

## Qualification Pack



# Information and Communication Technology (ICT) Engineer - 5G Networks

QP Code: TEL/Q6205

Version: 3.0

NSQF Level: 6

Telecom Sector Skill Council || 3rd Floor, Plot No 126, Sector - 44  
Gurgaon - 122003

## Qualification Pack

### Contents

TEL/Q6205: Information and Communication Technology (ICT) Engineer - 5G Networks .....	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
TEL/N6219: Supervise Preventive and Corrective Maintenance at ICT Nodes .....	5
TEL/N6220: Carry out Change Management Activities at ICT Nodes .....	12
TEL/N6221: Undertake Point of Interconnect (POI) Testing at ICT Nodes .....	18
TEL/N9103: Implement Effective Interaction at workplace .....	22
TEL/N9104: Manage Work, Resources and Safety at workplace .....	27
DGT/VSQ/N0103: Employability Skills (90 Hours) .....	33
Assessment Guidelines and Weightage .....	41
<i>Assessment Guidelines</i> .....	41
<i>Assessment Weightage</i> .....	42
Acronyms .....	43
Glossary .....	44

## Qualification Pack

# TEL/Q6205: Information and Communication Technology (ICT) Engineer - 5G Networks

## Brief Job Description

The individual at work installs and ensures uptime of the assigned ICT node/network segment including 5G and legacy networks by undertaking preventive maintenance, fault management, upgradation, capacity augmentation, configuration changes and Point of Interconnect (POI) testing with minimal disruption of services.

## Personal Attributes

This job requires the individual to have strong analytical skills, excellent quantitative abilities, strong interpersonal skills, ability to multi-task and to manage multiple projects simultaneously in high-pressure situations. The individual should be dedicated and willing to keep abreast with the latest technologies.

## Applicable National Occupational Standards (NOS)

### Compulsory NOS:

1. [TEL/N6219: Supervise Preventive and Corrective Maintenance at ICT Nodes](#)
2. [TEL/N6220: Carry out Change Management Activities at ICT Nodes](#)
3. [TEL/N6221: Undertake Point of Interconnect \(POI\) Testing at ICT Nodes](#)
4. [TEL/N9103: Implement Effective Interaction at workplace](#)
5. [TEL/N9104: Manage Work, Resources and Safety at workplace](#)
6. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

## Qualification Pack (QP) Parameters

<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>Country</b>	India
<b>NSQF Level</b>	6

### Qualification Pack

<b>Credits</b>	20
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3114.0801
<b>Minimum Educational Qualification &amp; Experience</b>	<p>Pursuing first year of 2-year PG program after completing 3 year UG degree OR Pursuing 1st year of PG- Eng (diploma after 3-year UG degree) OR Completed 4 year UG program (in case of 4-year UG)) OR Pursuing 4th year UG (in case of 4-year UG with honours/ honours with research) (and continuing education) with NA of experience OR Completed 3 year UG degree with 1 Year of experience OR Previous relevant Qualification of NSQF Level (5) with 3 Years of experience</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	23 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQC Approval Date</b>	30/12/2021
<b>Version</b>	3.0
<b>Reference code on NQR</b>	QG-06-TL-00439-2023-V1.1-TSSC
<b>NQR Version</b>	1.1

## Qualification Pack

# TEL/N6219: Supervise Preventive and Corrective Maintenance at ICT Nodes

## Description

This OS unit is about carrying out regular preventive and corrective maintenance activities at Information and Communication Technology (ICT) nodes to ensure their optimal working.

## Scope

The scope covers the following :

- Prepare for Preventive Maintenance (PM)
- Prepare for Corrective Maintenance (CM)
- Arrange for tools and equipment
- Carry out preventive maintenance
- Carry out corrective maintenance
- Test effectiveness, report and record

## Elements and Performance Criteria

### *Prepare for Preventive Maintenance (PM)*

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

- PC1.** plan preventive maintenance schedule with the Network Operation Center (NOC) team
- PC2.** evaluate site criticality, capacity and frequency of faults on the site, and suggest changes to the planned maintenance schedule, if required
- PC3.** assess the potential impact of the proposed maintenance on customers and network including 5G networks
- PC4.** plan for possible outage or deferral of maintenance, if required
- PC5.** notify NOC team prior to undertaking the maintenance activities
- PC6.** check power consumption pattern and report any unusual consumptions to manager and NOC team

### *Prepare for Corrective Maintenance (CM)*

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

- PC7.** assess network alarm severity, Service Level Agreement (SLA) and affected network elements for all networks including 5G networks
- PC8.** provide information to and seek advice from other relevant parties in identifying the problem and cause of the network alarm
- PC9.** prioritise actions on alarms based on fault service impact analysis

### *Arrange for tools and spares*

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

- PC10.** ensure availability of login cables (RJ-45, RS-232, Hi-speed USB) and other necessary tools and equipment
- PC11.** ensure installation of equipment specific software like Network Management Server (NMS) client in the system

## Qualification Pack

**PC12.** raise request for spares, in case the same are not available as per organisation process

**PC13.** follow-up with the report and record team/logistics team in case of delay in completion of spare requisition

### *Carry out preventive maintenance*

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

**PC14.** monitor completion of physical maintenance tasks like checking temperatures, routing of ethernet cables and optical fibres, cable ties, fan working condition, earthing, equipment grouting, distribution of cables

**PC15.** supervise logical maintenance tasks like PM counter checking, checking alarm status, system availability parameters, logical redundancy line uptime

**PC16.** conduct alarm configuration testing in coordination with NOC team to ensure their functionality

**PC17.** escalate emergency/unresolved issues according to Standard Operating Procedure (SOP) of the organisation

**PC18.** implement steps to collaborate with technical team for maintenance of passive infrastructure at ICT nodes/customer premises

**PC19.** coordinate with vendors to ensure interconnectivity and lease line uptime

### *Carry out corrective maintenance*

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

**PC20.** determine the faults based on alarm details after logging on to the ICT nodes

**PC21.** carry out initial diagnostic tests to identify the root cause of the alarm within the defined Service Level Agreement (SLA)

**PC22.** analyse the options to rectify the fault and confirm with supervisors, if required

**PC23.** resolve faults pertaining to the network alarms including 5G networks

**PC24.** escalate unresolved faults/instances of delays in resolution as per organisation policy

**PC25.** ensure timely completion of work by monitoring activities performed by the riggers and other technicians

### *Test effectiveness, report and record*

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

**PC26.** confirm effectiveness of the maintenance process by monitoring site alarm status in coordination with NOC team

**PC27.** ensure completion of administrative jobs like site clearance, return of test equipment

**PC28.** inform all relevant parties (including NOC team, project team and other supervisors) of the test results

**PC29.** obtain sign-off from the required authority as per organisation policy

**PC30.** complete routine maintenance logs, activity logs and spare tracker within stipulated timeline

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizational SOP for preventive maintenance

**KU2.** asset layout as per organisation standards

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- KU3.** methods to monitor power consumption patterns of the node
- KU4.** calculation of power consumption, power cost and site up-time
- KU5.** alarm types, indicators and resolution timelines as per SLA
- KU6.** usage of different tools required for maintenance
- KU7.** procedure to handle the required tools related to preventive maintenance
- KU8.** spare part management process
- KU9.** repair and return process for faulty equipment
- KU10.** various alarm codes as per organisation nomenclature
- KU11.** implications for non response to tickets within defined SLA
- KU12.** types of documentation in organization and importance of the same
- KU13.** records to be maintained and implications of non-maintenance of the same

## Generic Skills (GS)

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

- GS1.** read organisation policy, SOP, documentation procedure etc.
- GS2.** communicate effectively with supervisors, colleagues and vendors
- GS3.** prioritize and execute tasks in a high-pressure environment
- GS4.** work effectively in a team
- GS5.** maintain records and reports in specified format
- GS6.** fill-in required log sheets, checklists etc.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for Preventive Maintenance (PM)</i>	<b>6</b>	<b>11</b>	-	<b>3</b>
<b>PC1.</b> plan preventive maintenance schedule with the Network Operation Center (NOC) team	2	3	-	1
<b>PC2.</b> evaluate site criticality, capacity and frequency of faults on the site, and suggest changes to the planned maintenance schedule, if required	2	4	-	1
<b>PC3.</b> assess the potential impact of the proposed maintenance on customers and network including 5G networks	-	1	-	-
<b>PC4.</b> plan for possible outage or deferral of maintenance, if required	1	1	-	-
<b>PC5.</b> notify NOC team prior to undertaking the maintenance activities	-	1	-	-
<b>PC6.</b> check power consumption pattern and report any unusual consumptions to manager and NOC team	1	1	-	1
<i>Prepare for Corrective Maintenance (CM)</i>	<b>4</b>	<b>6</b>	-	<b>1</b>
<b>PC7.</b> assess network alarm severity, Service Level Agreement (SLA) and affected network elements for all networks including 5G networks	2	1	-	-
<b>PC8.</b> provide information to and seek advice from other relevant parties in identifying the problem and cause of the network alarm	1	3	-	1
<b>PC9.</b> prioritise actions on alarms based on fault service impact analysis	1	2	-	-
<i>Arrange for tools and spares</i>	<b>5</b>	<b>5</b>	-	<b>3</b>
<b>PC10.</b> ensure availability of login cables (RJ-45, RS-232, Hi-speed USB) and other necessary tools and equipment	1	2	-	1



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> ensure installation of equipment specific software like Network Management Server (NMS) client in the system	2	1	-	1
<b>PC12.</b> raise request for spares, in case the same are not available as per organisation process	1	1	-	1
<b>PC13.</b> follow-up with the report and record team/logistics team in case of delay in completion of spare requisition	1	1	-	-
<i>Carry out preventive maintenance</i>	<b>6</b>	<b>9</b>	-	<b>5</b>
<b>PC14.</b> monitor completion of physical maintenance tasks like checking temperatures, routing of ethernet cables and optical fibres, cable ties, fan working condition, earthing, equipment grouting, distribution of cables	2	3	-	1
<b>PC15.</b> supervise logical maintenance tasks like PM counter checking, checking alarm status, system availability parameters, logical redundancy line uptime	2	2	-	1
<b>PC16.</b> conduct alarm configuration testing in coordination with NOC team to ensure their functionality	1	1	-	-
<b>PC17.</b> escalate emergency/unresolved issues according to Standard Operating Procedure (SOP) of the organisation	-	1	-	1
<b>PC18.</b> implement steps to collaborate with technical team for maintenance of passive infrastructure at ICT nodes/customer premises	1	1	-	1
<b>PC19.</b> coordinate with vendors to ensure interconnectivity and lease line uptime	-	1	-	1
<i>Carry out corrective maintenance</i>	<b>4</b>	<b>9</b>	-	<b>5</b>
<b>PC20.</b> determine the faults based on alarm details after logging on to the ICT nodes	1	2	-	1
<b>PC21.</b> carry out initial diagnostic tests to identify the root cause of the alarm within the defined Service Level Agreement (SLA)	1	2	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> analyse the options to rectify the fault and confirm with supervisors, if required	1	2	-	1
<b>PC23.</b> resolve faults pertaining to the network alarms including 5G networks	1	1	-	-
<b>PC24.</b> escalate unresolved faults/instances of delays in resolution as per organisation policy	-	1	-	1
<b>PC25.</b> ensure timely completion of work by monitoring activities performed by the riggers and other technicians	-	1	-	1
<i>Test effectiveness, report and record</i>	<b>5</b>	<b>10</b>	-	<b>3</b>
<b>PC26.</b> confirm effectiveness of the maintenance process by monitoring site alarm status in coordination with NOC team	1	2	-	1
<b>PC27.</b> ensure completion of administrative jobs like site clearance, return of test equipment	1	2	-	1
<b>PC28.</b> inform all relevant parties (including NOC team, project team and other supervisors) of the test results	1	2	-	-
<b>PC29.</b> obtain sign-off from the required authority as per organisation policy	1	2	-	-
<b>PC30.</b> complete routine maintenance logs, activity logs and spare tracker within stipulated timeline	1	2	-	1
<b>NOS Total</b>	<b>30</b>	<b>50</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N6219
<b>NOS Name</b>	Supervise Preventive and Corrective Maintenance at ICT Nodes
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>NSQF Level</b>	6
<b>Credits</b>	5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

### TEL/N6220: Carry out Change Management Activities at ICT Nodes

#### Description

This OS unit is about carrying out change management activities (system upgrade/capacity augmentation/configuration changes) at Information and Communication Technology (ICT) nodes.

#### Scope

The scope covers the following :

- Assess upgradation requirements
- Arrange for tools and spares
- Carry out change and monitor post change
- Test effectiveness, report and record

#### Elements and Performance Criteria

##### *Assess upgradation requirements*

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

- PC1.** receive change requests from the relevant teams (Network Operation Center (NOC), change management, network planning team, project team, etc.)
- PC2.** analyse criticality and timelines for carrying out the changes
- PC3.** prepare a work plan and identify dependencies, if any
- PC4.** assess the potential impact of the proposed activity and plan for possible outage condition or deferral of the activity
- PC5.** obtain customer approval in case of service impacting change activity
- PC6.** inform NOC team prior to undertaking the upgradation activity

##### *Arrange for tools and spares*

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

- PC7.** arrange for necessary equipment such as login cables (RJ-45, RS-232, Hi-speed USB, etc.)
- PC8.** ensure availability of spare hardware equipment
- PC9.** generate request for spares, in case the same are not available as per organisation policy
- PC10.** perform installation of equipment specific Network Management tool or application in the system

##### *Carry out change and monitor post change*

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

- PC11.** ensure pre-testing to observe output of configuration changes prior to deployment in live environment
- PC12.** perform change activities like traffic migrations, capacity augmentation, feature activations, routing configuration
- PC13.** implement configurations changes like routing plans, routing schemes, IP, VLAN, HLR configuration etc. as per requirements for all networks including 5G networks
- PC14.** ensure completion of the requested change task as per requirement

## Qualification Pack

- PC15.** monitor progress of change continuously
- PC16.** communicate changes and the encountered problems to the site manager/client or any other authorized personnel, if any
- PC17.** abort changes and implement contingency plan to minimize any disruption in the functioning of the network including 5G networks, if change implementation does not go as planned
- PC18.** obtain back-up of ICT nodes both pre and post-performance of change activities

### *Test effectiveness, report and record*

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

- PC19.** ensure completion of administrative jobs like site clearance, return of test equipment etc.
- PC20.** confirm effectiveness of the change process, by monitoring site's alarm status in coordination with the NOC team and performing data and call testing
- PC21.** notify all relevant parties (including NOC team, other supervisors) of the results of the changed management activities and obtain the sign-off from relevant personnel
- PC22.** prepare documents for inspection
- PC23.** complete routine maintenance logs, activity logs and spare tracker within stipulated timeline

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation change management policy
- KU2.** ICT change management process and procedure
- KU3.** login cables (RJ-45, RS-232, and Hi-Speed USB, etc.) for different site equipment
- KU4.** usage of different tools and equipment required to implement change activity
- KU5.** knowledge of spare management and repair and return process for faulty equipment
- KU6.** different configurations as per the requirements
- KU7.** risk and impact of not following defined procedures/work instructions
- KU8.** procedure to monitor pre- and post-performance of ICT nodes after change activities
- KU9.** implementation procedure of contingency plans
- KU10.** procedure of taking back-up of ICT nodes
- KU11.** methods to test effectiveness of the change process
- KU12.** types of documentation in organisation and importance of the same
- KU13.** records to be maintained and implications of non-maintenance of the same

## Generic Skills (GS)

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

- GS1.** read and comprehend process and policies of the organisation
- GS2.** interpret reports, readings and numerical data
- GS3.** prioritise and execute tasks in a high-pressure environment
- GS4.** communicate with stakeholders



## Qualification Pack

- GS5.** fill-in required log sheets, checklists, etc.
- GS6.** maintain records and reports in specified format

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess upgradation requirements</i>	<b>11</b>	<b>14</b>	-	<b>5</b>
<b>PC1.</b> receive change requests from the relevant teams (Network Operation Center (NOC), change management, network planning team, project team, etc.)	3	3	-	1
<b>PC2.</b> analyse criticality and timelines for carrying out the changes	2	2	-	1
<b>PC3.</b> prepare a work plan and identify dependencies, if any	2	2	-	1
<b>PC4.</b> assess the potential impact of the proposed activity and plan for possible outage condition or deferral of the activity	2	3	-	-
<b>PC5.</b> obtain customer approval in case of service impacting change activity	1	2	-	1
<b>PC6.</b> inform NOC team prior to undertaking the upgradation activity	1	2	-	1
<i>Arrange for tools and spares</i>	<b>2</b>	<b>8</b>	-	<b>3</b>
<b>PC7.</b> arrange for necessary equipment such as login cables (RJ-45, RS-232, Hi-speed USB, etc.)	-	2	-	1
<b>PC8.</b> ensure availability of spare hardware equipment	-	2	-	-
<b>PC9.</b> generate request for spares, in case the same are not available as per organisation policy	-	2	-	1
<b>PC10.</b> perform installation of equipment specific Network Management tool or application in the system	2	2	-	1
<i>Carry out change and monitor post change</i>	<b>12</b>	<b>23</b>	-	<b>4</b>
<b>PC11.</b> ensure pre-testing to observe output of configuration changes prior to deployment in live environment	1	2	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> perform change activities like traffic migrations, capacity augmentation, feature activations, routing configuration	1	2	-	-
<b>PC13.</b> implement configurations changes like routing plans, routing schemes, IP, VLAN, HLR configuration etc. as per requirements for all networks including 5G networks	3	5	-	1
<b>PC14.</b> ensure completion of the requested change task as per requirement	1	3	-	1
<b>PC15.</b> monitor progress of change continuously	1	3	-	1
<b>PC16.</b> communicate changes and the encountered problems to the site manager/client or any other authorized personnel, if any	1	2	-	-
<b>PC17.</b> abort changes and implement contingency plan to minimize any disruption in the functioning of the network including 5G networks, if change implementation does not go as planned	2	4	-	-
<b>PC18.</b> obtain back-up of ICT nodes both pre and post-performance of change activities	2	2	-	-
<i>Test effectiveness, report and record</i>	<b>5</b>	<b>10</b>	-	<b>3</b>
<b>PC19.</b> ensure completion of administrative jobs like site clearance, return of test equipment etc.	1	2	-	1
<b>PC20.</b> confirm effectiveness of the change process, by monitoring site's alarm status in coordination with the NOC team and performing data and call testing	1	2	-	1
<b>PC21.</b> notify all relevant parties (including NOC team, other supervisors) of the results of the changed management activities and obtain the sign-off from relevant personnel	1	2	-	1
<b>PC22.</b> prepare documents for inspection	1	2	-	-
<b>PC23.</b> complete routine maintenance logs, activity logs and spare tracker within stipulated timeline	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>55</b>	-	<b>15</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N6220
<b>NOS Name</b>	Carry out Change Management Activities at ICT Nodes
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>NSQF Level</b>	6
<b>Credits</b>	5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

# TEL/N6221: Undertake Point of Interconnect (POI) Testing at ICT Nodes

## Description

This OS unit is about carrying out Point of Interconnect testing at the Information and Communication Technology (ICT) nodes before the system is commissioned.

## Scope

The scope covers the following :

- Perform POI testing at ICT nodes
- Document POI testing details

## Elements and Performance Criteria

### *Perform POI testing at ICT nodes*

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

- PC1.** verify the POI testing checklist as obtained from the supervisors before undertaking POI testing at ICT nodes in networks including 5G networks
- PC2.** follow schedule for carrying out POI testing to avoid any delays
- PC3.** check for availability of test equipment required for performing Acceptance Test (AT)
- PC4.** carry out physical and logical tests (connectivity, redundancy, power levels etc.) of the POI as per the checklist
- PC5.** coordinate with third party vendors for carrying out the necessary changes

### *Document POI testing details*

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

- PC6.** inform the team members and clients about the status of tests
- PC7.** obtain sign-off from required authorities/stakeholders
- PC8.** follow reporting procedures as prescribed by the organisation
- PC9.** complete all the relevant documentation as per organisation policy
- PC10.** update routine issue logs, activity logs and spare tracker in the specified format within stipulated timelines
- PC11.** ensure availability of the documents to all appropriate authorities to inspect

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation SOP to conduct POI test
- KU2.** types and functioning of various test equipment used for POI testing
- KU3.** procedure of conducting physical and logical tests of the POI
- KU4.** effective vendor management techniques
- KU5.** organisation policy on reporting and documentation

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** read organisation policies, manual, SOPs etc.
- GS2.** handle and complete multiple tasks within timelines
- GS3.** prioritise and execute tasks in a high-pressure environment
- GS4.** communicate effectively with supervisors, colleagues and vendors
- GS5.** maintain records and reports in specified format

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform POI testing at ICT nodes</i>	<b>18</b>	<b>24</b>	-	<b>10</b>
<b>PC1.</b> verify the POI testing checklist as obtained from the supervisors before undertaking POI testing at ICT nodes in networks including 5G networks	4	5	-	3
<b>PC2.</b> follow schedule for carrying out POI testing to avoid any delays	1	2	-	-
<b>PC3.</b> check for availability of test equipment required for performing Acceptance Test (AT)	1	2	-	1
<b>PC4.</b> carry out physical and logical tests (connectivity, redundancy, power levels etc.) of the POI as per the checklist	6	10	-	4
<b>PC5.</b> coordinate with third party vendors for carrying out the necessary changes	6	5	-	2
<i>Document POI testing details</i>	<b>17</b>	<b>21</b>	-	<b>10</b>
<b>PC6.</b> inform the team members and clients about the status of tests	3	4	-	2
<b>PC7.</b> obtain sign-off from required authorities/stakeholders	2	2	-	-
<b>PC8.</b> follow reporting procedures as prescribed by the organisation	3	2	-	2
<b>PC9.</b> complete all the relevant documentation as per organisation policy	3	5	-	2
<b>PC10.</b> update routine issue logs, activity logs and spare tracker in the specified format within stipulated timelines	2	4	-	2
<b>PC11.</b> ensure availability of the documents to all appropriate authorities to inspect	4	4	-	2
<b>NOS Total</b>	<b>35</b>	<b>45</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N6221
<b>NOS Name</b>	Undertake Point of Interconnect (POI) Testing at ICT Nodes
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>NSQF Level</b>	6
<b>Credits</b>	4
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

### TEL/N9103: Implement Effective Interaction at workplace

#### Description

This OS unit is about communicating with superiors and colleagues as well as customers and other stakeholders in own or other work groups within as well as outside the organisation

#### Scope

The scope covers the following :

- Interact effectively with superiors
- Interact effectively with colleagues and customers
- Respect differences of gender and ability

#### Elements and Performance Criteria

##### *Interact effectively with superiors*

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

- PC1.** interpret work requirements from the superior and customers
- PC2.** report any unforeseen disruptions or delays to superiors and/or concerned person
- PC3.** achieve productivity and quality of work as per the company procedure

##### *Interact effectively with colleagues and customers*

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

- PC4.** explain the work requirements and the scope of work to the team
- PC5.** communicate information using different techniques such as face-to-face, telephonic and written means
- PC6.** co-ordinate with team to integrate work as per requirements
- PC7.** respect colleagues and customers and communicate taking care of their personal spaces
- PC8.** find solutions to work related difficulties with mutual agreement with colleagues and customers
- PC9.** resolve conflicts within the team at work to achieve smooth workflow
- PC10.** motivate team members to put organizational goals over individual goals
- PC11.** encourage the team to provide feedback on any issues facing them

##### *Respect differences of gender and ability*

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

- PC12.** ensure personal behaviour of self and team is conducted taking gender and disability of the person into consideration
- PC13.** demonstrate sensitivity towards gender and person with disability while communicating
- PC14.** list the different types of disabilities with their respective issues
- PC15.** provide help to PwD team members in overcoming any challenges faced in work
- PC16.** use inclusive language irrespective of the disability and the gender of the person
- PC17.** treat all colleagues and co-workers equally

## Qualification Pack

**PC18.** respect personal space of colleagues and co-workers

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of effective and different means of communication and establishing good working relationships with colleagues and superiors
- KU2.** importance of helping colleagues with problems, in order to meet quality and time standards as a team
- KU3.** different methods of communication
- KU4.** different types of information that colleagues might need and the importance of providing this information in an appropriate manner
- KU5.** helping colleagues with problems, in order to meet quality and time standards as a team
- KU6.** organisation's policies and procedures for working with colleagues and superior
- KU7.** implications of own work on the work and schedule of others
- KU8.** importance of understanding consequences of gender based behaviour
- KU9.** gender based concepts, issues and legislation
- KU10.** organisation standards and guidelines to be followed for PwD and knowledge about laws, acts and provisions defined for PwD by the statutory bodies and the right way to use them including various medical conditions associated with PwD
- KU11.** health and safety requirements at workplace for PwD
- KU12.** rights and duties at workplace with respect to PwD
- KU13.** process of recruiting people for a particular job profile w.r.t PwD and gender
- KU14.** various government / private schemes and benefits available for PwD and information about various institutes working for PwD to enable in providing livelihood opportunities for PwD

### Generic Skills (GS)

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

- GS1.** complete written work with attention to detail and read instructions/guidelines/procedures
- GS2.** listen effectively and orally communicate information
- GS3.** ask for clarification and advice from the concerned person
- GS4.** deliver consistent and reliable service to customers
- GS5.** check that the work meets customer requirements
- GS6.** practice and acceptance of gender and its concepts
- GS7.** develop empathy across genders and towards PwD
- GS8.** reflect on own gender identity, gender roles and PwD issues
- GS9.** engage and participate in discussions to end gender and disability discrimination
- GS10.** improve and modify work practices
- GS11.** maintain positive and effective relationships with colleagues and customers
- GS12.** evaluate the possible solution(s) to the problem

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact effectively with superiors</i>	<b>2</b>	<b>9</b>	-	<b>1</b>
<b>PC1.</b> interpret work requirements from the superior and customers	1	2	-	-
<b>PC2.</b> report any unforeseen disruptions or delays to superiors and/or concerned person	1	2	-	1
<b>PC3.</b> achieve productivity and quality of work as per the company procedure	-	5	-	-
<i>Interact effectively with colleagues and customers</i>	<b>13</b>	<b>27</b>	-	<b>5</b>
<b>PC4.</b> explain the work requirements and the scope of work to the team	2	3	-	-
<b>PC5.</b> communicate information using different techniques such as face-to-face, telephonic and written means	2	4	-	1
<b>PC6.</b> co-ordinate with team to integrate work as per requirements	-	4	-	1
<b>PC7.</b> respect colleagues and customers and communicate taking care of their personal spaces	-	3	-	-
<b>PC8.</b> find solutions to work related difficulties with mutual agreement with colleagues and customers	3	3	-	-
<b>PC9.</b> resolve conflicts within the team at work to achieve smooth workflow	-	4	-	1
<b>PC10.</b> motivate team members to put organizational goals over individual goals	3	4	-	1
<b>PC11.</b> encourage the team to provide feedback on any issues facing them	3	2	-	1
<i>Respect differences of gender and ability</i>	<b>15</b>	<b>24</b>	-	<b>4</b>
<b>PC12.</b> ensure personal behaviour of self and team is conducted taking gender and disability of the person into consideration	2	4	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> demonstrate sensitivity towards gender and person with disability while communicating	2	3	-	1
<b>PC14.</b> list the different types of disabilities with their respective issues	2	3	-	1
<b>PC15.</b> provide help to PwD team members in overcoming any challenges faced in work	2	3	-	-
<b>PC16.</b> use inclusive language irrespective of the disability and the gender of the person	2	3	-	1
<b>PC17.</b> treat all colleagues and co-workers equally	2	3	-	-
<b>PC18.</b> respect personal space of colleagues and co-workers	3	5	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N9103
<b>NOS Name</b>	Implement Effective Interaction at workplace
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	31/03/2025
<b>NSQF Clearance Date</b>	31/03/2022

## Qualification Pack

### TEL/N9104: Manage Work, Resources and Safety at workplace

#### Description

This OS unit is about planning work and implementing sustainable as well as healthy practices for safety and optimal use of resources

#### Scope

The scope covers the following :

- Manage learning and self-direction
- Develop critical thinking and problem solving
- Perform work as per quality standards
- Maintain safe and secure working environment
- Comply with material / energy / electricity conservation practices

#### Elements and Performance Criteria

##### *Manage learning and self-direction*

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

- PC1.** develop technical and personal skills to be updated with new technologies prevalent in the industry
- PC2.** train the team such that they are able to adapt latest products/services in their working environment
- PC3.** identify opportunities for team building workshops and motivational trainings

##### *Develop critical thinking and problem solving*

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

- PC4.** guide the team to be accountable for timely completion of tasks
- PC5.** analyse problems accurately to be able to correctly suggest suitable solutions to the concerned persons
- PC6.** train the team to estimate the cause of the problem and validate

##### *Perform work as per quality standards*

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

- PC7.** implement ways to keep immediate as well as team's work area clean and tidy
- PC8.** maintain efficiency and productivity while performing role/responsibility
- PC9.** supervise the team to ensure that the work is done as per the assigned and agreed requirements
- PC10.** create schedules and rosters for the team to ensure they understand individual work requirements

##### *Maintain safe and secure working environment*

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

- PC11.** identify organisation's health, safety, security policies and procedures

## Qualification Pack

- PC12.** instruct team to report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC13.** manage hazards such as illness, accidents, fires or any other natural calamity safely, as per organisation's emergency procedures, within the limits of individual's authority
- PC14.** report any hazard outside the individual's authority to the relevant person in line with organisational procedures and warn others who may be affected

### *Material / energy / electricity conservation practices*

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

- PC15.** implement ways to optimize usage of material including water in various tasks/activities/processes
- PC16.** supervise the team to ensure responsible use of resources
- PC17.** motivate the team to carry out routine cleaning of tools, machine and equipment
- PC18.** guide the team to optimize use of electricity/energy in various tasks/activities/processes
- PC19.** implement periodic checks of the functioning of the equipment/machine and rectify wherever required
- PC20.** guide the team to report malfunctioning and lapses in maintenance of equipment
- PC21.** implement ways to use electrical equipment and appliances properly

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** strategies pertinent to the field that can be used to pursue an advancement of skills
- KU2.** key performance indicators for the new tasks
- KU3.** feedback processes and formats
- KU4.** timelines and goals as well as their relevance to work allocated
- KU5.** importance of quality and timely delivery of the product/service
- KU6.** layout of the workstation and equipment used
- KU7.** escalation matrix and its importance, especially in case of emergencies
- KU8.** ways of time and cost management
- KU9.** rules/regulation for maintaining health and safety at workplace
- KU10.** meaning of hazard, different types of health and safety hazards found in the workplace, risks and threats based on the nature of work
- KU11.** procedures to report breaches in health, safety and security
- KU12.** ways of managing resources and material efficiently
- KU13.** ways to recognize common electrical problems and common practices of conserving electricity

## Generic Skills (GS)

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

- GS1.** explore various pathways to expand one's own learning skills and abilities

## Qualification Pack

- GS2.** analyse feedback for improving one's way of working
- GS3.** interpret feedback from superiors in a constructive way
- GS4.** identify the root cause of problems
- GS5.** understand the problem by asking significant questions to clarify the various points of view on the problem
- GS6.** seek clarifications from superior about the job requirement
- GS7.** work in a team with full coordination of team members
- GS8.** read instructions/guidelines and Standard Operating Practices (SOP) documents
- GS9.** complete tasks efficiently and accurately within stipulated time
- GS10.** record data in statutory documents relevant to safety and hygiene
- GS11.** escalate/refer all anomalies to the concerned persons
- GS12.** identify the most suitable course of action for completing the task using provided resources

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage learning and self-direction</i>	<b>4</b>	<b>5</b>	-	-
<b>PC1.</b> develop technical and personal skills to be updated with new technologies prevalent in the industry	2	1	-	-
<b>PC2.</b> train the team such that they are able to adapt latest products/services in their working environment	1	2	-	-
<b>PC3.</b> identify opportunities for team building workshops and motivational trainings	1	2	-	-
<i>Develop critical thinking and problem solving</i>	<b>4</b>	<b>7</b>	-	-
<b>PC4.</b> guide the team to be accountable for timely completion of tasks	2	3	-	-
<b>PC5.</b> analyse problems accurately to be able to correctly suggest suitable solutions to the concerned persons	1	2	-	-
<b>PC6.</b> train the team to estimate the cause of the problem and validate	1	2	-	-
<i>Perform work as per quality standards</i>	<b>5</b>	<b>9</b>	-	<b>4</b>
<b>PC7.</b> implement ways to keep immediate as well as team's work area clean and tidy	1	2	-	-
<b>PC8.</b> maintain efficiency and productivity while performing role/responsibility	1	2	-	2
<b>PC9.</b> supervise the team to ensure that the work is done as per the assigned and agreed requirements	1	2	-	1
<b>PC10.</b> create schedules and rosters for the team to ensure they understand individual work requirements	2	3	-	1
<i>Maintain safe and secure working environment</i>	<b>12</b>	<b>13</b>	-	<b>2</b>
<b>PC11.</b> identify organisation's health, safety, security policies and procedures	3	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> instruct team to report any identified breaches in health, safety, and security policies and procedures to the designated person	3	3	-	-
<b>PC13.</b> manage hazards such as illness, accidents, fires or any other natural calamity safely, as per organisation's emergency procedures, within the limits of individual's authority	3	4	-	1
<b>PC14.</b> report any hazard outside the individual's authority to the relevant person in line with organisational procedures and warn others who may be affected	3	3	-	1
<i>Material / energy / electricity conservation practices</i>	<b>15</b>	<b>16</b>	-	<b>4</b>
<b>PC15.</b> implement ways to optimize usage of material including water in various tasks/activities/processes	1	2	-	1
<b>PC16.</b> supervise the team to ensure responsible use of resources	2	2	-	1
<b>PC17.</b> motivate the team to carry out routine cleaning of tools, machine and equipment	2	2	-	1
<b>PC18.</b> guide the team to optimize use of electricity/energy in various tasks/activities/processes	3	4	-	-
<b>PC19.</b> implement periodic checks of the functioning of the equipment/machine and rectify wherever required	2	2	-	1
<b>PC20.</b> guide the team to report malfunctioning and lapses in maintenance of equipment	3	2	-	-
<b>PC21.</b> implement ways to use electrical equipment and appliances properly	2	2	-	-
<b>NOS Total</b>	<b>40</b>	<b>50</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N9104
<b>NOS Name</b>	Manage Work, Resources and Safety at workplace
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022



## Qualification Pack

### DGT/VSQ/N0103: Employability Skills (90 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values - Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC6.** recognize the significance of 21st Century Skills for employment

## Qualification Pack

- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

## Qualification Pack

- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services

## Qualification Pack

- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
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## 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.

## 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
TEL/N6219.Supervise Preventive and Corrective Maintenance at ICT Nodes	30	50	-	20	100	18
TEL/N6220.Carry out Change Management Activities at ICT Nodes	30	55	-	15	100	19
TEL/N6221.Undertake Point of Interconnect (POI) Testing at ICT Nodes	35	45	-	20	100	18
TEL/N9103.Implement Effective Interaction at workplace	30	60	-	10	100	18
TEL/N9104.Manage Work, Resources and Safety at workplace	40	50	-	10	100	18
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	9
<b>Total</b>	<b>185</b>	<b>290</b>	<b>-</b>	<b>75</b>	<b>550</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.
<b>BSC</b>	Base Station Controller
<b>BTS</b>	Base Transceiver Station
<b>DCN</b>	Data Communication Network
<b>DWDM</b>	Dense Wavelength Division Multiplexing
<b>GPRS</b>	General Packet Radio Service
<b>GGSN</b>	Gateway GPRS Support Node
<b>GUI</b>	Graphic User Interface
<b>ROADM</b>	Reconfigurable Optical Add-Drop Multiplexer