

## **NSQF QUALIFICATION FILE**

**Approved in 15<sup>th</sup> NSQC Meeting – NCVET – 27<sup>th</sup> January, 2022**

### **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 -84477-38-501

#### **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**

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### SUMMARY

1	<b>Qualification Title:</b> Field Technician-Networking and Storage
2	<b>Qualification Code, if any:</b> ELE/Q4606
3	<b>NCO code and occupation:</b> NCO-2004/NIL, After Sales Support
4	<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term):</b> This is a long-term Qualification, which will enable participants to take up a challenging career as a Field Technician-Networking and Storage.
5	<b>Body/bodies which will award the qualification:</b> Electronics Sector Skills Council of India
6	<b>Body which will accredit providers to offer courses leading to the qualification:</b> Electronics Sector Skills Council of India
7	<b>Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy):</b> Yes
8	<b>Occupation(s) to which the qualification gives access:</b> After Sales Support
9	<b>Job description of the occupation:</b> Field Technician-Networking and Storage provides after sale support services to customers, typically, at their premises and is responsible for attending to customer complaints, installing newly purchased products, troubleshooting system problems and, configuring peripherals such as printers, scanners and network devices
10	<b>Licensing requirements:</b> N/A
11	<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided):</b> N/A
12	<b>Level of the qualification in the NSQF:</b> Level 4
13	<b>Anticipated volume of training/learning required to complete the qualification:</b> 600 Hours
14	<b>Indicative list of training tools required to deliver this qualification:</b> Personal Protective Equipment: Safety shoes, safety gloves, safety helmet, safety jacket, safety mask Medical devices, testing and calibration instruments Reference manuals, documents such as AMC, invoices and telephone IT hardware products, system components, peripherals, computer, laptop, UPS
15	<b>Entry requirements and/or recommendations and minimum age:</b> 8th Grade Pass + NTC (2 years after 8th) + 2 Year NAC/relevant Experience) OR

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	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	<b>Progression from the qualification (Please show Professional and academic progression) : s</b>		
17	<b>Arrangements for the Recognition of Prior learning (RPL) :</b> 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	<b>International comparability where known (research evidence to be provided) : Yet to establish</b>		
19	<b>Date of planned review of the qualification: 02<sup>nd</sup> June, 2025</b>		
20	<b>Formal structure of the qualification</b>		
	<b>Mandatory components</b>		
	<b>Title of component and identification code/NOSs/Learning outcomes</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
(i)	Bridge Module (Role and Responsibilities of a Field Technician- Networking and Storage)	10	4
(ii)	Engaging with the Customers (ELE/N4601)	140	4
(iii)	Installing, Configuring and setting up the networking and storage system (ELE/N4612)	140	4
(iv)	Troubleshooting and fix equipment (ELE/N4613)	190	4
(v)	Work effectively at the workplace (ELE/N9905)	30	4
(vi)	Apply health and safety practices at the workplace (ELE/N1002)	30	4

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<b>(vii)</b>	Employability Skills (60 Hours) (VSQ/DGT/N0102)	60	
	<b>Total</b>	600	

**SECTION 1**  
**ASSESSMENT**

21	<p><b>Body/Bodies which will carry out assessment:</b> Electronics Sector Skills Council of India</p>
22	<p><b>How will RPL assessment be managed and who will carry it out?</b> Give details of how RPL assessment for the qualification will be carried out and quality assured.</p> <p>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.</p>
23	<p><b>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.</b></p> <p>Assessment is done through third parties who are affiliated to ESSCI as Assessment Body. Assessors are trained &amp; 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:</p> <ul style="list-style-type: none"> <li>• What will be assessed, i.e. the competency based on each NOS</li> <li>• How assessment will occur i.e. methods of assessment</li> <li>• When the assessment will occur</li> <li>• Where the assessment will take place i.e. context of the assessment (workplace/simulation)</li> <li>• The criteria for decision making i.e. those aspects that will guide judgements and</li> </ul> <p>Where appropriate, any supplementary criteria used to make a judgement on the level of performance.</p> <p>The assessment is conducted through theory, viva voce and practical.</p>

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

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

**ASSESSMENT EVIDENCE**

**Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.**

*NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.*

<b>Outcomes to be assessed/NOSs to be assessed</b>	<b>Assessment criteria for the outcome</b>
Provided in the above section	
<p><b>Means of assessment 1</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>The assessment for the theory part will be based on knowledge bank of questions created by the SSC.</li> <li>Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below.)</li> <li>Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria.</li> </ol>	
<p><b>Means of assessment 2</b> Add boxes as required.</p>	
<p><b>Pass/Fail</b></p> <ol style="list-style-type: none"> <li>To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.</li> <li>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.</li> </ol>	

**24. Assessment evidences**

**Title of Component:** Field Technician-Networking and Storage

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role** Field Technician-Networking and Storage

**Qualification Pack** ELE/Q4606

**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 every student at each examination/training centre based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>ELE/N4601: Engaging with the customers</b>				
<i>Interact with the customer prior to visit</i>	<b>9</b>	<b>12</b>		<b>4</b>
<b>PC1.</b> call the customer based on inputs logged into customer care to	2	3		2

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understand their problem				
<b>PC2.</b> check with customer about time for visit, field work and confirm location	3	4		1
<b>PC3.</b> interpret location requirement for placement of system during and after installation	4	5		1
<i>Interpret customer's requirements to suggest possible solutions</i>	<b>31</b>	<b>38</b>		<b>6</b>
<b>PC4.</b> enquire from the customer about the problem by asking open and close ended questions	5	5		1
<b>PC5.</b> inform customers on whether the module has to be replaced or repaired with reasons and possible solutions	3	4		1
<b>PC6.</b> communicate to the customers the resolution time taken, repair process and possible cost for the service or inclusion under warranty and seek approval from the customer	4	5		1
<b>PC7.</b> provide a note to the customer about the problem(s), actions taken and the cost associated and retain a copy	4	5		0
<b>PC8.</b> provide appropriate invoice for any purchase of module or parts by customer	4	5		1
<b>PC9.</b> apprise the customer on precautions to be taken post repairs to avoid recurrence of problem	4	5		1
<b>PC10.</b> educate the customer about other useful products and annual maintenance contract	4	5		1
<b>PC11.</b> seek feedback from the customers on completion of work	3	4		0

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NOS Total	40	50		10
<b>ELE/N4612: Installing, configuring and setting up the networking and storage system</b>				
<i>Install network, server, storage devices and set up the software</i>	<b>17</b>	<b>23</b>		<b>3</b>
<b>PC1.</b> prepare installation kit of tools and manuals as per installation manual to be carried along to the customer location	0	1		0
<b>PC2.</b> check site conditions, open the packaging of new product and take out the hardware carefully	0	3		0
<b>PC3.</b> interpret the system design requirement of customer and place the system at a location as preferred by customer	0	1		0
<b>PC4.</b> connect all the hardware devices such as servers, storage device, networking, devices and connect battery, plug in and switch on the system"	2	3		0
<b>PC5.</b> comply with standard operating procedures for installation and zero defect handling of hardware modules such as PCB by following standard operating procedure	5	3		1
<b>PC6.</b> comply with temperature requirement and other conditions for servers	4	3		1
<b>PC7.</b> perform configuration of networking device such as router by building a configuration file	3	3		1
<b>PC8.</b> log and upload the configuration of networking equipment	0	3		0
<b>PC9.</b> install the appropriate application software as per server and storage requirement and the network device driver	3	3		0
<i>Complete the installation task</i>	<b>8</b>	<b>12</b>		<b>2</b>
<b>PC10.</b> connect the networking device, servers or storage and check system	0	1		0

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functions				
<b>PC11.</b> perform unit and integration testing as per design requirement	3	3		1
<b>PC12.</b> perform testing of product functionality after hardware, software, operating system and peripheral integration with reference to the installation manual	3	3		1
<b>PC13.</b> measure and meet multipart calls norm against benchmark	0	1		0
<b>PC14.</b> complete the installation within agreed turn around time (TAT) to close the call in single visit	2	3		0
<b>PC15.</b> comply with the quality benchmarks of the company for task completion	0	1		0
<i>Educate the customer about system usage</i>	<b>15</b>	<b>15</b>		<b>5</b>
<b>PC16.</b> provide training to the customer on usage and maintenance of system hardware and software as per the recommended procedures	3	3		1
<b>PC17.</b> inform customer about warranty, other terms and conditions on the hardware devices and cost estimates of other new installations	3	3		1
<b>PC18.</b> provide adequate information about the hardware devices, operating procedure, maintenance and temperature control to the customer	3	3		1
<b>PC19.</b> resolve the device related queries and issues raised by the customer	3	3		1
<b>PC20.</b> provide all the appropriate documents including invoice to the customer	3	3		1
<b>NOS TOTAL</b>	<b>40</b>	<b>50</b>		<b>10</b>
<b>ELE/N4613: Troubleshooting and fixing equipment</b>				

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<i>Interpret customer complaint</i>	6	12		2
<b>PC1.</b> interact with customer on telephone for better understanding of concern before the visit	0	2		0
<b>PC2.</b> analyse the warranty, terms and conditions with relation to the product	2	2		1
<b>PC3.</b> identify the type of problem and carry relevant tools and equipment based on customer complaint and as per standard operating procedure	2	2		0
<b>PC4.</b> commence field trip based on type of complaint and carry troubleshooting instruction sheet	0	2		0
<b>PC5.</b> assess whether replacement or repair of module may be required along with the turnaround time as per Service Level Agreement(SLA)	2	2		1
<b>PC6.</b> carry only 100% approved and verified field replaceable parts for repairing or replacing	0	2		0
<i>Diagnose the problem</i>	12	9		4
<b>PC7.</b> assess the frequently encountered problems in the storage system and solution for them	2	3		0
<b>PC8.</b> conduct root-cause analysis to identify and diagnose the likely problem/issue in networking device	2	0		1
<b>PC9.</b> coordinate with remote technical team to diagnose and confirm the issues faced in the storage system using standard diagnostic procedure	2	3		1
<b>PC10.</b> perform disassembling to check each part of networking, servers / storage system to isolate the failed module	2	3		0
<b>PC11.</b> determine whether the part should be replaced or needs to be repaired	2	0		1

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<b>PC12.</b> analyse whether it can be repaired on field or at company's test centre	2	0		1
<i>Replace/Repair the faulty module</i>	<b>10</b>	<b>20</b>		<b>2</b>
<b>PC13.</b> confirm acceptance from the customer before replacing module or sending for repairs to company	0	3		0
<b>PC14.</b> perform the steps to disassemble the system, remove and replace and re-assemble the system, if the module has to be replaced	2	4		1
<b>PC15.</b> use manual hand soldering iron unit to solder the components or parts, if soldering needs to be done	2	4		0
<b>PC16.</b> perform steps to reinstall the software or fix the issues, if there is any operating system error or software related issues	0	3		0
<b>PC17.</b> resolve the common problems faced with peripherals and networking devices	2	2		1
<b>PC18.</b> coordinate with remote technical helpdesk to seek any assistance on field to perform diagnosis and troubleshooting	2	2		0
<b>PC19.</b> escalate the problems which cannot be addressed at field level to the superior	2	2		0
<i>Apprise the customer after repair/replacement</i>	<b>8</b>	<b>8</b>		<b>1</b>
<b>PC20.</b> perform testing of product or functions after new hardware modules or software is installed	2	2		1
<b>PC21.</b> complete the function within the agreed Turn Around Time (TAT) and in a single visit complying with quality standards	2	2		0
<b>PC22.</b> report percentage of call closure in multiple visits against benchmark	2	2		0

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<b>PC23.</b> instruct customer on use of and procedures to be followed for operating the system or hardware after repair/replacement	2	1		0
<b>PC24.</b> ask the customer to fill up a customer satisfaction feedback form for the work performed	0	1		0
<i>Complete documentation</i>	<b>4</b>	<b>1</b>		<b>1</b>
<b>PC25.</b> submit the feedback form on customer satisfaction level with respect to the product repair/replacement	0	1		0
<b>PC26.</b> accurately report work status through proper documentation as per company's standards	2	0		0
<b>PC27.</b> create knowledge bank on the complex repairs made through documentation	2	0		1
<b>NOS TOTAL</b>	<b>40</b>	<b>50</b>		<b>10</b>

<b>ELE/N9905: Work effectively at the workplace</b>				
<i>Communicate effectively at the workplace</i>	<b>5</b>	<b>13</b>	-	-
<b>PC1.</b> exchange information and instruction with colleagues, and seek clarifications and feedback as necessary	1	3	-	-
<b>PC2.</b> assist colleagues where required	1	3	-	-
<b>PC3.</b> follow business communication etiquette in all interactions and communicative formats (online, digital, and in-person)	1	4	-	-
<b>PC4.</b> document and share all relevant information with stakeholders in agreed formats and as per agreed timelines	2	3	-	-
<i>Work effectively</i>	<b>6</b>	<b>13</b>	-	-
<b>PC5.</b> identify and obtain clarity regarding organisational, team and own goals and targets	1	2	-	-

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<b>PC6.</b> prioritise and plan work in order to achieve goals and targets	1	2	-	-
<b>PC7.</b> monitor own and team performance as per agreed plan	1	2	-	-
<b>PC8.</b> complete duties accurately, systematically and within required timeframes	1	2	-	-
<b>PC9.</b> express emotions appropriately at the workplace and manage own response to heightened emotions	1	2	-	-
<b>PC10.</b> maintain orderliness and cleanliness in the work area	1	3	-	-
<i>Maintain and enhance professional competence</i>	<b>8</b>	<b>7</b>	-	-
<b>PC11.</b> identify own strengths and weaknesses in relation to goals and targets	1	1	-	-
<b>PC12.</b> adapt self, service, or product to meet 'success' criteria	1	1	-	-
<b>PC13.</b> seek and select opportunities for continuous professional development	1	1	-	-
<b>PC14.</b> formulate a professional development plan to enhance capabilities	2	1	-	-
<b>PC15.</b> build or contribute to the organizational knowledge base of cases, clients, issues, solutions, and innovations	1	1	-	-
<b>PC16.</b> examine developments and trends in field of work and their potential impact on work	1	1	-	-
<b>PC17.</b> take feedback from peers, supervisors and clients to improve own performance and practices	1	1	-	-
<i>Work in a disciplined and ethical manner</i>	<b>11</b>	<b>16</b>	-	-
<b>PC18.</b> perform tasks as per workplace standards, organisational policies and legislative requirements	2	2	-	-
<b>PC19.</b> display appropriate professional appearance at the workplace and adhere to the organisational dress code	1	2	-	-

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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	-	-
<i>Uphold social diversity at the workplace</i>	<b>10</b>	<b>11</b>	-	-
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	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-
<b>ELE/N1002: Apply health and safety practices at the workplace</b>				
<i>Deal with workplace hazards</i>	<b>20</b>	<b>31</b>	-	-
PC1. identify job-site hazards and possible causes of accident in the workplace	2	3	-	-

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<p><b>PC2.</b> 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.</p>	3	4	-	-
<p><b>PC3.</b> 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</p>	3	4	-	-
<p><b>PC4.</b> follow standard safety procedures while handling tool/equipment, hazardous substances and while working in hazardous environments</p>	3	4	-	-
<p><b>PC5.</b> dispose electronic waste (such as toxins; metals such as lead, cadmium, barium; flame retardant plastics, welding slag etc.) as per industry approved techniques</p>	2	4	-	-
<p><b>PC6.</b> avoid damage of components due to negligence in electrostatic discharge (ESD) procedures</p>	2	3	-	-
<p><b>PC7.</b> 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)</p>	2	3	-	-
<p><b>PC8.</b> maintain appropriate posture while handling heavy objects</p>	1	3	-	-
<p><b>PC9.</b> apply good housekeeping practices</p>	2	3	-	-
<p><i>Apply fire safety practices</i></p>	4	9	-	-
<p><b>PC10.</b> take preventive measures to prevent fire hazards</p>	2	3	-	-
<p><b>PC11.</b></p> <ul style="list-style-type: none"> <li>· use appropriate fire extinguishers for different types of fires</li> <li>· 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.</li> </ul>	1	3	-	-

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PC12. exhibit rescue and first-aid techniques in case of fire or electrocution	1	3	-	-
<i>Follow emergencies, rescue and first-aid procedures</i>	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	-	-
<i>Effective waste management/recycling practices</i>	5	12	-	-
PC17. identify recyclable and non-recyclable, and hazardous waste generated	1	3	-	-
PC18. segregate waste into different	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	-	-
<b>NOS Total</b>	<b>35</b>	<b>65</b>	-	-

<b>DGT/VSQ/N0102: Employability Skills (60 Hours)</b>				
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<i>Introduction to Employability Skills</i>	1	1	-	-

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PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	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	-	-	-	-
<i>Communication Skills</i>	2	2	-	-

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PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-

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PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## NSQF QUALIFICATION FILE

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### SECTION 2

#### 25.EVIDENCE OF LEVEL

Title/Name of qualification/component: Field Technician-Networking and Storage		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p><b>Demands a wide range of specialised technical skill, clarity of knowledge and practice in broad range of activity involving standard and non-standard practices.</b></p> <ul style="list-style-type: none"> <li>• Interact with the customer prior to visit</li> <li>• Interpret customer's requirements to suggest possible solutions</li> <li>• Install system network, storage system and set up the software</li> <li>• Complete the installation task</li> <li>• Educate the customer about system usage</li> <li>• Interpret customer complaint</li> <li>• Diagnose the problem</li> <li>• Replace the faulty module</li> <li>• Apprise the customer after repair/replacement</li> <li>• Plan the work as per the job allocation</li> <li>• Prepare all necessary record</li> </ul>	<p>A Field Technician-Networking and Storage also known as service technician provides after sale support services to customers, typically, at their premises and is responsible for attending to customer complaints, installing newly purchased products, troubleshooting system problems and, configuring hardware equipment such as servers, storage and other related networking devices. Hence Level 4</p>	4

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Title/Name of qualification/component: Field Technician-Networking and Storage			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Professional knowledge	<p><b>Factual and theoretical knowledge in broad contexts within a field of work or study.</b></p> <ul style="list-style-type: none"> <li>• Knowledge of various tools and equipment used in installation, diagnosis, repair and maintenance of networks and storage system</li> <li>• Know the basic types of network and storage devices and their configuration</li> <li>• Perform fault diagnosis to fix faulty components</li> </ul>	<p>A Field Technician-Networking and Storage should know the basics of electricity and electronics along with the installation methods. He/She should know principles of how the network functions, how to dismantle and assemble devices and use diagnostic tools and different types of defects</p> <p>Hence Level 4</p>	4
Professional skill	<p><b>A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study.</b></p> <ul style="list-style-type: none"> <li>• Identify the work requirement to schedule timely completion accordingly</li> <li>• Apply the knowledge about the methods of installing, repairing and maintaining network devices and storage systems</li> <li>• Perform diagnosis of faults and repair the components accordingly Carry on preventive maintenance to at regular time intervals to avoid faults</li> <li>• Complete the documentation</li> </ul>	<p>A Field Technician-Networking and Storage should be able to use basic tools and equipment in correct way to install, repair and maintain network devices and storage systems..</p> <p>He works after getting work requirements from supervisor or work schedule.</p> <p>Hence Level 4</p>	4

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Title/Name of qualification/component: Field Technician-Networking and Storage			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Core skill	<p>Needs proficiency in:</p> <ul style="list-style-type: none"> <li>• Communicating in clear, crisp and respectful language</li> <li>• Understanding workplace related documentation, guidelines, policies and procedures</li> <li>• Complying with organisational and professional code of ethics and standards of practice</li> </ul>	<p>Accountable for own work and learning in the domain of installing and maintaining of network devices and</p> <p>Hence Level 4</p>	4
Responsibility	<p>Responsibility of completing the work assigned and reporting the same as per standards.</p> <ul style="list-style-type: none"> <li>• Understand the job role and follow the organisational policy</li> <li>• Record and report about the work status</li> <li>• Follow safety regulations at work place</li> <li>• Work along with colleagues and supervisors</li> </ul>	<p>A Field Technician-Networking and Storage is responsible to record and report the work done. The technician is also responsible to understand and follow the work standards and policies.</p> <p>Hence Level 4</p>	4

**SECTION 3**

**EVIDENCE OF NEED**

<b>26</b>	<b>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?</b>		
	<b>Basis</b>	<b>In case of SSC</b>	<b>In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</b>
	<p><b>Need of the qualification</b> The Indian electronics industry is one of the largest and fastest-growing industries in the world. This sector comprises majorly consumer electronic products manufacturing and servicing.</p> <p>Indian electronic market is expected to reach a turnover of US\$ 400 billion in 2022, up from US\$ 69.6 billion in 2012.</p> <p>According to an Indian Brand Equity Foundation (IBEF) report, the market is projected to grow at a compound annual growth rate (CAGR) of 29.4</p>	<p>The SSC would undertake market study and would enclosed 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.</p>	<p>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</p>

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	per cent during the period 2015-2020		
	<p>Industry Relevance We are in the process of taking industry validation.</p>	<p>The SSC would undertake validation of the job roles with actual end-user industry where such employment are 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. <i>(The industry validation format to be used)</i></p>	<p>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</p>
	<p>Usage of the qualification: This Qualification Pack will be used across PDA device servicing industry which is organised</p>	<p>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.</p> <p>In case of unorganized sector, case studies or evidences may be given</p>	<p>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)</p> <p>Information about the success of the 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</p>

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			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.
	<p>Estimated uptake</p> <p>The electronics products segment contributed 82% to the overall market in 2015, while the rest comprised electronic components.</p> <p>The Electronic Products industry in India was valued at \$ 61.8 bn in 2015.</p> <p>One of the largest electronics markets in the world anticipated reaching \$ 400 bn by 2025</p> <p>The Consumer Electronics and Appliances Industry in India is expected to become the fifth largest in the world by 2025.</p> <p>The electronics market is projected to grow at a CAGR of</p>	<p>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.</p>	<p>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</p>

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	17% during 2014-2020.		
27	<b>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</b>  N/A		
28	<b>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</b>  This is the first time that this Qualification is being made. The national qualification register as well as the Qualification Packs with NSDC have been checked		
29	<b>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</b> <ul style="list-style-type: none"><li>• Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.</li><li>• Monitoring of results of assessments</li><li>• Employer feedback will be sought post-placement</li><li>• A formal review is scheduled in a year</li></ul>		

Please attach most relevant and recent documents giving further information about any of the topics above.

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

**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.

