

## **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 - Other Home Appliances
2	<b>Qualification Code, if any:</b> ELE/Q3104
3	<b>NCO code and occupation:</b> NCO-2004/7249.90 After Sales Service
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- Other Home Appliances.
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 Service
9	<b>Job description of the occupation:</b> Field Technician – is responsible for interacting with the customer to install the appliance as well as diagnose the problem. The individual also needs to assess possible causes of fault reported and rectify problems/faults.
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 glasses, head protection, rubber gloves, safety footwear Basic electrical and electronic components Appliances, electrical and mechanical modules, job sheet, manuals, reference sheets, sample warranty forms Water purifier, electrical and mechanical modules, wires, different types of screws, fuse, tools such as drilling machines, hammer, testers, screw drivers etc., job sheet, manuals, reference sheets, supporting accessories, tools and fitments, drilling machines, spanners, etc.

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	<p>Mixer/juicer/grinder, electrical and mechanical modules, wires, different types of screws, fuse, tools such as drilling machines, hammer, testers, screw drivers etc. job sheet, manuals, reference sheets, supporting accessories, tools and fitments</p> <p>Microwave oven, electrical and mechanical modules, wires, different types of screws, fuse, tools such as drilling machines, hammer, testers, screw drivers etc. job sheet, manuals, reference sheets, supporting accessories, tools and fitments, manuals, reference sheets, sample warranty forms</p> <p>Basic tool kit: screw driver, multi-meter, clamp meter etc.</p>		
15	<p><b>Entry requirements and/or recommendations and minimum age:</b></p> <p>8th Grade Pass + NTC (2 years after 8th) + 2 Year NAC/relevant Experience) OR</p> <p>10th Grade pass + 2 Year NTC/NAC/ relevant experience OR</p> <p>Certificate-NSQF (Level-3 in Maintenance Technician) with 2 Years of relevant Experience OR</p> <p>12th Class and 18 Years</p>		
16	<p><b>Progression from the qualification (Please show Professional and academic progression):</b> Service Engineer- Consumer Durables</p>		
17	<p><b>Arrangements for the Recognition of Prior learning (RPL):</b></p> <p>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)</p>		
18	<p><b>International comparability where known (research evidence to be provided):</b></p> <p>Yet to establish</p>		
19	<p><b>Date of planned review of the qualification:</b> 02/06/2025</p>		
20	<p><b>Formal structure of the qualification</b></p> <p><b>Mandatory components</b></p>		
	<p><b>Title of component and identification code/NOSs/Learning outcomes</b></p>	<p><b>Estimated size (learning hours)</b></p>	<p><b>Level</b></p>

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<b>(i)</b>	Bridge Module (Role and Responsibilities of a Field Technician - Other Home Appliances)	10	4
<b>(ii)</b>	Engage with customer for service (ELE/N3101)	90	4
<b>(iii)</b>	Perform Installation of Water Purifier (ELE/N3118)	90	4
<b>(iv)</b>	Perform Repairing of Dysfunctional Water Purifier (ELE/N3119)	90	4
<b>(v)</b>	Perform Repairing of Dysfunctional Mixer/Juicer/Grinder (ELE/N3120)	110	4
<b>(vi)</b>	Perform Repairing of Dysfunctional Microwave Oven (ELE/N3121)	90	4
<b>(vii)</b>	Work effectively at the workplace (ELE/N9905)	30	4
<b>(viii)</b>	Apply health and safety practices at the workplace (ELE/N1002)	30	4
<b>(ix)</b>	Employability Skills (60 Hours) (VSQ/DGT/N0102)	60	4
	<b>Total</b>	<b>600</b>	

**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.*

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**24. Assessment evidences**

**Title of Component:** Field Technician - Other Home Appliances

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role** Field Technician - Other Home Appliances

**Qualification Pack** ELE/Q3104

**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/N3101: Engage with customer for service</b>				
<i>Interact with the customer</i>	<b>32</b>	<b>41</b>		<b>8</b>
<b>PC1.</b> analyze the details of customer complaint registered at customer care or installation schedule	5	6		1
<b>PC2.</b> connect with the customer to confirm problem telephonically and fix time for visit	4	6		1

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PC3. collect appropriate tools, parts, relevant reference sheets, manuals and documents	4	6		2
PC4. visit the customer premises as per the scheduled date and time for service as per the requirement	4	6		1
PC5. check about warranty status of appliance and annual maintenance contract	4	6		1
PC6.gather detailed information pertaining to age of appliance, status of upkeep, symptoms and history of problems in the appliance	5	6		1
PC7.provide information to the customer about the warranty and problem in detail along with the precautions to be taken in order to avoid recurrence of problem	6	5		1
<i>Suggest possible solutions</i>	<b>8</b>	<b>9</b>	-	<b>2</b>
PC8. suggest possible solutions with the time required, costs involved and methodology for servicing	4	5		1
PC9. seek customer's approval on further action	4	4		1
<b>NOS Total</b>	<b>40</b>	<b>50</b>		<b>10</b>
<b>ELE/N3118: Install the water purifier</b>				
<i>Perform pre-installation checks</i>	<b>13</b>	<b>12</b>		<b>2</b>
PC1. visit customer location as scheduled before carrying out installation of water purifier	1	0		0
PC2. carry appropriately functional tools and equipment required for performing pre-installation checks and installation	2	4		1

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<b>PC3.</b> enquire from the customer about their preference regarding placement of the water purifier i.e. whether to be placed under the sink (UTS) or on the wall	2	0		0
<b>PC4.</b> verify the structural requirements such as distance from power supply, vicinity to plumbing point, etc.	2	4		1
<b>PC5.</b> provide information to the customer about pre installations/masonry/electrical work to be carried out and requirement of adequate water pressure at the inlet source	2	0		0
<b>PC6.</b> perform steps to make necessary markings for placement of the water purifier unit	2	4		0
<b>PC7.</b> schedule next visit for installation of water purifier unit in case pre-installation work is yet to be done	2	0		0
<i>Prepare for installation of the appliance</i>	<b>7</b>	<b>15</b>		<b>2</b>
<b>PC8.</b> remove the packaging from the appliance delivered at the customer location	2	2		0
<b>PC9.</b> verify that the product matches the customer's order with all supporting accessories	0	4		0
<b>PC10.</b> check the availability of all tools and fitments for the installation	3	3		0
<b>PC11.</b> clear up the packaging material waste and dispose as per company's norms	0	2		0
<b>PC12.</b> perform pre-installation checks to ensure all requirements are met, including adequate water pressure at inlet source	2	4		2
<i>Install water purifier at customer location</i>	<b>8</b>	<b>15</b>		<b>4</b>

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PC13. drill holes after taking necessary measurements of the location and ensure that no internal wiring damage is caused	2	3		1
PC14. mount the filter and ensure that the screws are fastened securely	2	3		1
PC15. drain the inlet line before connecting it to the water purifier and connect the outlet pipe to the drain (if applicable)	2	3		1
PC16. connect the purifier to the nearest power supply point	0	2		0
PC17. ensure that the filter is aligned as per instructions in the installation manual	2	0		0
PC18. run the purifier to ensure there are no leaks and demonstrate the features/utility to the customer	0	4		1
<i>Perform post-installation activities</i>	<b>12</b>	<b>8</b>		<b>2</b>
PC19. demonstrate the features and utility to the customer	2	4		1
PC20. explain maintenance procedures to be followed while using the water purifier	2	0		0
PC21. escalate the customer issues/problems that are unresolved in the field to the supervisor	2	0		0
PC22. fill in customer acknowledgement form and get it signed by customer	2	2		0
PC23. maintain other documentation for recording completion of installation	2	0		0
PC24. document the work completed on the company ERP software for tracking and inform customer care as well as supervisor about job completion	2	2		1
<b>NOS Total</b>	<b>40</b>	<b>50</b>	<b>-</b>	<b>10</b>
<b>ELE/N3119: Repair dysfunctional water purifier</b>				

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<i>Diagnose fault in water purifier</i>	<b>22</b>	<b>36</b>	<b>-</b>	<b>7</b>
<b>PC1.</b> diagnose the fault based on customer interaction, usage pattern and initial inspection	2	3		1
<b>PC2.</b> check water pressure to ensure it is as specified by company standards	2	2		0
<b>PC3.</b> perform steps to shut off the system by turning off the water supply and unplugging the appliance to carry out further inspection	0	3		0
<b>PC4.</b> place a piece of cloth or towel under the unit in order to avoid any water spills on the floor	0	1		0
<b>PC5.</b> perform basic inspection of feed water valve, tank valve, tubing, housing etc. to diagnose reasons for low/no water production	3	4		1
<b>PC6.</b> identify reasons for leaks in the filter housing due to loose housing, damaged or misaligned O ring, cracks in the housing	3	4		1
<b>PC7.</b> detect worn out auto shut off valve through symptoms such as loud vibrating noise, drain water never shutting off etc.	3	4		1
<b>PC8.</b> detect other problems such as clogged filters, storage tank problems, clogged flow resistor, inadequate/excessive water pressure, improper saddle valve mounting etc.	3	4		1
<b>PC9.</b> detect basic electrical faults such as improper/no earth, defective power cord, connector or internal wiring defect, short/ loose/open contacts, blown fuse	3	4		1
<b>PC10.</b> inspect each module of the unit separately if the fault is not identified through basic tests	3	4		1

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PC11. send it to factory for in-depth diagnosis if problem does not get identified at site	0	3		0
<i>Replace/repair dysfunctional module in water purifier</i>	7	8		2
PC12. repair/replace component at location, if the fault identified is due to damage of components such as feed water valve, tank valve, tubing, housing etc.	3	4		1
PC13. schedule next appointment if the part can't be replaced on site	0	1		0
PC14. reassemble the unit to check that all the modules of the unit are working as per specifications	4	3		1
<i>Confirm functionality of repaired unit</i>	11	6		1
PC15. demonstrate functionality of the unit to the customer	3	3		1
PC16. provide information to the customer about cleaning procedures and precautions to be taken in order to avoid recurrence of problem	2	0		0
PC17. fill in customer acknowledgement form	1	1		0
PC18. complete all documentation procedures for complaint closure	2	1		0
PC19. collect necessary payments from the customer	1	0		0
PC20. sell related products such as new equipment or Annual Maintenance Contracts (AMC) as per company policy	2	1		0
<b>NOS Total</b>	<b>40</b>	<b>50</b>	<b>-</b>	<b>10</b>
<b>ELE/N3120: Repair dysfunctional mixer/juicer/grinder</b>				
<i>Diagnose fault in mixer/juicer/grinder</i>	<b>24</b>	<b>34</b>	<b>-</b>	<b>8</b>

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<b>PC1.</b> diagnose the fault based on customer interaction, usage pattern of mixer/juicer/grinder and initial inspection	3	2		1
<b>PC2.</b> unplug the appliance and turn the overload switch back to original position if the appliance	0	3		0
<b>PC3.</b> perform basic tests such as power supply inspection, volt ampere test and earth test power supply	3	3		1
<b>PC4.</b> detect basic electrical faults such as improper/no earth, defective power cord, connector or internal wiring defect, short/ loose/open contacts, blown fuse	3	4		1
<b>PC5.</b> diagnose reasons for abnormal noise during use such as loose jar coupler, overloading of jar, worn out blade shaft, worn out jar bush, worn out/broken motor coupler	3	4		1
<b>PC6.</b> diagnose reasons for appliance not running due to dysfunctional motor, overload circuit breaker tripping, no power supply etc.	3	4		1
<b>PC7.</b> identify reasons for overflowing/leaking of contents from the jar such as faulty fitting of dome lid cap, dome gasket, overloading of the jar etc.	3	4		1
<b>PC8.</b> detect problems in the indicator switch due to lack of power supply, tripping of overload circuit breaker etc.	3	4		1
<b>PC9.</b> inspect each module of the unit separately if the fault is not identified through basic tests	3	4		1
<b>PC10.</b> send it to factory for in-depth diagnosis if problem does not get identified at site	0	2		0
<i>Replace/repair dysfunctional module in mixer/juicer/grinder</i>	<b>6</b>	<b>10</b>		<b>1</b>

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<b>PC11.</b> repair/replace component at location, if the fault identified is due to damage of components such as relay or thermostat	3	4		1
<b>PC12.</b> schedule next appointment if the part can't be replaced on site	0	1		0
<b>PC13.</b> reassemble the unit to check that all the modules of the unit are working as per specifications	3	5		0
<i>Confirm functionality of repaired unit</i>	<b>10</b>	<b>6</b>		<b>1</b>
<b>PC14.</b> demonstrate functionality of the unit to the customer	2	3		1
<b>PC15.</b> provide information to the customer about cleaning procedures and precautions to be taken in order to avoid recurrence of problem	2	0		0
<b>PC16.</b> fill in customer acknowledgement form	1	1		0
<b>PC17.</b> complete all documentation procedures for complaint closure	2	1		0
<b>PC18.</b> collect necessary payments from the customer	1	0		0
<b>PC19.</b> sell related products such as new equipment or annual maintenance contracts (AMC) as per company policy	2	1		0
<b>NOS Total</b>	<b>40</b>	<b>50</b>	<b>-</b>	<b>10</b>
<b>ELE/N3121: Repair dysfunctional microwave oven</b>				
<i>Diagnose fault in microwave</i>	<b>24</b>	<b>34</b>	<b>-</b>	<b>8</b>
<b>PC1.</b> diagnose the fault based on customer interaction, usage pattern of microwave and initial inspection	3	2		1
<b>PC2.</b> unplug the appliance to carry out the inspection and diagnosis of faults	0	3		0
<b>PC3.</b> perform basic tests such as	3	3		1

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power supply inspection, volt ampere test and earth test power supply				
<b>PC4.</b> detect basic electrical faults or power problems such as improper/no earth, defective power cord, connector or internal wiring defect, short/ loose/open contacts, blown fuse, open motor windings etc.	3	4		1
<b>PC5.</b> diagnose problem of oven running but not heating due to shorted diode, HV transformer or magnetron, damaged magnetron dome, magnetron insulator breakdown, shorted HV capacitor or HV wiring	3	4		1
<b>PC6.</b> diagnose reasons of low heating due to ageing magnetron, cracked magnet, burned dome or magnetron insulator breakdown	3	4		1
<b>PC7.</b> identify reasons for intermittent/uneven heating due to oxidised/burned connection to magnetron filament terminals, burned connector due to poor crimp or weakened connection	3	4		1
<b>PC8.</b> detect other problems such as defective touch panel/keypad, defective control board, defective sensor unit, burned slip on connector, defective trial, open fuse/open HV capacitor, open HV diode etc.	3	4		1
<b>PC9.</b> inspect each module of the unit separately if the fault is not identified through basic tests	3	4		1
<b>PC10.</b> send it to factory for in-depth diagnosis if problem does not get identified at site	0	2		0
<i>Replace/repair dysfunctional module in microwave</i>	<b>6</b>	<b>10</b>		<b>1</b>
<b>PC11.</b> repair/replace component at location, if the fault identified is due to damage of components such as relay or thermostat	3	4		1

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PC12. schedule next appointment if the part can't be replaced on site	0	1		0
PC13. reassemble the unit to check that all the modules of the unit are working as per specifications	3	5		0
<i>Confirm functionality of repaired unit</i>	<b>10</b>	<b>6</b>		<b>1</b>
PC14. demonstrate functionality of the unit to the customer	2	3		1
PC15. provide information to the customer about cleaning procedures and precautions to be taken in order to avoid recurrence of problem	2	0		0
PC16. fill in customer acknowledgement form	1	1		0
PC17. complete all documentation procedures for complaint closure	2	1		0
PC18. collect necessary payments from the customer	1	0		0
PC19. sell related products such as new equipment or Annual Maintenance Contracts (AMC) as per company policy	2	1		0
<b>NOS Total</b>	<b>40</b>	<b>50</b>	<b>-</b>	<b>10</b>

### ELE/N9905: Work effectively at the workplace

<i>Communicate effectively at the workplace</i>	<b>5</b>	<b>13</b>	<b>-</b>	<b>-</b>
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	-	-
<i>Work effectively</i>	<b>6</b>	<b>13</b>	<b>-</b>	<b>-</b>
PC5. 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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<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.	3	4	-	-
<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	3	4	-	-
<b>PC4.</b> follow standard safety procedures while handling tool/ equipment, hazardous substances and while working in hazardous environments	3	4	-	-
<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	2	4	-	-
<b>PC6.</b> avoid damage of components due to negligence in electrostatic discharge (ESD) procedures	2	3	-	-
<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)	2	3	-	-
<b>PC8.</b> maintain appropriate posture while handling heavy objects	1	3	-	-
<b>PC9.</b> apply good housekeeping practices at all	2	3	-	-
<i>Apply fire safety practices</i>	4	9	-	-
<b>PC10.</b> take preventive measures to prevent fire hazards	2	3	-	-
<b>PC11.</b> · 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	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 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	-	-
<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	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-

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<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	-	-
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	-	-

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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	-	-	-	-
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.	-	-	-	-

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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>	-	-

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

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<b>Means of assessment 1</b>	
<ol style="list-style-type: none"><li>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.</li><li>2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.</li><li>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.)</li><li>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria.</li></ol>	
<b>Means of assessment 2</b>	
Add boxes as required.	
<b>Pass/Fail</b>	
<ol style="list-style-type: none"><li>1. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.</li><li>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.</li></ol>	

**NSQF QUALIFICATION FILE**Approved in 15<sup>th</sup> NSQC Meeting – NCVET – 27<sup>th</sup> January, 2022**SECTION 2****25.EVIDENCE OF LEVEL****OPTION A**

Title/Name of qualification/component: Field Technician – Other Home Appliances			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	Interact with customer effectively to install Home appliances at premises and provide after sales repair services	Theoretical & Practical skill required for assisting in installing/repairing/servicing appliances or performing the task individually. Since the individual is required to take instructions from supervisors, hence this is level 4.	4
Professional knowledge	Knowledge related to appliance installation, diagnosing faults, assessing possible causes and repairing them in a scheduled manner	Factual and theoretical knowledge in the field of installing /repairing/servicing of appliances. No deeper knowledge or skills are required for this individual; hence this is level 4.	4
Professional skill	Punctuality, amenable behaviour, patience, trustworthiness, integrity and critical thinking	Range of cognitive and practical skill required for the installing /repairing/servicing of appliances. Hence this is level 4.	4
Core skill	Effective skill in writing, reading and oral communication (listening and speaking skills) with required clarity	Skill to communicate written or oral with required clarity, but not to manage/supervise others. Hence this is level 4.	4

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<b>Title/Name of qualification/component: Field Technician – Other Home Appliances</b>			<b>Level: 4</b>
<b>NSQF Domain</b>	<b>Outcomes of the Qualification/Component</b>	<b>How the outcomes relates to the NSQF level descriptors</b>	<b>NSQF Level</b>
Responsibility	Responsible for completing the assigned task, effective team working, safety of self and in workplace	Accountable for own work and learning in the domain of installing /repairing/servicing of television and hence this is level 4.	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		
	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 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>	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 PDA device servicing industry which is organised	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.  In case of unorganized sector, case studies or evidences may be given	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 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

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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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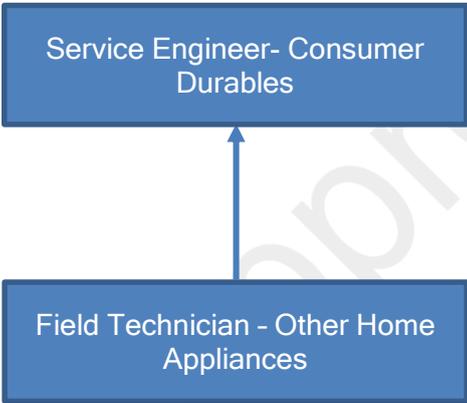
	17% during 2014-2020.		
27	<b>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</b>  N/A		
28	<b>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the 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	<p>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?</p> <p><b>Show the career map here to reflect the clear progression</b></p> <ol style="list-style-type: none"><li>1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large scale organizations.</li><li>2. Exploring various lateral career opportunities for the discussed qualification</li><li>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.</li></ol>  <pre>graph BT; A[Field Technician - Other Home Appliances] --&gt; B[Service Engineer- Consumer Durables]</pre>
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