ● Install the desktop computer peripherals ● Follow emergencies, rescue and first-aid procedures ● Comply with the quality and safety standards ● Communicate effectively at the workplace	Field technician should be able installing newly purchased products, troubleshooting system problems and, configuring peripherals such as printers, scanners and network devices. He/she works after getting work requirements from supervisor or other team members. Hence Level 4	4

Core skill	- Reasonably good in installing and configuring peripherals. - Identify issues with the desktop computer and peripherals - Carry out repair and replacement activities - Carry out repair and maintenance - Invoice the customer and takefeedback	Field technician needs to find the solution of customer complaints and perform the task such as installing and configuring the peripherals. the technician should keep the workplace clean and managed. Hence Level 4	4
Responsibility	Responsibility of completing the work assigned and reporting the same as per standards. - Installation of computer and its peripherals - Understand the job role and follow the organisational policy - Record and report about the work status - Follow safety regulations at work place - Work along with colleagues and supervisors.	Field Technician should record the issues and report about the same to supervisor and also update the status of the work as per Hence Level 4	

SECTION 3
EVIDENCE OF NEED

26	What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?		
	Basis	**In case of SSC**	**In case of other Awarding Bodies (Institutes under Central Ministries and states departments)**

Need of the qualification In Consumer Electronics & IT Hardware, the changing market landscape is impacting the skills requirement in all dimensions of the business Design, Manufacturing & Services. Most IT Hardware Products are now coming out with new features and more advances features. So essentially, the entire Service networks which has been addressing these products need learning and skill development in new technologies used in the IT Hardware products. Also the New Environmental challenges and regulations in the IT Hardware sector needs the Computing and its peripherals Service men	The SSC would undertake market study and would enclose demand forecast for the proposed job role both on short-term and long-term basis to substantiate the requirement of the Qualification proposed. The SSC can produce the data from primary or authorized secondary sources as well.	The Submitting Body would produce any reputable and reliable research reports, such as labour market information reports; occupational mapping or similar research carried out by Ministry/State/Any other authentic source forecasting the demand for the proposed qualification

	to be skilled with these new techniques and knowledge levels. Overall the IT Hardware segment is expected to maintain a healthy rate of hiring going forward.)		
	Industry Relevance We are in the process of taking industry validation.	The SSC would undertake validation of the job roles with actual end-user industry where such employment is going to be generated and absorbed instead of generic validation of industry. The SSC would submit the endorsements from users/intended users of the qualification clearly supporting or otherwise the need for trained people against specific job role. (*The industry validation format to be used*)	The Submitting Body would submit the list of industry participation while preparation of the curriculum/ course content of the qualifications. These could include minutes of the meeting/ reports of these consultations
	Usage of the qualification: This Qualification Pack will be used across IT Hardware industry which is organised as well as unorganised	The SSC would submit details of the employment generated (wherever applicable) and realised by virtue of training in the Qualifications of the sector earlier submitted for NSQF alignment.	The submitting body would submit the details of trained and placed data in the proposed qualification (if an existing qualification is being proposed for NSQF alignment) Information about the success of the

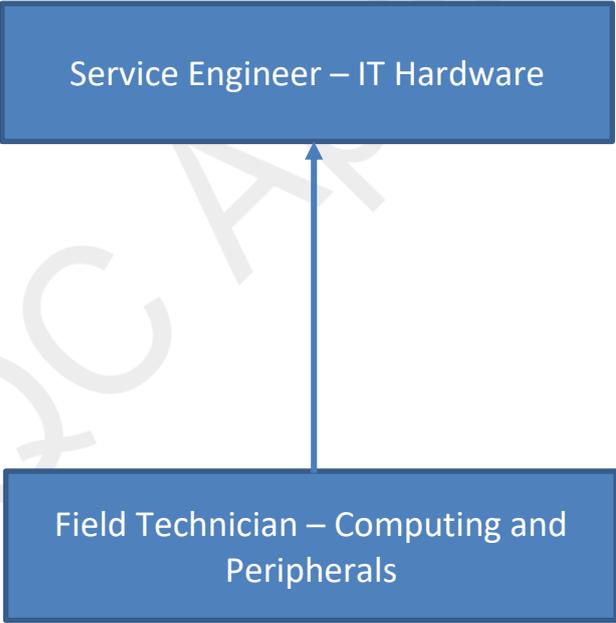| | | In case of unorganized sector, case studies or evidences may be given | qualification should be given (e.g. uptake figures, examples of use in recruitment and placement rates (if known) should be given. However, many of the bodies that do not have placement tracking mechanism established in place would provide necessary endorsements by the state/ ministry stating that a tracking mechanism would be institutionalized and placement records shall be provided annually or later, depending on length of qualification. |
| | Estimated uptake In Consumer Electronics & IT Hardware, the changing market landscape is impacting the skills requirement in all dimensions of the business Design, Manufacturing & Services. | The SSC would submit the estimated uptake of the qualification and What steps were carried out to test the likely uptake of the qualification? The basis of this estimate should include data about the number of jobs or places in courses of learning which will be available to people who are awarded the qualification. | The Submitting Body should submit the estimated uptake by reflecting the number of the takers for this qualification for at least two years from submission of the qualification |

27	**Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences** Ministry of Electronics and Information Technology, Government of India (MeitY)
28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification** This is the revised version of the already NSQC approved QP. The revision has been undertaken as the QP is going to expire soon.
29	**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here** ● Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation. ● Monitoring of results of assessments ● Employer feedback will be sought post-placement ● A formal review is scheduled in a year

SECTION 4
EVIDENCE OF PROGRESSION

30	What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?
	Show the career map here to reflect the clear progression 1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large-scale organizations. 2. Exploring various lateral career opportunities for the discussed qualification 3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy. **Service Engineer – IT Hardware** ↑ **Field Technician – Computing and Peripherals**