



Remote Helpdesk Technician

QP Code: ELE/Q4604

Version: 2.0

NSQF Level: 3

Electronics Sector Skills Council of India || 155, 2nd Floor, ESC House Okhla Industrial Area-Phase 3
New Delhi- 110020 || email:standards@essc-india.org

Contents

ELE/Q4604: Remote Helpdesk Technician	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
ELE/N4606: Engage with customer on telephone	5
ELE/N4608: Diagnose, troubleshoot and resolve the customer query on call	12
ELE/N9972: Communicate and coordinate effectively with others	21
ELE/N1003: Work effectively, sustainably and safely	25
Assessment Guidelines and Weightage	29
<i>Assessment Guidelines</i>	29
<i>Assessment Weightage</i>	30
Acronyms	31
Glossary	32

ELE/Q4604: Remote Helpdesk Technician

Brief Job Description

The individual in this job role receives, understands and resolves customer's technical queries through telephone and interacts with customer to identify the problem, understand the cause, to trouble shoot and resolve the queries.

Personal Attributes

The job requires the individual to have: ability to develop customer confidence while talking on phone; patience and positive attitude towards work to listen to diverse set of customers

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N4606: Engage with customer on telephone](#)
2. [ELE/N4608: Diagnose, troubleshoot and resolve the customer query on call](#)
3. [ELE/N9972: Communicate and coordinate effectively with others](#)
4. [ELE/N1003: Work effectively, sustainably and safely](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
Country	India
NSQF Level	3
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2004/5220.22

Minimum Educational Qualification & Experience	8th Class ((with 2 years of relevant Experience) OR (10th Class with 06 months of relevant Experience)) OR I.T.I (after 8th) OR Certificate-NSQF ((Level-2 in the domain of (Electronics / Electrical / Mechanical)) with 2 Years of experience In the relevant field
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/01/2025
Deactivation Date	31/07/2024
NSQC Approval Date	27/01/2022
Version	2.0
Reference code on NQR	2022/EHW/ESSC/05134
NQR Version	1.0

ELE/N4606: Engage with customer on telephone

Description

This OS unit is about engaging with customers who have called the customer care centre for registering complaints on concerns relating to their hardware equipment

Elements and Performance Criteria

Understanding work requirement

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

- PC1.** receive instructions on daily target from superior
- PC2.** receive instructions on handling specific customer with unresolved queries
- PC3.** check customer care database for number of calls to be attended on a day and type of queries
- PC4.** coordinate with repair centre or field technician for specific queries
- PC5.** receive training on latest versions of products/ technology and software

Engaging with Customers

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

- PC6.** call the customer or receive the customer call
- PC7.** greet the customer and welcome the customer for customer care centre as per company's script
- PC8.** introduce self and enquire about customer's queries
- PC9.** be polite and patient
- PC10.** build customer confidence by following telephone etiquette as per company's policy
- PC11.** accurately assess the customer's requirement(s)
- PC12.** make the customer comfortable by appropriately greeting and welcoming
- PC13.** ensure there are no customer complaints on engagement aspect

Collecting customer information on phone

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

- PC14.** collect customer information such as name, account number, hardware serial no.
- PC15.** ask customer's identity related questions such as name, date of birth, e-mail, phone no. and reference no. of annual maintenance contract (AMC)
- PC16.** ask for relevant documents to be sent if current address or identity does not match with existing database
- PC17.** inform customers about time-to-wait while checking for customer details in the database

Starting interaction with customer on phone

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

- PC18.** educate customer on relevant customer care policy of company
- PC19.** inform customers about any new customer benefit policy / scheme introduced by company such as online customer care, registering query through SMS
- PC20.** respond to all customer enquiries
- PC21.** summarise and confirm all the information collected from customer for mutual agreement on the nature or problem and likely causes

Recording customer details

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

- PC22.** record the customer and call details as per company policy
- PC23.** document the customer details in the companys ERP software for future tracking and reference
- PC24.** provide query reference number to customer for future references
- PC25.** make no mistakes in capturing customers details
- PC26.** rectify incorrect details in existing database to extent allowed by company policy
- PC27.** accurately record customer query for future references

Productivity

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

- PC28.** achieve the target set for number of calls to attend in a period of time
- PC29.** achieve the target set on number of calls to be closed successfully
- PC30.** win customers confidence on companys service standards

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.** organisation 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 organisation
- KU9.** companys products and recurring problems reported
- KU10.** how to communicate with customers in order to put them at ease
- KU11.** basic electronics of system hardware
- KU12.** hardware maintenance
- KU13.** functions of electrical and mechanical parts/ modules
- KU14.** behavioural aspects and etiquette to be followed at customers interaction
- KU15.** relevant reference sheets, manuals and documents to be used at work
- KU16.** internal process system and their usage
- KU17.** different models of after sales support provided by the company and
- KU18.** different types of customer and the after sales support provided to them

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.** develop a rapport with customers
- GS5.** listen carefully and interpret their requirement
- GS6.** suggest customer on possible solutions
- GS7.** seek inputs at assess the problems
- GS8.** put the customer at ease and suggest solutions
- GS9.** communicate in English and local language
- GS10.** educate on precautions to be taken during the hardware usage for better utilisation
- GS11.** significance of following telephone etiquettes while interacting with customers
- GS12.** importance of being patient and courteous with all types of customers
- GS13.** being polite and courteous under all circumstances
- GS14.** operate computer and internet
- GS15.** use and understand Microsoft package
- GS16.** operate companys internal process software such as ERP for recording and documenting the customer call

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understanding work requirement</i>	5	10	-	-
PC1. receive instructions on daily target from superior	1	2	-	-
PC2. receive instructions on handling specific customer with unresolved queries	1	2	-	-
PC3. check customer care database for number of calls to be attended on a day and type of queries	1	2	-	-
PC4. coordinate with repair centre or field technician for specific queries	1	2	-	-
PC5. receive training on latest versions of products/ technology and software	1	2	-	-
<i>Engaging with Customers</i>	13	16	-	-
PC6. call the customer or receive the customer call	2	2	-	-
PC7. greet the customer and welcome the customer for customer care centre as per companys script	2	2	-	-
PC8. introduce self and enquire about customers queries	2	2	-	-
PC9. be polite and patient	2	2	-	-
PC10. build customer confidence by following telephone etiquette as per companys policy	2	2	-	-
PC11. accurately assess the customers requirement(s)	1	2	-	-
PC12. make the customer comfortable by appropriately greeting and welcoming	1	2	-	-
PC13. ensure there are no customer complaint on engagement aspect	1	2	-	-
<i>Collecting customer information on phone</i>	8	8	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. collect customer information such as name, account number, hardware serial no.	2	2	-	-
PC15. ask customers identity related questions such as name, date of birth, e-mail, phone no. and reference no. of annual maintenance contract (AMC)	2	2	-	-
PC16. ask for relevant documents to be sent if current address or identity does not match with existing database	2	2	-	-
PC17. inform customers about time-to-wait while checking for customer details in the database	2	2	-	-
<i>Starting interaction with customer on phone</i>	5	8	-	-
PC18. educate customer on relevant customer care policy of company	2	2	-	-
PC19. inform customers about any new customer benefit policy / scheme introduced by company such as online customer care, registering query through SMS	1	2	-	-
PC20. respond to all customer enquiries	1	2	-	-
PC21. summarise and confirm all the information collected from customer for mutual agreement on the nature or problem and likely causes	1	2	-	-
<i>Recording customer details</i>	6	12	-	-
PC22. record the customer and call details as per company policy	1	2	-	-
PC23. document the customer details in the companys ERP software for future tracking and reference	1	2	-	-
PC24. provide query reference number to customer for future references	1	2	-	-
PC25. make no mistakes in capturing customers details	1	2	-	-
PC26. rectify incorrect details in existing database to extent allowed by company policy	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. accurately record customer query for future references	1	2	-	-
<i>Productivity</i>	3	6	-	-
PC28. achieve the target set for number of calls to attend in a period of time	1	2	-	-
PC29. achieve the target set on number of calls to be closed successfully	1	2	-	-
PC30. win customers confidence on companys service standards	1	2	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4606
NOS Name	Engage with customer on telephone
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	24/12/2013
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

ELE/N4608: Diagnose, troubleshoot and resolve the customer query on call

Description

This OS unit is about diagnosing the technical query raised by customers, perform troubleshooting and resolve the queries through telephone

Elements and Performance Criteria

Receiving customers query

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

- PC1.** receive the customer query details from customer care centre
- PC2.** develop basic understanding about the customers query
- PC3.** get customer details, equipment reference information, warranty coverage, service coverage and other relevant details for query resolutions
- PC4.** use the companys system (internal erp software) to get customer details and update the query in query log
- PC5.** communicate to accurately gather required information
- PC6.** identify correctly the problem first time to close the call within specified turnaround time (tat)
- PC7.** identify whether the issue is software or hardware related

Diagnosing problem

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

- PC8.** ask the customer regarding the complaint registered and listen carefully
- PC9.** ask both open and close ended questions to understand the concerns
- PC10.** interpret symptoms and relate to likely problem areas
- PC11.** ask probing questions to customers to identify the problem
- PC12.** broadly identify the area of software or hardware malfunction
- PC13.** find the root cause of the problem
- PC14.** decide to provide appropriate solution

Identifying cause of problem

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

- PC15.** record all the symptoms and identify problems such as cooling fan not working, smps fault, print head problem, broken switch
- PC16.** guide the customer step-by-step on what function to be performed in the system in order to diagnose
- PC17.** visualise what is happening in the system by interacting with customers
- PC18.** ask relevant questions to understand the software level issues faced such as operating system corrupted, mistakenly installing a malware
- PC19.** ask relevant questions to customers to understand the hardware issues, for example whether there is display issue; audio issue; not booting; printer heed not working
- PC20.** understand from customer on operating environment such as voltage fluctuation, customer negligence while handling the system

Providing solutions

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

- PC21.** decide whether the query can be closed or resolved on phone
- PC22.** provide technical assistance such as reinstalling the operating system, uninstalling the malware, modifying the system configuration settings, reinstalling the driver software for software and system related issues
- PC23.** guide customers to check configuration settings to check the functioning of hardware and connection
- PC24.** guide customers to use special software that would diagnose and resolve common issues
- PC25.** educate about not using pirated or unlicensed software versions
- PC26.** identify hardware related problems and transfer to field service team if it can be resolved only by visiting customers premises
- PC27.** inform customers on the field-service department that would resolve the query and the estimated time period for resolution
- PC28.** close the problems during the first call and avoid repeat / multiple calls for closure
- PC29.** resolve problems for the targeted number of calls per day or month
- PC30.** resolve problems within specified time per customer without wasting time of unrelated questioning or remote operations
- PC31.** avoid rework or further complaints from customer on the same technical issue
- PC32.** satisfy the customer with the solution and receive positive feedback from the customer
- PC33.** document the resolution for future references
- PC34.** achieve the target on number of call closures

Interacting with other departments

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

- PC35.** interact with customer care department to get customer and basic query details
- PC36.** coordinate with field team and assign them on the query by providing all details on component failure, spares to be carried, etc
- PC37.** interact with customer care centre if there are any wrong transfer and educate them
- PC38.** accurately decide on requirement transferring the query to field service team
- PC39.** avoid wrong transfer of queries to other department
- PC40.** brief field technician accurately provide to enable smooth resolution without the need for repeating the entire process with customer

Closing the call and recording customer details

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

- PC41.** check with customer about problems resolved
- PC42.** achieve 100% customer on satisfaction and rework if necessary
- PC43.** educate the customer on best way of using the equipment to avoid
- PC44.** provide query reference number to customer for future references
- PC45.** document the problems resolved and those transferred to field service
- PC46.** record call status: open or closed
- PC47.** record any specific external environment that may help identify cause of problems recurring in future
- PC48.** record any query/ detail for which customer has to be called back

PC49. provide clear picture of problems encountered earlier on the same product and resolution provided

PC50. accurately document all customer and query details for future reference

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. organisation 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 organisation

KU9. organisations Customer Relationship Management (CMR) policy

KU10. basic electronics involved in the hardware

KU11. different types of IT hardware products and their operating systems

KU12. different types of peripherals

KU13. functions of electrical and mechanical parts/ modules

KU14. typical customer profile

KU15. companys portfolio of products and that of competitors

KU16. different modules in multiple IT hardware equipments, for example in computers ,SMPS, drivers, hard disk, battery, mother board

KU17. components and their basic function in various modules in the hardware

KU18. basics of repair of hardware

KU19. how to use reference manuals

KU20. the use of typical Microsoft office package versions

KU21. voltage and power requirement for different hardware devices

KU22. memory, input, output and storage devices

KU23. how to operate the system and other hardware peripherals

KU24. controls of different peripherals, storage and networking devices

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

KU26. 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. 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.** to work with Customer Care as well as Field Technicians
- GS7.** develop a rapport with customers on phone
- GS8.** listen carefully and interpret their requirement
- GS9.** to suggest customer on possible solutions
- GS10.** how to operate different IT hardware such as desktops, printer, scanner, network devices
- GS11.** physical modules, components and internal software associated with these hardware equipment
- GS12.** In-depth product operation and use of the specific product handled example, for printer one should know about type of printers such as dot matrix, Ink jet and Laser jet, printer technologies, printer parts, opening & assembling of printer, error codes, print server configuration, etc.
- GS13.** basic repair works performed in these equipment
- GS14.** seek inputs at assess the problems
- GS15.** put the customer at ease and suggest solutions
- GS16.** communicate in local language
- GS17.** educate on precautions to be taken during the hardware usage for better utilization
- GS18.** significance of following telephone etiquette while interacting with customers
- GS19.** importance of being patient and courteous with all types of customers
- GS20.** being polite and courteous under all circumstances
- GS21.** how to build customers confidence
- GS22.** to spot process disruptions and delays
- GS23.** to report on any customer concerns to superiors without delay
- GS24.** to decide on query resolution and call closure of non technical queries
- GS25.** to decide on the department the query needs to be transferred for right resolution
- GS26.** to ask relevant questions to deduct the problem in hardware equipment
- GS27.** interpret the concerns and provide possible solutions to the customer

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receiving customers query</i>	7	7	-	-
PC1. receive the customer query details from customer care centre	1	1	-	-
PC2. develop basic understanding about the customers query	1	1	-	-
PC3. get customer details, equipment reference information, warranty coverage, service coverage and other relevant details for query resolutions	1	1	-	-
PC4. use the companys system (internal erp software) to get customer details and update the query in query log	1	1	-	-
PC5. communicate to accurately gather required information	1	1	-	-
PC6. identify correctly the problem first time to close the call within specified turnaround time (tat)	1	1	-	-
PC7. identify whether the issue is software or hardware related	1	1	-	-
<i>Diagnosing problem</i>	7	7	-	-
PC8. ask the customer regarding the complaint registered and listen carefully	1	1	-	-
PC9. ask both open and close ended questions to understand the concerns	1	1	-	-
PC10. interpret symptoms and relate to likely problem areas	1	1	-	-
PC11. ask probing questions to customers to identify the problem	1	1	-	-
PC12. broadly identify the area of software or hardware malfunction	1	1	-	-
PC13. find the root cause of the problem	1	1	-	-
PC14. decide to provide appropriate solution	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identifying cause of problem</i>	6	6	-	-
PC15. record all the symptoms and identify problems such as cooling fan not working, smps fault, print head problem, broken switch	1	1	-	-
PC16. guide the customer step-by-step on what function to be performed in the system in order to diagnose	1	1	-	-
PC17. visualise what is happening in the system by interacting with customers	1	1	-	-
PC18. ask relevant questions to understand the software level issues faced such as operating system corrupted, mistakenly installing a malware	1	1	-	-
PC19. ask relevant questions to customers to understand the hardware issues, for example whether there is display issue; audio issue; not booting; printer head not working	1	1	-	-
PC20. understand from customer on operating environment such as voltage fluctuation, customer negligence while handling the system	1	1	-	-
<i>Providing solutions</i>	14	14	-	-
PC21. decide whether the query can be closed or resolved on phone	1	1	-	-
PC22. provide technical assistance such as reinstalling the operating system, uninstalling the malware, modifying the system configuration settings, reinstalling the driver software for software and system related issues	1	1	-	-
PC23. guide customers to check configuration settings to check the functioning of hardware and connection	1	1	-	-
PC24. guide customers to use special software that would diagnose and resolve common issues	1	1	-	-
PC25. educate about not using pirated or unlicensed software versions	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. identify hardware related problems and transfer to field service team if it can be resolved only y visiting customers premises	1	1	-	-
PC27. inform customers on the field-service department that would resolve the query and the estimated time period for resolution	1	1	-	-
PC28. close the problems during the first call and avoid repeat / multiple calls for closure	1	1	-	-
PC29. resolve problems for the targeted number of calls per day or month	1	1	-	-
PC30. resolve problems within specified time per customer without wasting time of unrelated questioning or remote operations	1	1	-	-
PC31. avoid rework or further complaints from customer on the same technical issue	1	1	-	-
PC32. satisfy the customer with the solution and receive positive feedback from the customer	1	1	-	-
PC33. document the resolution for future references	1	1	-	-
PC34. achieve the target on number of call closures	1	1	-	-
<i>Interacting with other departments</i>	6	6	-	-
PC35. interact with customer care department to get customer and basic query details	1	1	-	-
PC36. coordinate with field team and assign them on the query by providing all details on component failure, spares to be carried, etc	1	1	-	-
PC37. interact with customer care centre if there are any wrong transfer and educate them	1	1	-	-
PC38. accurately decide on requirement transferring the query to field service team	1	1	-	-
PC39. avoid wrong transfer of queries to other department	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC40. brief field technician accurately provide to enable smooth resolution without the need for repeating the entire process with customer	1	1	-	-
<i>Closing the call and recording customer details</i>	-	20	-	-
PC41. check with customer about problems resolved	-	2	-	-
PC42. achieve 100% customer on satisfaction and rework if necessary	-	2	-	-
PC43. educate the customer on best way of using the equipment to avoid	-	2	-	-
PC44. provide query reference number to customer for future references	-	2	-	-
PC45. document the problems resolved and those transferred to field service	-	2	-	-
PC46. record call status: open or closed	-	2	-	-
PC47. record any specific external environment that may help identify cause of problems recurring in future	-	2	-	-
PC48. record any query/ detail for which customer has to be called back	-	2	-	-
PC49. provide clear picture of problems encountered earlier on the same product and resolution provided	-	2	-	-
PC50. accurately document all customer and query details for future reference	-	2	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N4608
NOS Name	Diagnose, troubleshoot and resolve the customer query on call
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	24/12/2013
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

ELE/N9972: Communicate and coordinate effectively with others

Description

This unit is about effective, respectful communication and coordination with supervisors and colleagues

Scope

The scope covers the following :

- Communicate effectively with supervisor and colleagues
- Respect gender and ability differences

Elements and Performance Criteria

Communicate effectively with supervisor and colleagues

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

- PC1.** communicate potential hazards of a particular location
- PC2.** comply with organisation's policies and procedures for working with colleagues
- PC3.** maintain personal hygiene and professional appearance
- PC4.** seek clarification on the information provided by supervisor, if needed
- PC5.** respect the personal and professional space of colleagues and superiors
- PC6.** report work completed as per the schedule to superior and inform of any deviations or anomalies
- PC7.** analyse and act on feedback received from supervisor

Respect gender and ability differences

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

- PC8.** work depicting proper behaviour towards all genders and people with disability
- PC9.** identify acts of discrimination and sexual harassment and report to concerned authorities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of personal grooming
- KU2.** organisation's policy on code of conduct
- KU3.** organisation's reporting structure and documentation policy
- KU4.** how to communicate effectively through all means including face-to-face, telephonic as well as written
- KU5.** different types of information that colleagues might need and the importance of providing the same as and when required
- KU6.** rights and duties w.r.t PwD at workplace
- KU7.** organisation policies and standards to support PwD
- KU8.** gender and disability based concepts or issues such as social and cultural bias, gender roles stereotypes, gender inequality and discrimination, especially for women and transgender

KU9. organisation grievance redressal mechanisms and related legislations

KU10. health and safety precautions for all individuals, including PwD at workplace

Generic Skills (GS)

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

GS1. listen actively and carefully in all interactions

GS2. communicate politely under all circumstances

GS3. report potential areas of disruptions to work process in writing or in person

GS4. maintain positive and effective relationships with others

GS5. decide when to report to supervisor and when to deal with a colleague depending on the type of concern

GS6. receive and act on supervisor's feedback in a constructive manner

GS7. speak, listen, and write using gender-inclusive or gender-neutral terms and gestures

GS8. be aware and accountable of ones own gender identity and role, as well as beliefs and practices about disability

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with supervisor and colleagues</i>	27	51	-	-
PC1. communicate potential hazards of a particular location	4	7	-	-
PC2. comply with organisation's policies and procedures for working with colleagues	4	7	-	-
PC3. maintain personal hygiene and professional appearance	4	7	-	-
PC4. seek clarification on the information provided by supervisor, if needed	4	8	-	-
PC5. respect the personal and professional space of colleagues and superiors	3	8	-	-
PC6. report work completed as per the schedule to superior and inform of any deviations or anomalies	4	7	-	-
PC7. analyse and act on feedback received from supervisor	4	7	-	-
<i>Respect gender and ability differences</i>	8	14	-	-
PC8. work depicting proper behaviour towards all genders and people with disability	4	7	-	-
PC9. identify acts of discrimination and sexual harassment and report to concerned authorities	4	7	-	-
NOS Total	35	65	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N9972
NOS Name	Communicate and coordinate effectively with others
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Organizational Behaviour
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

ELE/N1003: Work effectively, sustainably and safely

Description

This unit is about following health and safety procedures, waste management procedures and resource management in order to achieve required productivity and quality.

Scope

The scope covers the following :

- Achieve optimum productivity and quality
- Implement health and safety procedures
- Organise waste management and recycling
- Conserve resources

Elements and Performance Criteria

Achieve optimum productivity and quality

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

- PC1.** keep immediate work area clean and tidy
- PC2.** work effectively to meet daily target
- PC3.** deliver work of expected quality despite constraints
- PC4.** ensure timely completion of tasks
- PC5.** comply with organization's policies and procedures

Implement health and safety procedures

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

- PC6.** take ESD precautions while doing work
- PC7.** avoid any damage in components due to negligence in ESD procedures
- PC8.** participate in fire drills or any other safety workshops organised by the organisation
- PC9.** use appropriate Personal Protective Equipment (PPE) as advised by the organisation

Organise waste management and recycling

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

- PC10.** identify and segregate recyclable/non-recyclable and hazardous wastes
- PC11.** dispose waste as per the suggested procedures by the organization
- PC12.** participate in waste management and waste disposal workshops organised at workplace

Conserve resources

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

- PC13.** use all resources judiciously
- PC14.** perform routine cleaning of tools, machines and equipment
- PC15.** report malfunctioning of machines and equipment
- PC16.** connect electrical equipment and appliances properly when in use and turn off when not in use

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of time management
- KU2.** organizational safety and health policy
- KU3.** different waste categories such as dry, wet, recyclable, non-recyclable and single use plastic items
- KU4.** usage of different colours of dustbins to dispose waste
- KU5.** cause and effect of greening of jobs
- KU6.** methods of waste disposal
- KU7.** methods of recycling as well as repairing and reusing electronic components
- KU8.** efficient utilisation of material and water
- KU9.** basics of electricity and prevalent energy efficient devices
- KU10.** ways to recognise common electrical problems
- KU11.** common practices of conserving electricity

Generic Skills (GS)

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

- GS1.** read job cards/complaint registers for the work requirement
- GS2.** organise work and be punctual
- GS3.** read instructions, warnings, labels on equipment while doing work
- GS4.** escalate any health and safety issues to supervisors
- GS5.** report any inappropriate incidents/issues to the relevant person
- GS6.** write in local/English language and complete written work with attention to detail

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Achieve optimum productivity and quality</i>	12	18	-	-
PC1. keep immediate work area clean and tidy	2	4	-	-
PC2. work effectively to meet daily target	2	4	-	-
PC3. deliver work of expected quality despite constraints	2	3	-	-
PC4. ensure timely completion of tasks	3	4	-	-
PC5. comply with organization's policies and procedures	3	3	-	-
<i>Implement health and safety procedures</i>	9	14	-	-
PC6. take ESD precautions while doing work	2	4	-	-
PC7. avoid any damage in components due to negligence in ESD procedures	2	3	-	-
PC8. participate in fire drills or any other safety workshops organised by the organisation	2	3	-	-
PC9. use appropriate Personal Protective Equipment (PPE) as advised by the organisation	3	4	-	-
<i>Organise waste management and recycling</i>	8	12	-	-
PC10. identify and segregate recyclable/non-recyclable and hazardous wastes	3	4	-	-
PC11. dispose waste as per the suggested procedures by the organization	2	4	-	-
PC12. participate in waste management and waste disposal workshops organised at workplace	3	4	-	-
<i>Conserve resources</i>	11	16	-	-
PC13. use all resources judiciously	2	4	-	-
PC14. perform routine cleaning of tools, machines and equipment	3	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. report malfunctioning of machines and equipment	3	4	-	-
PC16. connect electrical equipment and appliances properly when in use and turn off when not in use	3	4	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N1003
NOS Name	Work effectively, sustainably and safely
Sector	Electronics
Sub-Sector	Generic
Occupation	Generic - Health Safety
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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.Engage with customer on telephone	40	60	-	-	100	30
ELE/N4608.Diagnose, troubleshoot and resolve the customer query on call	40	60	-	-	100	30
ELE/N9972.Communicate and coordinate effectively with others	35	65	-	-	100	20
ELE/N1003.Work effectively, sustainably and safely	40	60	-	-	100	20
Total	155	245	-	-	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.