



Line Assembler - Telecom Products

QP Code: TEL/Q2502

Version: 2.0

NSQF Level: 4

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

Qualification Pack

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TEL/Q2502: Line Assembler - Telecom Products

Brief Job Description

An individual in this job role is responsible for assembly of handsets and telecom equipment various stages of the production/ assembly line operations adhering to the stages/ process which are pre-defined. The outcome of the activity is fully/ partially assembled unit. The job includes assembly of electronic boards, components and related accessories using relevant tools as per work instructions and product specification drawings.

Personal Attributes

This job requires the individual to have technical appreciation of the processes, ability to understand technical details, logical thinking and clear approach to the defined processes with an eye for details. Individual needs to be focused, process oriented and should have ability to work with concentration during the shift hours.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [TEL/N2506: Preparing Workspace for Assembly Operations](#)
2. [TEL/N2507: Assembly Operations in Production Line](#)
3. [TEL/N2508: ESD Safe Procedures and Practices](#)
4. [TEL/N9101: Organise Work and Resources as per Health and Safety Standards](#)
5. [TEL/N9102: Interact Effectively with Team Members and Customers](#)

Qualification Pack (QP) Parameters

Sector	Telecom
Sub-Sector	Handset
Occupation	Communication Electronics
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3114.1402

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Minimum Educational Qualification & Experience	<p>12th Class OR 10th Class + I.T.I (Electronics/Telecom /IT and other relevant fields) OR 10th Class (with 2 years of experience in relevant field) OR 8th Class (+ ITI in Electronics/Telecom /IT and other relevant fields) OR Diploma (after Class 10th in Electronics/Telecom /IT and other relevant fields) OR Certificate-NSQF (L3 Hand Soldering Technician) with 2 Years of experience in relevant field</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	17 Years
Last Reviewed On	24/02/2022
Next Review Date	24/02/2026
Deactivation Date	24/02/2026
NSQC Approval Date	24/02/2022
Version	2.0
Reference code on NQR	2022/TEL/TSSC/05482
NQR Version	1.0

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TEL/N2506: Preparing Workspace for Assembly Operations

Description

This OS unit describes the preparation of workplace for assembly operations.

Scope

The scope covers the following :

- Arrange components/parts and assembly bench
- Arrange tools and equipment required for assembly

Elements and Performance Criteria

Arrange components/parts and assembly bench

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

- PC1.** draw correct components from stores as per the work instructions
- PC2.** demonstrate understanding of the work instructions and familiarity with the assembly instructions
- PC3.** demonstrate arrangement of components as per the assembly instructions
- PC4.** verify specifications of all components as per the work instructions

Arrange tools and equipment required for assembly

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

- PC5.** identify and draw tools and equipment requirement as per the work instructions
- PC6.** ascertain compliance/correctness (calibration) wherever required
- PC7.** ascertain proper operation of all the tools/equipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies, procedures and processes related to stores, issue and return of components
- KU2.** work practices and health and safety requirements
- KU3.** responsibility and escalation matrix
- KU4.** type of electronic parts/components
- KU5.** safe handling practices of electronic components
- KU6.** types of mechanical parts like screws, nuts, securing clips and their applicability
- KU7.** applicability of basic assembly tools and range of hand tools like screw drivers, electric screw drivers, spanners, forceps, forming players, cutters etc.
- KU8.** types of semi-automatic tools used for electronics components fitment/ forming/ preparation like thermal wire strippers, adjustable electronic board holders, led free soldering tools, precision screw driver set.

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- KU9.** different types of consumables used for soldering and their conditions/usage /application in assembly operations including any specifications by the customer and customer supplied consumables. storage and handling before usage of these consumables like thawing, stirring, fifo etc
- KU10.** general Safety Health and Environment (SHE) aspects and importance of following safe product/components handling techniques during assembly and impact on environment, product, parts and property including safe movement/storage and/or lifting of materials/packages etc.

Generic Skills (GS)

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

- GS1.** read and interpret necessary documents
- GS2.** read and understand manuals, requirement documents, operational health and safety instructions, memos, reports etc.
- GS3.** read and comprehend/understand material specifications
- GS4.** communicate with colleagues, peers and supervisor
- GS5.** liaise and coordinate with third party vendors/other stakeholders

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Arrange components/parts and assembly bench</i>	19	26	-	8
PC1. draw correct components from stores as per the work instructions	4	5	-	2
PC2. demonstrate understanding of the work instructions and familiarity with the assembly instructions	5	7	-	2
PC3. demonstrate arrangement of components as per the assembly instructions	5	7	-	2
PC4. verify specifications of all components as per the work instructions	5	7	-	2
<i>Arrange tools and equipment required for assembly</i>	11	29	-	7
PC5. identify and draw tools and equipment requirement as per the work instructions	4	10	-	3
PC6. ascertain compliance/correctness (calibration) wherever required	4	10	-	2
PC7. ascertain proper operation of all the tools/equipment	3	9	-	2
NOS Total	30	55	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N2506
NOS Name	Preparing Workspace for Assembly Operations
Sector	Telecom
Sub-Sector	Handset
Occupation	Communication Electronics
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

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TEL/N2507: Assembly Operations in Production Line

Description

This OS unit is about undertaking assembly operations in a handset production line.

Scope

The scope covers the following :

- Assembly operations of telecom devices/products
- Post assembly activities

Elements and Performance Criteria

Assembly operations of telecom devices/products

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

- PC1.** ascertain availability of all parts/components, vis-a-vis the specifications and assembly guidelines
- PC2.** ascertain availability of all tools and equipment to carry out work
- PC3.** ascertain work safety compliance before commencing work
- PC4.** sequence the parts and subassemblies in correct order
- PC5.** demonstrate ability to read technical diagrams and specifications
- PC6.** demonstrate basic skills of component handling, component fitment, use of basic assembly tools and mechanical fitments (special purpose screws etc.)
- PC7.** demonstrate assembly of the parts/components using proper process, procedures, sequence and using right tools
- PC8.** demonstrate basic quality check procedures

Post assembly activities

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

- PC9.** cross check intermediate and end of work compliance
- PC10.** secure the workplace by clearing any loose/leftover consumables, spare components etc.
- PC11.** account for all components used and match with the inventory issues.
- PC12.** follow store compliances in terms of return of inventory (components, parts etc.) at the end of work
- PC13.** document work done and account for all components as per company policy

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** quality standards, and compliances
- KU2.** relevant health and safety requirements
- KU3.** role and responsibilities as per the job profile and engagement terms

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- KU4.** reporting structure, inter-dependent functions, lines and procedures in the work area including all HR processes/HR manual/company policies
- KU5.** discipline and office etiquette in the work area and during the break hours as well outside to maintain the culture/image of the company.
- KU6.** guidelines with respect to contractual labour engaged by the organisation
- KU7.** escalation matrix and procedures for reporting work and employment related issue
- KU8.** handling of different kinds of electronic parts/components & connectors
- KU9.** importance of polarity of components
- KU10.** different types of mechanical parts like screws, nuts, identification of types and importance of use for assembly.
- KU11.** basic assembly tools and range of hand tools like screwdrivers, electric screw drivers, spanners, forceps, forming players, cutters etc.
- KU12.** types of hand tools and semi automatic tools used for electronics components, tweezers, forming tools, pliers, cutters, wire strippers, de-soldering pump etc.
- KU13.** PCBs (bare board) baking, storage and handling of critical parts during assembly and consumables handling like flux, paste etc.
- KU14.** quality standards and risks of not following the standards
- KU15.** basic soldering techniques, type of soldering defects, their effect on performance and re-work process
- KU16.** basic units of measurement used in Voltage, current, resistance and power measurements, frequency, RF, wrt telecommunication equipment
- KU17.** diagrams, drawings, assembly drawings, specifications and schedules pertaining to electronics line assembly/production
- KU18.** electronic circuits and functions (transmitters, receivers, switches, power supplies, amplifiers, multiplexers, couplers, registers, memory and all RF circuits in telecom equipment)
- KU19.** different types of connectors/cables/wires, cable forms polarities and pin Identification and understanding of basic specifications of these
- KU20.** the legend printing on PCBs and equipment including the version number and other visual symbols
- KU21.** safe disposal of hazardous and non-hazardous waste materials in places designated separately and clear the trash bins in time to avoid overflow causing unsafe conditions

Generic Skills (GS)

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

- GS1.** read and interpret necessary documents
- GS2.** read and understand manuals, requirement documents, operational health and safety instructions, memos, reports etc.
- GS3.** read and comprehend/understand material specifications
- GS4.** communicate with colleagues, peers and supervisor
- GS5.** liaise and coordinate with third party vendors/other stakeholders

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assembly operations of telecom devices/products</i>	18	48	-	11
PC1. ascertain availability of all parts/components, vis-a-vis the specifications and assembly guidelines	2	5	-	2
PC2. ascertain availability of all tools and equipment to carry out work	2	5	-	1
PC3. ascertain work safety compliance before commencing work	1	5	-	1
PC4. sequence the parts and subassemblies in correct order	2	5	-	1
PC5. demonstrate ability to read technical diagrams and specifications	2	7	-	1
PC6. demonstrate basic skills of component handling, component fitment, use of basic assembly tools and mechanical fitments (special purpose screws etc.)	3	8	-	2
PC7. demonstrate assembly of the parts/components using proper process, procedures, sequence and using right tools	4	8	-	2
PC8. demonstrate basic quality check procedures	2	5	-	1
<i>Post assembly activities</i>	7	12	-	4
PC9. cross check intermediate and end of work compliance	1	3	-	1
PC10. secure the workplace by clearing any loose/leftover consumables, spare components etc.	2	3	-	1
PC11. account for all components used and match with the inventory issues.	2	2	-	1
PC12. follow store compliances in terms of return of inventory (components, parts etc.) at the end of work	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. document work done and account for all components as per company policy	1	2	-	-
NOS Total	25	60	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N2507
NOS Name	Assembly Operations in Production Line
Sector	Telecom
Sub-Sector	Handset
Occupation	Communication Electronics
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

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TEL/N2508: ESD Safe Procedures and Practices

Description

This OS unit covers ESD safety procedures during the assembly operations and safe handling ESD sensitive components, sub-assemblies and product. It covers understanding of responsibilities towards safe Electro Static Devices (ESD) practices to prevent ESD related failures.

Scope

The scope covers the following :

- Compliance to ESD processes and procedures

Elements and Performance Criteria

Compliance to ESD processes and procedures

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

- PC1.** demonstrate safe work practices as per the ESD process and protocol
- PC2.** demonstrate grounding of all components in work area
- PC3.** demonstrate use of ESD tools/equipment (static voltage checker, wrist straps, shoe grounders, air ionizers)
- PC4.** demonstrate safe cleaning and clearing practices for removal of non-essential items and equipment carrying electrostatic generating potential
- PC5.** demonstrate the process of packing/unpacking of electronic components in compliance to ESD processes
- PC6.** demonstrate safe handling of all semi-finished products after assembly operations (use of ESD free trays, conveyor lines)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance and compliance of ESD policies and procedures
- KU2.** documents that refer to ESD safety in workplace
- KU3.** implications of not following the ESD protocols and its effect on the end product
- KU4.** basics of ESD and its effects on electronic components/performance
- KU5.** classification of ESD materials
- KU6.** how to identify ESD sensitive parts, packages, areas and understanding of precautionary labels/ instructions for use/packing/ unpacking etc.
- KU7.** sources of generation of Electrostatic energy
- KU8.** use/importance of all types of PPEs for ESD safe work, storage, packaging/handling materials like trays, bags etc.
- KU9.** levels of Electrostatic voltage generation during normal working environment on the shop floor like walking on various floors while soldering, cleaning etc.

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- KU10.** impact of working on/handling on ESD sensitive products/components in a non-ESD safe area
- KU11.** ESD - paths while working on assemblies, sub-assemblies and component parts
- KU12.** grounding paths and various methods/accessories used for grounding in the work area like for e.g.- Tables, mats, flooring, wrist straps
- KU13.** importance of proper usage of ESD safe materials and importance of checking these ESD safe PPEs and follow ESD processes and co-operate with ESD audits
- KU14.** basics of conducting ESD audits on various facility like work tables, flooring, straps, aprons, static/anti-static packaging etc.
- KU15.** relevance of safe handling, storage/ stacking of parts, assembly/ sub-assemblies to avoid/prevent ESD failures

Generic Skills (GS)

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

- GS1.** read and interpret necessary documents
- GS2.** read and understand manuals, requirement documents, operational health and safety instructions, memos, reports etc.
- GS3.** read and comprehend/understand material specifications
- GS4.** communicate with colleagues, peers and supervisor
- GS5.** liaise and coordinate with third party vendors/other stakeholders

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Compliance to ESD processes and procedures</i>	30	55	-	15
PC1. demonstrate safe work practices as per the ESD process and protocol	4	10	-	2
PC2. demonstrate grounding of all components in work area	4	10	-	2
PC3. demonstrate use of ESD tools/equipment (static voltage checker, wrist straps, shoe grounders, air ionizers)	6	7	-	3
PC4. demonstrate safe cleaning and clearing practices for removal of non-essential items and equipment carrying electrostatic generating potential	6	10	-	4
PC5. demonstrate the process of packing/unpacking of electronic components in compliance to ESD processes	6	9	-	2
PC6. demonstrate safe handling of all semi-finished products after assembly operations (use of ESD free trays, conveyor lines)	4	9	-	2
NOS Total	30	55	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N2508
NOS Name	ESD Safe Procedures and Practices
Sector	Telecom
Sub-Sector	Handset
Occupation	Communication Electronics
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

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TEL/N9101: Organise Work and Resources as per Health and Safety Standards

Description

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

Scope

The scope covers the following :

- Perform work as per quality standards
- Maintain safe, healthy and secure working environment
- Conserve material/energy/electricity
- Use effective waste management/recycling practices

Elements and Performance Criteria

Perform work as per quality standards

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

- PC1.** keep workspace clean and tidy
- PC2.** perform individual role and responsibilities as per the job role while taking accountability for the work
- PC3.** record/document tasks completed as per the requirements within specific timelines
- PC4.** implement schedules to ensure timely completion of tasks
- PC5.** identify the cause of a problem related to own work and validate it
- PC6.** analyse problems accurately and communicate different possible solutions to the problem

Maintain safe, healthy and secure working environment

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

- PC7.** comply with organisation's current health, safety, security policies and procedures
- PC8.** check for water spills in and around the work space and escalate these to the appropriate authority
- PC9.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC10.** use safety materials such as goggles, gloves, ear plugs, caps, ESD pins, covers, shoes, etc.
- PC11.** avoid damage of components due to negligence in ESD procedures or any other loss due to safety negligence
- PC12.** identify 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
- PC13.** participate regularly in fire drills or other safety related workshops organised by the company
- 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

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- PC15.** maintain appropriate posture while sitting/standing for long hours
- PC16.** handle heavy and hazardous materials with care, while maintaining appropriate posture
- PC17.** sanitize workstation and equipment regularly
- PC18.** clean hands with soap, alcohol-based sanitizer regularly
- PC19.** avoid contact with anyone suffering from communicable diseases and take necessary precautions
- PC20.** take safety precautions while travelling e.g. maintain 1m distance from others, sanitize hands regularly, wear masks, etc.
- PC21.** report hygiene and sanitation issues to appropriate authority
- PC22.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.

Conserve material/energy/electricity

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

- PC23.** optimize usage of material including water in various tasks/activities/processes
- PC24.** use resources such as water, electricity and others responsibly
- PC25.** carry out routine cleaning of tools, machine and equipment
- PC26.** optimize use of electricity/energy in various tasks/activities/processes
- PC27.** perform periodic checks of the functioning of the equipment/machine and rectify wherever required
- PC28.** report malfunctioning and lapses in maintenance of equipment
- PC29.** use electrical equipment and appliances properly

Use effective waste management/recycling practices

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

- PC30.** identify recyclable, non-recyclable and hazardous waste
- PC31.** deposit recyclable and reusable material at identified location
- PC32.** dispose non-recyclable and hazardous waste as per recommended processes

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** strategies pertinent to their field (such as internet searches, asking peers and managers, enrolling for courses and certifications, etc.) that can be used to pursue an advancement in their 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.** escalation matrix and its importance, especially in case of emergencies
- KU7.** ways of time and cost management
- KU8.** rules/regulation for maintaining health and safety at workplace

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- KU9.** meaning of hazard, different types of health and safety hazards found in the workplace, risks and threats based on the nature of work
- KU10.** relevant signage, warnings, labels or descriptions on equipment, etc. while carrying out work activities
- KU11.** procedures to report breaches in health, safety and security
- KU12.** organisation's procedures for different emergency situations and the importance of following the same
- KU13.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU14.** significance of personal hygiene practice including hand hygiene
- KU15.** path of disease transmission
- KU16.** correct method of donning and doffing of PPE
- KU17.** ways of managing resources and material efficiently
- KU18.** common electrical problems and common practices of conserving electricity
- KU19.** categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics and use of different colours of dustbins
- KU20.** organisation's procedures for minimizing waste
- KU21.** waste management and methods of waste disposal
- KU22.** common sources of pollution and ways to minimize it

Generic Skills (GS)

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

- GS1.** improve and modify work practices
- GS2.** complete tasks efficiently and accurately within stipulated time
- GS3.** develop skills and mastery of the technologies prevalent in the industry
- GS4.** write in at least one language and complete written work with attention to detail
- GS5.** utilize time and manage workload efficiently
- GS6.** read and comprehend instructions and documents
- GS7.** accept feedback in a constructive way
- GS8.** seek clarifications from superior about the job requirement
- GS9.** read and comprehend statutory documents relevant to safety and hygiene
- GS10.** refer all anomalies to the concerned persons
- GS11.** analyze situations and make appropriate decisions
- GS12.** decide the most suitable course of action for completing the task within resources

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform work as per quality standards</i>	4	9	-	2
PC1. keep workspace clean and tidy	-	1	-	-
PC2. perform individual role and responsibilities as per the job role while taking accountability for the work	1	1	-	1
PC3. record/document tasks completed as per the requirements within specific timelines	-	1	-	1
PC4. implement schedules to ensure timely completion of tasks	-	2	-	-
PC5. identify the cause of a problem related to own work and validate it	2	2	-	-
PC6. analyse problems accurately and communicate different possible solutions to the problem	1	2	-	-
<i>Maintain safe, healthy and secure working environment</i>	16	27	-	4
PC7. comply with organisation's current health, safety, security policies and procedures	1	1	-	-
PC8. check for water spills in and around the work space and escalate these to the appropriate authority	1	2	-	1
PC9. report any identified breaches in health, safety, and security policies and procedures to the designated person	1	2	-	1
PC10. use safety materials such as goggles, gloves, ear plugs, caps, ESD pins, covers, shoes, etc.	1	2	-	1
PC11. avoid damage of components due to negligence in ESD procedures or any other loss due to safety negligence	2	3	-	1
PC12. identify 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	2	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. participate regularly in fire drills or other safety related workshops organised by the company	1	3	-	-
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	1	3	-	-
PC15. maintain appropriate posture while sitting/standing for long hours	1	1	-	-
PC16. handle heavy and hazardous materials with care, while maintaining appropriate posture	1	1	-	-
PC17. sanitize workstation and equipment regularly	1	2	-	-
PC18. clean hands with soap, alcohol-based sanitizer regularly	-	1	-	-
PC19. avoid contact with anyone suffering from communicable diseases and take necessary precautions	-	1	-	-
PC20. take safety precautions while travelling e.g. maintain 1m distance from others, sanitize hands regularly, wear masks, etc.	1	2	-	-
PC21. report hygiene and sanitation issues to appropriate authority	1	1	-	-
PC22. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.	1	1	-	-
<i>Conserve material/energy/electricity</i>	7	16	-	3
PC23. optimize usage of material including water in various tasks/activities/processes	1	2	-	-
PC24. use resources such as water, electricity and others responsibly	1	2	-	1
PC25. carry out routine cleaning of tools, machine and equipment	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. optimize use of electricity/energy in various tasks/activities/processes	1	3	-	1
PC27. perform periodic checks of the functioning of the equipment/machine and rectify wherever required	1	3	-	1
PC28. report malfunctioning and lapses in maintenance of equipment	1	2	-	-
PC29. use electrical equipment and appliances properly	1	2	-	-
<i>Use effective waste management/recycling practices</i>	3	8	-	1
PC30. identify recyclable, non-recyclable and hazardous waste	1	2	-	1
PC31. deposit recyclable and reusable material at identified location	1	3	-	-
PC32. dispose non-recyclable and hazardous waste as per recommended processes	1	3	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9101
NOS Name	Organise Work and Resources as per Health and Safety Standards
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

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TEL/N9102: Interact Effectively with Team Members and Customers

Description

This OS unit is about interacting 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.** receive work requirements from superiors and customers and interpret them correctly
- PC2.** inform the supervisor and/or concerned person about any unforeseen disruptions or delays
- PC3.** participate in decision making by providing facts and figures, giving/accepting constructive suggestions
- PC4.** rectify errors as per feedback and ensure the errors are not repeated

Interact effectively with colleagues and customers

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

- PC5.** comply with organisation's policies and procedures for working with team members
- PC6.** communicate professionally using appropriate mode of communication such as face-to-face, telephonic and written
- PC7.** respond to queries and seek/provide clarifications if required
- PC8.** co-ordinate with team to integrate work as per requirements
- PC9.** resolve conflicts within the team/with customers to achieve smooth workflow
- PC10.** recognize emotions accurately in self and others to build good relationships
- PC11.** prioritize team and organization goals above personal goals

Respect differences of gender and ability

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

- PC12.** maintain a conducive environment for all the genders at the workplace
- PC13.** encourage appropriate behavior and conduct with people across gender
- PC14.** assist team members with disability in overcoming any challenges faced in work
- PC15.** practice appropriate verbal and non-verbal communication while interacting with People with Disability (PwD)
- PC16.** ensure equal participation of the people across genders in discussions

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** organisation's policies on dress code, workplace timings, workplace behaviour, performance management, incentives, delivery standards, information security, etc.
- KU2.** organisation's hierarchy and escalation matrix
- KU3.** importance of establishing good working relationships with colleagues and superiors
- KU4.** importance of helping colleagues with problems, in order to meet quality and time standards as a team
- KU5.** different means and methods of communication
- KU6.** different types of information that colleagues might need and the importance of providing this information in an appropriate manner
- KU7.** organisation's policies and procedures for working with colleagues and superiors
- KU8.** importance of understanding consequences of gender biased 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.** process of recruiting people for a particular job profile w.r.t PwD and gender
- KU13.** 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.** read and comprehend forms, documents and records
- GS2.** read and write in English and/or local language
- GS3.** complete work with attention to detail
- GS4.** listen effectively and orally communicate information
- GS5.** work as per customer requirements
- GS6.** communicate with empathy across genders and PwD
- GS7.** improve and modify work practices
- GS8.** maintain positive and effective relationships with colleagues and customers
- GS9.** 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>	7	15	-	2
PC1. receive work requirements from superiors and customers and interpret them correctly	1	2	-	-
PC2. inform the supervisor and/or concerned person about any unforeseen disruptions or delays	2	4	-	1
PC3. participate in decision making by providing facts and figures, giving/accepting constructive suggestions	2	5	-	1
PC4. rectify errors as per feedback and ensure the errors are not repeated	2	4	-	-
<i>Interact effectively with colleagues and customers</i>	7	26	-	4
PC5. comply with organisation's policies and procedures for working with team members	1	2	-	-
PC6. communicate professionally using appropriate mode of communication such as face-to-face, telephonic and written	2	4	-	1
PC7. respond to queries and seek/provide clarifications if required	2	4	-	1
PC8. co-ordinate with team to integrate work as per requirements	-	3	-	-
PC9. resolve conflicts within the team/with customers to achieve smooth workflow	1	5	-	1
PC10. recognize emotions accurately in self and others to build good relationships	1	4	-	-
PC11. prioritize team and organization goals above personal goals	-	4	-	1
<i>Respect differences of gender and ability</i>	11	24	-	4
PC12. maintain a conducive environment for all the genders at the workplace	2	5	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. encourage appropriate behavior and conduct with people across gender	2	5	-	1
PC14. assist team members with disability in overcoming any challenges faced in work	3	4	-	1
PC15. practice appropriate verbal and non-verbal communication while interacting with People with Disability (PWD)	2	4	-	1
PC16. ensure equal participation of the people across genders in discussions	2	6	-	-
NOS Total	25	65	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9102
NOS Name	Interact Effectively with Team Members and Customers
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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/N2506.Preparing Workspace for Assembly Operations	30	55	-	15	100	20
TEL/N2507.Assembly Operations in Production Line	25	60	-	15	100	20
TEL/N2508.ESD Safe Procedures and Practices	30	55	-	15	100	20
TEL/N9101.Organise Work and Resources as per Health and Safety Standards	30	60	-	10	100	20
TEL/N9102.Interact Effectively with Team Members and Customers	25	65	-	10	100	20
Total	140	295	-	65	500	100

Qualification Pack

Acronyms

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

Qualification Pack

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.

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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.