



Customer Care Executive

QP Code: ELE/Q4603

Version: 2.0

NSQF Level: 4

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ELE/Q4603: Customer Care Executive

Brief Job Description

The individual in this job is responsible for receiving, understanding and responding to customer queries through telephone or e-mail. The individual records the complaints for follow up, coordinates with other departments to resolve technical problems and closes non-technical issues raised by customers on the call itself.

Personal Attributes

The individual in this job needs to be customer friendly and target oriented. The individual must have patience and should be able to work with a positive attitude while attending to diverse customers.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N4606: Interact with customers on telephone to resolve non-technical and technical issues](#)
2. [ELE/N4607: Profile the customer and register complaint](#)
3. [ELE/N9905: Work effectively at the workplace](#)
4. [ELE/N1002: Apply health and safety practices at the workplace](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
Country	India
NSQF Level	4
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

Minimum Educational Qualification & Experience	8th Class (+ ITI (2 years after 8th)) with 2 Years of experience relevant OR 10th Class with 2 Years of experience relevant OR 12th Class OR Certificate-NSQF (Level-3 in domain of customer care segment) with 2 Years of experience
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	Basic computer and internet knowledge
Minimum Job Entry Age	18 Years
Last Reviewed On	31/03/2022
Next Review Date	31/07/2025
Deactivation Date	31/07/2024
NSQC Approval Date	31/03/2022
Version	2.0
Reference code on NQR	2022/EHW/ESSCI/05637
NQR Version	1.0

ELE/N4606: Interact with customers on telephone to resolve non-technical and technical issues

Description

This OS unit is about engaging with customers who call the customer care centre for registering complaints on concerns relating to their hardware equipment and then understanding the queries, suggesting possible solutions for non-technical ones, recording technical complaints and coordinating with field support or remote helpdesk teams for resolution.

Scope

The scope covers the following :

- This unit/task covers the following:
- Compile work requirements
- Collect customer information
- Interact with the customer and record interaction details
- Assess hardware problem from customer
- Close the call
- Coordinate with other departments to resolve the query

Elements and Performance Criteria

Compile work requirements

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

- PC1.** co-ordinate with the seniors on daily targets and handling specific unresolved queries of customers
- PC2.** check customer care database for number of calls to be attended in a day and type of queries
- PC3.** attend training on latest versions of products/ technology and software
- PC4.** coordinate with repair center or field technician for specific queries

Collect customer information

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

- PC5.** call or attend the customer's call, greet and welcome them as per company's script by introducing self and enquiring about customer's queries
- PC6.** check whether the query is relevant and can be resolved by the company
- PC7.** collect customer's identity related information such as name, date of birth, e-mail, phone number, hardware serial number and annual maintenance contract (AMC) reference no.
- PC8.** assess the customer's requirement(s) accurately and ensure there are no customer complaints on engagement aspect
- PC9.** enquire for relevant documents to be sent if current address or identity does not match with existing database
- PC10.** categorise the type of service required and the authorised person/team
- PC11.** enquire the customer to get details about the query so as to separate hardware and software complaints

- PC12.** use open and close ended questions to identify nature of problem, for example, display, audio, SMPS fault, broken switch etc. and record all the symptoms and issues described by the customer

Interact with the customer and record interaction details

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

- PC13.** enquire the duration and recurrence of the problem
- PC14.** inform customers about any new customer benefit policy / scheme introduced by company such as online customer care, registering query through SMS
- PC15.** summarise and confirm all the information collected from customer for mutual agreement on the nature or problem and likely causes
- PC16.** document call and customer's details in the company's ERP software for future tracking and reference as per company policy without any mistake
- PC17.** provide query reference number to customer for future references
- PC18.** rectify incorrect details in existing database to extent allowed by company policy

Assess hardware problem from customer

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

- PC19.** ensure that the relevant department has all preliminary details to resolve the problem
- PC20.** analyse the cause of the problem to determine if it is due to external operating environment such as voltage fluctuation or customer negligence
- PC21.** provide appropriate solution for non-technical queries right away

Close the call

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

- PC22.** decide whether the query can be closed immediately by resolving right away or needs to be transferred to the relevant department such as remote technician helpdesk, field service
- PC23.** inform customer about the department that would resolve the query and the estimated time period for resolution
- PC24.** resolve queries such as application failure to load, warranty period related, customer negligence, non-operating system disk, etc.
- PC25.** interact with the customer to assure maximum satisfaction and positive feedback
- PC26.** ensure that calls are closed within the specified time mentioned in the Service Level Agreement (SLA)

Coordinate with other departments to resolve the query

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

- PC27.** record for or transfer the call to remote technical helpdesk
- PC28.** provide all the information regarding the query to remote helpdesk technician
- PC29.** record for or transfer the query to field service team
- PC30.** inform the respective team as per company's policy

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational culture and typical customer profile
- KU2.** relevant reference sheets, manuals and documents to be used at work

- KU3.** company's line of business and product offerings
- KU4.** functions of electrical and mechanical parts/ modules
- KU5.** basic electronics of system hardware and its maintenance
- KU6.** company's reporting structure and documentation policy
- KU7.** behavioural aspects and etiquette to be followed during customer's interaction
- KU8.** techniques to respond politely to all customer enquiries
- KU9.** various customer profiles and provide after sales support to them
- KU10.** company's products and recurring problems reported
- KU11.** company's policies and code of conduct on customer care
- KU12.** company's portfolio of products and that of competitors
- KU13.** company's internal process software such as ERP for recording and documenting the customer call
- KU14.** approximate wait time while checking customer details in the database and informing about the same to the customer
- KU15.** various departments that can resolve the customer issue and their respective functions
- KU16.** customers relevant questions to get an understanding about the issue
- KU17.** basic electronics involved in the different types of IT hardware products and functionalities
- KU18.** different modules in multiple IT hardware equipment, for example in computers ,SMPS, drivers, hard disk, battery, mother board, memory, input, output and storage devices
- KU19.** voltage and power requirement for different hardware devices along with controls of different peripherals, storage and networking devices and there operations
- KU20.** different types of peripherals, functions of electrical and mechanical parts/ modules
- KU21.** different models of after sales support provided by the company
- KU22.** techniques to win customer confidence on company service standards
- KU23.** methods of recording the details in the query log
- KU24.** operation of company internal process software and other applications such as MS Excel, MS Word, ERP for recording and document the customer call
- KU25.** type of issue with the information provided by the customer on call
- KU26.** difference between technical and non technical queries
- KU27.** different models of after sales support such as in house, AMC, Franchisee and their details
- KU28.** decide on the department the query needs to be transferred for right resolution
- KU29.** quality standards to be followed
- KU30.** targets to be achieved given on number of calls and closure
- KU31.** company Human Resource and performance evaluation policy

Generic Skills (GS)

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

- GS1.** read the customer information from the database
- GS2.** read text manuals regarding the hardware equipment issues
- GS3.** communicate in English and local language
- GS4.** seek inputs and assess the problems

- GS5.** educate on precautions to be taken during the hardware usage for better utilisation
- GS6.** remain patient and courteous with all types of customers and under all circumstances
- GS7.** develop a rapport with customers and put customer at ease
- GS8.** listen carefully, interpret customer requirements and suggest solutions
- GS9.** record the customer query details in the query log
- GS10.** read text manuals regarding the hardware equipment issues
- GS11.** listen carefully and interpret their requirement
- GS12.** seek inputs and assess the problems
- GS13.** communicate in local or English language
- GS14.** enquire relevant questions to deduce the problem in hardware equipment
- GS15.** remain patient and courteous with all types of customers under all circumstances
- GS16.** suggest customer on possible solutions
- GS17.** record the customer query details in the query log
- GS18.** educate on precautions to be taken during the hardware usage for better utilisation
- GS19.** suggest customer on possible solutions
- GS20.** decide on query resolution and call closure of non technical queries
- GS21.** put the customer at ease and suggest solutions
- GS22.** share work load as and when required
- GS23.** interpret the concerns and provide possible solutions to the customer
- GS24.** measure the customer's level of satisfaction
- GS25.** develop a rapport with customers
- GS26.** spot process disruptions and delays
- GS27.** report on any customer concerns to superiors without delay

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Compile work requirements</i>	5	4	-	1
PC1. co-ordinate with the seniors on daily targets and handling specific unresolved queries of customers	1	-	-	-
PC2. check customer care database for number of calls to be attended in a day and type of queries	2	-	-	-
PC3. attend training on latest versions of products/technology and software	2	-	-	-
PC4. coordinate with repair center or field technician for specific queries	-	4	-	1
<i>Collect customer information</i>	7	12	-	3
PC5. call or attend the customer's call, greet and welcome them as per company's script by introducing self and enquiring about customer's queries	-	4	-	1
PC6. check whether the query is relevant and can be resolved by the company	1	-	-	-
PC7. collect customer's identity related information such as name, date of birth, e-mail, phone number, hardware serial number and annual maintenance contract (AMC) reference no.	2	-	-	-
PC8. assess the customer's requirement(s) accurately and ensure there are no customer complaints on engagement aspect	1	-	-	-
PC9. enquire for relevant documents to be sent if current address or identity does not match with existing database	1	-	-	-
PC10. categorise the type of service required and the authorised person/team	2	-	-	-
PC11. enquire the customer to get details about the query so as to separate hardware and software complaints	-	4	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use open and close ended questions to identify nature of problem, for example, display, audio, SMPS fault, broken switch etc. and record all the symptoms and issues described by the customer	-	4	-	1
<i>Interact with the customer and record interaction details</i>	8	8	-	1
PC13. enquire the duration and recurrence of the problem	1	-	-	-
PC14. inform customers about any new customer benefit policy / scheme introduced by company such as online customer care, registering query through SMS	2	4	-	-
PC15. summarise and confirm all the information collected from customer for mutual agreement on the nature or problem and likely causes	2	-	-	-
PC16. document call and customer's details in the company's ERP software for future tracking and reference as per company policy without any mistake	1	4	-	1
PC17. provide query reference number to customer for future references	1	-	-	-
PC18. rectify incorrect details in existing database to extent allowed by company policy	1	-	-	-
<i>Assess hardware problem from customer</i>	5	9	-	3
PC19. ensure that the relevant department has all preliminary details to resolve the problem	2	4	-	1
PC20. analyse the cause of the problem to determine if it is due to external operating environment such as voltage fluctuation or customer negligence	2	4	-	1
PC21. provide appropriate solution for non-technical queries right away	1	1	-	1
<i>Close the call</i>	9	12	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. decide whether the query can be closed immediately by resolving right away or needs to be transferred to the relevant department such as remote technician helpdesk, field service	2	-	-	-
PC23. inform customer about the department that would resolve the query and the estimated time period for resolution	2	-	-	-
PC24. resolve queries such as application failure to load, warranty period related, customer negligence, non-operating system disk, etc.	2	4	-	1
PC25. interact with the customer to assure maximum satisfaction and positive feedback	1	4	-	-
PC26. ensure that calls are closed within the specified time mentioned in the Service Level Agreement (SLA)	2	4	-	-
<i>Coordinate with other departments to resolve the query</i>	6	5	-	1
PC27. record for or transfer the call to remote technical helpdesk	2	-	-	-
PC28. provide all the information regarding the query to remote helpdesk technician	1	2	-	-
PC29. record for or transfer the query to field service team	2	2	-	1
PC30. inform the respective team as per company's policy	1	1	-	-
NOS Total	40	50	-	10

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4606
NOS Name	Interact with customers on telephone to resolve non-technical and technical issues
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/07/2025
NSQC Clearance Date	31/03/2022

ELE/N4607: Profile the customer and register complaint

Description

This OS unit is about suggesting possible solutions for non-technical queries, recording technical complaints and coordinating with field support or remote helpdesk teams for resolution

Elements and Performance Criteria

Profiling the customer query

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

- PC1.** receive the customer details
- PC2.** use the companys internal ERP software to get customer details such as name, date of birth
- PC3.** record whether retail or corporate customer; equipment is under warranty, annual maintenance contract (AMC); reference number
- PC4.** clearly profile the customers and direct them accordingly
- PC5.** accurately capture customer and query details as per companys policy

Understanding the problem encountered

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

- PC6.** ask the customer regarding the query and listen carefully to separate hardware from software complaints
- PC7.** record the query on the internal software
- PC8.** whether the query is relevant and can be resolved by the company
- PC9.** correctly identify the problem area
- PC10.** decide the type of service required and who is the most capable to do so
- PC11.** ensure that the relevant department has all preliminary details to resolve the problem

Assessing hardware problem

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

- PC12.** ask both open and close ended questions to identify location of problem, for example, display; audio; not booting; operating system corrupted; printer head not working
- PC13.** record all the symptoms and issues faced by customer such as cooling fan not working, SMPS fault, Print head problem, broken switch
- PC14.** gauge the duration for which the problem has existed or a repeat problem
- PC15.** external operating environment such as voltage fluctuation or customer negligence
- PC16.** provide appropriate solution for non-technical queries right away
- PC17.** satisfy the customer with the solution and receive positive feedback
- PC18.** ensure that calls are closed within the specified time mentioned in the Service Level Agreement (SLA)
- PC19.** achieve target on number of call closures

Closing the call

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

- PC20.** decide whether the query can be closed immediately by resolving right away
- PC21.** transfer to relevant department such as remote technician helpdesk, field service

PC22. inform customer on the department that would resolve the query and the estimated time period for resolution

PC23. resolve queries such as application failure to load, warranty period related, customer negligence, no operating system disk, etc.

PC24. gauge customer on satisfaction

Coordinate with other departments to resolve the query

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

PC25. record for or transfer the call to remote technical helpdesk

PC26. provide all the information regarding the query to remote helpdesk technician

PC27. record for or transfer the query to field service team

PC28. inform the respective team as per companys policy

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on: customer care

KU2. companys code of conduct

KU3. organization culture and typical customer profile

KU4. companys reporting structure

KU5. companys documentation policy

KU6. companys line of business and product offerings

KU7. companys Human Resource and performance evaluation policy

KU8. internal process system such as ERP followed in the organization

KU9. basic electronics involved in the hardware

KU10. different types of IT hardware products and functionalities

KU11. different types of peripherals

KU12. functions of electrical and mechanical parts/ modules

KU13. typical customer profile

KU14. companys portfolio of products and that of competitors

KU15. different modules in multiple IT hardware equipments, for example in computers, SMPS, drivers, hard disk, battery, mother board

KU16. operating system and Microsoft office package

KU17. voltage and power requirement for different hardware devices

KU18. memory, input, output and storage devices

KU19. how to operate the system and other hardware peripherals

KU20. controls of different peripherals, storage and networking devices

KU21. how to ask customers relevant questions to get an understanding about the issue

KU22. interpret the issue with the information provided by the customer on call

KU23. technical and non-technical queries

KU24. various departments who can resolve the customer issue and their functions

KU25. different models of after sales support such as in house, AMC, Franchisee and their details

KU26. different type of customers and services offered to them

KU27. quality standards to be followed

Generic Skills (GS)

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

- GS1.** read the customer information from the database
- GS2.** read text manuals regarding the hardware equipment issues
- GS3.** to record the customer query details in the query log
- GS4.** to share work load as required
- GS5.** to achieve the targets given on number of calls and closure
- GS6.** develop a rapport with customers
- GS7.** listen carefully and interpret their requirement
- GS8.** suggest customer on possible solutions
- GS9.** seek inputs at assess the problems
- GS10.** put the customer at ease and suggest solutions
- GS11.** communicate in English and local language
- GS12.** educate on precautions to be taken during the hardware usage for better utilisation
- GS13.** significance of following telephone etiquettes while interacting with customers
- GS14.** importance of being patient and courteous with all types of customers
- GS15.** being polite and courteous under all circumstances

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Profiling the customer query</i>	10	10	-	-
PC1. receive the customer details	2	2	-	-
PC2. use the companys internal ERP software to get customer details such as name, date of birth	2	2	-	-
PC3. record whether retail or corporate customer; equipment is under warranty, annual maintenance contract (AMC); reference number	2	2	-	-
PC4. clearly profile the customers and direct them accordingly	2	2	-	-
PC5. accurately capture customer and query details as per companys policy	2	2	-	-
<i>Understanding the problem encountered</i>	12	12	-	-
PC6. ask the customer regarding the query and listen carefully to separate hardware from software complaints	2	2	-	-
PC7. record the query on the internal software	2	2	-	-
PC8. whether the query is relevant and can be resolved by the company	2	2	-	-
PC9. correctly identify the problem area	2	2	-	-
PC10. decide the type of service required and who is the most capable to do so	2	2	-	-
PC11. ensure that the relevant department has all preliminary details to resolve the problem	2	2	-	-
<i>Assessing hardware problem</i>	9	20	-	-
PC12. ask both open and close ended questions to identify location of problem, for example, display; audio; not booting; operating system corrupted; printer heed not working	2	2	-	-
PC13. record all the symptoms and issues faced by customer such as cooling fan not working, SMPS fault, Print head problem, broken switch	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. gauge the duration for which the problem has existed or a repeat problem	1	3	-	-
PC15. external operating environment such as voltage fluctuation or customer negligence	1	3	-	-
PC16. provide appropriate solution for non-technical queries right away	1	3	-	-
PC17. satisfy the customer with the solution and receive positive feedback	1	2	-	-
PC18. ensure that calls are closed within the specified time mentioned in the Service Level Agreement (SLA)	1	2	-	-
PC19. achieve target on number of call closures	1	2	-	-
<i>Closing the call</i>	5	10	-	-
PC20. decide whether the query can be closed immediately by resolving right away	1	2	-	-
PC21. transfer to relevant department such as remote technician helpdesk, field service	1	2	-	-
PC22. inform customer on the department that would resolve the query and the estimated time period for resolution	1	2	-	-
PC23. resolve queries such as application failure to load, warranty period related, customer negligence, no operating system disk, etc.	1	2	-	-
PC24. gauge customer on satisfaction	1	2	-	-
<i>Coordinate with other departments to resolve the query</i>	4	8	-	-
PC25. record for or transfer the call to remote technical helpdesk	1	2	-	-
PC26. provide all the information regarding the query to remote helpdesk technician	1	2	-	-
PC27. record for or transfer the query to field service team	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. inform the respective team as per companys policy	1	2	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4607
NOS Name	Profile the customer and register complaint
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	31/07/2025
NSQC Clearance Date	31/03/2022

ELE/N9905: Work effectively at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Communicate effectively at the workplace

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

- PC1.** exchange information and instruction with colleagues, and seek clarifications and feedback as necessary
- PC2.** assist colleagues where required
- PC3.** follow business communication etiquette in all interactions and communicative formats (online, digital, and in-person)
- PC4.** document and share all relevant information with stakeholders in agreed formats and as per agreed timelines

Work effectively

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

- PC5.** identify and obtain clarity regarding organisational, team and own goals and targets
- PC6.** prioritise and plan work in order to achieve goals and targets
- PC7.** monitor own and team performance as per agreed plan
- PC8.** complete duties accurately, systematically and within required timeframes
- PC9.** express emotions appropriately at the workplace and manage own response to heightened emotions
- PC10.** maintain orderliness and cleanliness in the work area

Maintain and enhance professional competence

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

- PC11.** identify own strengths and weaknesses in relation to goals and targets
- PC12.** adapt self, service, or product to meet success criteria
- PC13.** seek and select opportunities for continuous professional development
- PC14.** formulate a professional development plan to enhance capabilities
- PC15.** build or contribute to the organizational knowledge base of cases, clients, issues, solutions, and innovations

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

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

Work in a disciplined and ethical manner

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

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

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

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

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

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

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

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

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

Uphold social diversity at the workplace

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

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

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

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

PC29. respect the personal and professional space of others

PC30. access grievance redressal mechanisms as per legislations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. organizational hierarchy and escalation matrix

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

KU4. organisational norms on health, safety and sustainability

KU5. work area inspection procedures and practices

KU6. professional etiquette and grooming

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

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

- KU9.** developments and trends impacting professional practice
- KU10.** importance of taking and using feedback from colleagues and clients to identify and introduce improvements in work performance
- KU11.** professional ethics and workplace norms on reporting and/or penalizing unethical behaviour and practices.
- KU12.** guidelines and legal requirements on disclosure, confidentiality, and conflicts of interest
- KU13.** strategies for collaboration with colleagues and clients.
- KU14.** professional responses and strategies against inappropriate language or behaviour toward self and others
- KU15.** Implicit bias (based on gender, disability, class, caste, colour, race, culture, religion, etc.) and its consequences in the workplace
- KU16.** organizational guidelines, prevalent legislations and accessibility norms and processes to support PwDs at the workplace
- KU17.** strategies for time, effort and resource allocation towards the goals.
- KU18.** basic concepts of work productivity including waste reduction, efficient material usage and optimization of time

Generic Skills (GS)

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

- GS1.** complete documentation and forms such as work orders, invoices maintenance records activity logs, attendance sheets as per organizational format in English and/or local language
- GS2.** write basic accident or incident report accurately in an appropriate format
- GS3.** read warnings, instructions and other text material on product labels, components, etc. and relevant signages, warnings, labels or descriptions on equipment, etc. while carrying out work activities
- GS4.** convey and share technical information clearly using appropriate language
- GS5.** clarify task-related information
- GS6.** liaise with authorities and supervisors as per organizational protocol
- GS7.** listen, speak, and write in an inclusive, respectful manner in line with organizational protocol
- GS8.** seek clarification from immediate supervisor or responsible authority or exercise most appropriate solutions to safety breaches at work
- GS9.** report to the supervisor and when to deal with a colleague depending on the type of concern
- GS10.** deliver product to next work process on time
- GS11.** improve work process and report potential areas of delays and disruptions
- GS12.** communicate problems appropriately to others
- GS13.** identify symptoms of the fault to the cause of the problem and resolve, otherwise seek assistance and support from other sources to solve the problem
- GS14.** anticipate and avoid hazards that may occur during repairs because of tools, materials used or repair processes
- GS15.** complete tasks efficiently and accurately within stipulated time
- GS16.** appreciate and respect social diversity in all professional settings
- GS17.** develop awareness and accountability for perspectives on gender, disabilities, and socio-cultural issues leading to discrimination, bias, or harassment at the workplace



Qualification Pack



GS18. maintain positive and effective relationships with colleagues and customers

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively at the workplace</i>	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	-	-
<i>Work effectively</i>	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	-	-
<i>Maintain and enhance professional competence</i>	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	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-
<i>Work in a disciplined and ethical manner</i>	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	-	-
<i>Uphold social diversity at the workplace</i>	10	11	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-

National Occupational Standards (NOS) Parameters

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

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Deal with workplace hazards

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

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

Apply fire safety practices

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

- PC10.** take preventive measures to prevent fire hazards
- PC11.**
 - use appropriate fire extinguishers for different types of fires
 - Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no I
- PC12.** exhibit rescue and first-aid techniques in case of fire or electrocution

Follow emergencies, rescue and first-aid procedures

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

- PC13.** administer appropriate first aid to victims in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC14.** administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock,
- PC15.** participate regularly in emergency procedures such as raising alarm, safe/efficient, evacuation, correct means of taking shelter and escaping, correct assembly point, roll call, correct return to work
- PC16.** use correct method to move injured people and others during an emergency

Effective waste management/recycling practices

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

- PC17.** identify recyclable and non-recyclable, and hazardous waste generated
- PC18.** segregate waste into different categories
- PC19.** ensure disposal of non-recyclable waste appropriately
- PC20.** deposit non-recyclable and reusable material at identified location
- PC21.** follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of working in clean and safe work environment following safety practices and procedures
- KU2.** health and safety roles and responsibilities of relevant personnel within and outside the organisation
- KU3.** key internal and external sources of health and safety information
- KU4.** basic knowledge of electronic devices and related health risks
- KU5.** meaning of hazards and risks
- KU6.** various types of health and safety hazards commonly present in the work environment such as physical hazards, electrical hazards, chemical hazards, fire hazards, equipment related hazards, health hazards, etc.
- KU7.** methods of accident prevention
- KU8.** importance of using protective clothing/equipment while working
- KU9.** general principles for identifying and controlling health and safety risks
- KU10.** main hazards and preventive as well as control measures while working with different types of equipment
- KU11.** importance of carrying out electrical and non-electrical isolation to prevent hazards from loss of machine/system/process control
- KU12.** main hazards and preventive as well as control measures when working with electrical systems or using electrical equipment
- KU13.** forms and classifications of hazardous substances
- KU14.** safe working practices while working at various hazardous sites
- KU15.** prevention and control measures to reduce risks from exposure to hazardous substances
- KU16.** health effects associated with exposure to noise and vibration and the appropriate control measures

- KU17.** precautionary activities to prevent the fire accident
- KU18.** various causes of fire such as heating of metal, spontaneous ignition, sparking, electrical eating, loose fires (smoking, welding, etc.) chemical fires etc.
- KU19.** techniques of using the different fire extinguishers
- KU20.** different methods and material to extinguish fires
- KU21.** different materials used for extinguishing fire such as sand, water, foam, CO2, dry powder
- KU22.** rescue techniques used during a fire hazard
- KU23.** various types of safety signs and their meaning
- KU24.** basic first aid treatment relevant to the common work place injuries e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries
- KU25.** contents of written accident report
- KU26.** potential injuries and ill health associated with incorrect handling of tools and equipment
- KU27.** safe lifting and carrying practices
- KU28.** potential impact to a person who is moved incorrectly
- KU29.** personal safety, health and dignity issues relating to the movement of a person by others
- KU30.** ESD measures and 5S
- KU31.** efficient utilization and management of material and water
- KU32.** ways to recognize common electrical problems and practices of conserving electricity
- KU33.** usage of different colours of dustbins, categorization of waste into dry, wet, recyclable, nonrecyclable and items of single-use plastics
- KU34.** organization's procedure for minimizing waste
- KU35.** waste management and methods of waste disposal
- KU36.** common sources of pollution and ways to minimize it
- KU37.** names, contact information and location of people responsible for health and safety in the workplace
- KU38.** location of documents and equipment for health and safety compliance/practices in the workplace
- KU39.** safety notices, signs and instructions at workplace

Generic Skills (GS)

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

- GS1.** interpret general health and safety guidelines labels, charts, signages
- GS2.** read operation manuals
- GS3.** write health and safety compliance report
- GS4.** write an accident/incident report in local language or English
- GS5.** provide an emergency or safety incident brief to seniors or relevant authorities in a calm, clear and to-the-point manner
- GS6.** communicate general health and safety guidelines to colleagues/co-workers
- GS7.** communicate appropriately with co-workers in order to clarify instructions and other issues
- GS8.** act in case of any potential hazards observed in the work place

- GS9.** plan and organize their own work schedule, work area, tools, equipment in compliance with organizational policies for health, safety and security
- GS10.** take adequate measures to ensure the safety of clients and visitors at the workplace
- GS11.** identify immediate or temporary solutions to resolve delays
- GS12.** evaluate the work area for health and safety risks or hazards
- GS13.** use cause and effect relations to anticipate potential issues, problems and their solution in the work area related to safety
- GS14.** recognise emergency and potential emergency situations
- GS15.** protect self and others from a health and safety risk or hazard
- GS16.** communicate and collaborate to incorporate sustainable practices (greening) in workplace processes
- GS17.** record data on waste disposal at workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Deal with workplace hazards</i>	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	-	-
<i>Apply fire safety practices</i>	4	9	-	-
PC10. take preventive measures to prevent fire hazards	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. <ul style="list-style-type: none"> • 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 I 	1	3	-	-
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	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	35	65	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N1002
NOS Name	Apply health and safety practices at the workplace
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Health Safety
NSQF Level	4
Credits	TBD
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ 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 center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N4606.Interact with customers on telephone to resolve non-technical and technical issues	40	50	-	10	100	30
ELE/N4607.Profile the customer and register complaint	40	60	-	-	100	30
ELE/N9905.Work effectively at the workplace	40	60	-	-	100	20
ELE/N1002.Apply health and safety practices at the workplace	35	65	-	-	100	20
Total	155	235	-	10	400	100

Acronyms

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

Glossary

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

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