

## Qualification Pack



# Active Network Management Associate

QP Code: TEL/Q6302

Version: 3.0

NSQF Level: 4

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

## Qualification Pack

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## Qualification Pack

### TEL/Q6302: Active Network Management Associate

#### Brief Job Description

The individual in this job is responsible for provisioning of end-to-end circuits and managing network elements from a centralized server for a Network Management System.

#### Personal Attributes

The individual needs to have the ability to upgrade skills with changing technologies, work in a team, multitask and track multiple projects simultaneously with full dedication and willingness. The individual should have generic communication and leadership skills, attention to details, excellent problem-solving capabilities, strong quantitative abilities and good interpersonal skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [TEL/N6307: Provisioning of Active Network Equipment](#)
2. [TEL/N6309: Monitoring and Reporting the Status of SDH, DWDM and L2 Equipment](#)
3. [TEL/N9101: Organize Work and Resources as per Health and Safety Standards](#)
4. [TEL/N9102: Interact Effectively with Team Members and Customers](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Project Engineering
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	18
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3114.1301

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<b>Minimum Educational Qualification &amp; Experience</b>	<p>12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 OR 10th Class (Pursuing 2nd year of 3-year regular Diploma (after 10th) OR 10th grade pass (with two years of any combination of NTC/NAC/CITS or equivalent) OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR 10th grade pass and pursuing continuous schooling (With No Experience required) OR Previous relevant Qualification of NSQF Level (3) 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>	17 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQF Approval Date</b>	30/12/2021
<b>Version</b>	3.0
<b>Reference code on NQR</b>	QG-03-TL-00465-2023-V1.1-TSSC
<b>NQR Version</b>	1.1

## Qualification Pack

### TEL/N6307: Provisioning of Active Network Equipment

#### Description

This OS unit provides standard guidelines for provisioning of SDH, DWDM equipment and ethernet services for Layer 2 devices using a Network Management System (NMS) installed in the Centralized Network Operation Centre (NOC).

#### Scope

The scope covers the following :

- Analyse the pre-requisites for provisioning
- Perform provisioning using the NMS
- Provision Dense Wavelength Division Multiplexing (DWDM), Amplifiers, Multi-Dwelling Unit (MDU) and Reconfigurable Optical Add/Drop Multiplexer (ROADM)
- Provision and activate end-to-end unprotected and protected circuits
- Provision ethernet services
- Deactivate and delete circuits
- Report and record provisioning

#### Elements and Performance Criteria

##### *Analyse the pre-requisites for provisioning*

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

- PC1.** identify networking and system requirements
- PC2.** identify all equipment, services and other network elements that need to be provisioned and configured

##### *Perform provisioning using NMS*

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

- PC3.** identify the required hardware and software to launch NMS
- PC4.** apply the credentials provided by supervisors for NMS Graphical User Interface (GUI)
- PC5.** perform provisioning and system support using node view
- PC6.** identify all network elements (nodes) in the Element Management System (EMS) depending on the equipment to provision - Software-Defined Networking (SDN) or DWDM
- PC7.** design the network hierarchy mapping it to the network view of NMS and EMS
- PC8.** perform installation, configuration and connectivity of NMS server and client software/switch
- PC9.** configure NMS to reflect the nodes

##### *Provision DWDM Amplifiers, MDU units and ROADM*

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

- PC10.** provision the amplifier modules and Erbium-Doped Fiber Amplifier (EDFA)
- PC11.** select the amplifier gain (based on flat gain or customer gain) and the amplifier type (pre-amplifier or post-amplifier) for the DWDM networks
- PC12.** check for the gain using spectrometer as per requirements

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- PC13.** check optical supervisory channel for Dynamic Circuit Network (DCN) management amplification as per specifications
- PC14.** select transmission cards based on even or odd channel multiplexing and channel spacing
- PC15.** provision the correct DWDM SFPs in the MDU cards to ensure performance of multiplexing
- PC16.** provision the express channels in transmission cards to allow proper pass-through of other channels
- PC17.** ensure that client side SFPs are correctly provisioned as per requirements
- PC18.** provision ROADM based on the application

### *Provision and activate end-to-end unprotected and protected circuits*

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

- PC19.** ensure channels are configured (added and dropped) and provisioned correctly on the ROADM
- PC20.** configure NMS GUI to check its connectivity and layout using the topology view
- PC21.** configure circuits with correct parameters and label the nodes appropriately
- PC22.** verify creation of configured nodes and unprotected circuits in normal view of the GUI
- PC23.** analyse requirement of Plesiochronous Digital Hierarchy (PDH), Synchronous Digital Hierarchy (SDH), Virtual Concatenation Group (VCG) circuit types
- PC24.** analyse test results to localize faults and advise resolution of provisioning error(s)
- PC25.** identify the basic requirements for the protected circuit such as protected class of service menu, dual mode of protection in NMS, Wait-To-Restore (WTR) option, appropriate path, protection mechanism to be employed etc.
- PC26.** verify the protected circuit and filter the created circuit as specified in the guidelines

### *Provision ethernet services*

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

- PC27.** analyse the status of the circuit and activate the circuit, in case of pending status, as per instructions specified in the reference guide
- PC28.** ensure NMS is configured as per instructions specified in the reference guide
- PC29.** identify the connecting links between the ethernet devices and Layer 2 (L2) devices
- PC30.** interpret ethernet traffic flow between two device (one-to-one, one-to-many, or many-to-many) connections
- PC31.** analyse the different services such as point-to-point service (Tunnel and ELINE service), point-to-multipoint service (bridging and ELAN service)
- PC32.** provision point-to-point service in a point-to-multipoint environment and the capacity distribution profile
- PC33.** implement ethernet service from NMS GUI
- PC34.** measure Quality-of-Service (QoS) parameters for service and Operations, Administration and Maintenance (OAM) parameters

### *Deactivate and delete circuits*

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

- PC35.** configure per hop behaviour and traffic conditioning profiles
- PC36.** identify the circuit which requires deactivation or deletion
- PC37.** perform deactivation or deletion of the circuit from NMS

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**PC38.** verify status of the deleted circuit from the circuit list

*Report and record provisioning*

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

**PC39.** verify all nodes to check for circuit deletion and record information of deleted circuits

**PC40.** notify all relevant parties (O&M, NOC team and supervisors) about the circuit provisioning, activation, deactivation or any other task related to the circuits

**PC41.** record all newly created circuits with relevant parameters in the provisioning report format

**PC42.** update all relevant circuit and NMS records and ensure these are available to all appropriate authorities for inspection

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** risks and impact of not following defined procedures/work instructions

**KU2.** escalation matrix for reporting identified incidents, troubles and/or emergencies e.g. system failures, fire and power failures

**KU3.** working of DWDM technology, its applications, key components, network architecture and key considerations related to the deployment of DWDM

**KU4.** basic network management concepts and elements such as OSI architecture, LAN-MAN-WAN-VLAN concept and its architecture

**KU5.** application of NMS and configuration of server and client

**KU6.** PDH, SDH technology, mapping and multiplexing technology of SDH, ROADM and cross-connects

**KU7.** TCI/IP, IP addressing, subnetting, IP Routing protocols, i.e. RIP, OSPF, IGRP, VCG etc.

**KU8.** basic equipment design and application of network systems and optical fiber transmission

**KU9.** basics of LINUX, MySQL and simple Java commands

**KU10.** TMF814 Multi-Technology Network Management (MTNM) Solution Set standards

**KU11.** functions of attenuators, test equipment, line tester, Ethernet tester, VSWR meter, RF power meter, Optical meter etc.

**KU12.** mapping and multiplexing technology of DWDM

**KU13.** ethernet networking i.e. half duplex, full duplex, physical and data link layer ethernet

**KU14.** core, distribution and access layer architecture

**KU15.** ethernet media and connector requirement

**KU16.** basics of L2 switching technologies

**KU17.** different WAN protocols

**KU18.** Ethernet-over-SDH (EoS) technology and implementation

**KU19.** login cables (RJ45, RS232 and Hi Speed USB) for different site equipment

**KU20.** common security aspects such as access control, authentication, nonrepudiation, data confidentiality, etc

**KU21.** lowest security levels of the components of network

**KU22.** configuration of switches inside a network element



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**KU23.** working of the different management frameworks in the NOC

**KU24.** provisioning reports to identify the preventive actions to eliminate error in provisioning

### Generic Skills (GS)

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

**GS1.** read standards documents such as provisioning guides, reports, SOPs, user manuals

**GS2.** communicate with external stakeholders in their preferred language (English, Hindi or regional)

**GS3.** provide advice and guidance to peers and juniors

**GS4.** seek experts help timely, if needed at any stage

**GS5.** prioritise tasks in high-pressure environment



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyse the pre-requisites for provisioning</i>	<b>1</b>	<b>4</b>	-	<b>1</b>
<b>PC1.</b> identify networking and system requirements	-	2	-	-
<b>PC2.</b> identify all equipment, services and other network elements that need to be provisioned and configured	1	2	-	1
<i>Perform provisioning using NMS</i>	<b>6</b>	<b>11</b>	-	<b>3</b>
<b>PC3.</b> identify the required hardware and software to launch NMS	1	1	-	-
<b>PC4.</b> apply the credentials provided by supervisors for NMS Graphical User Interface (GUI)	-	1	-	1
<b>PC5.</b> perform provisioning and system support using node view	1	1	-	-
<b>PC6.</b> identify all network elements (nodes) in the Element Management System (EMS) depending on the equipment to provision - Software-Defined Networking (SDN) or DWDM	1	3	-	1
<b>PC7.</b> design the network hierarchy mapping it to the network view of NMS and EMS	1	1	-	1
<b>PC8.</b> perform installation, configuration and connectivity of NMS server and client software/switch	1	1	-	-
<b>PC9.</b> configure NMS to reflect the nodes	1	3	-	-
<i>Provision DWDM Amplifiers, MDU units and ROADM</i>	<b>7</b>	<b>9</b>	-	<b>3</b>
<b>PC10.</b> provision the amplifier modules and Erbium-Doped Fiber Amplifier (EDFA)	1	1	-	1
<b>PC11.</b> select the amplifier gain (based on flat gain or customer gain) and the amplifier type (pre-amplifier or post-amplifier) for the DWDM networks	-	1	-	1
<b>PC12.</b> check for the gain using spectrometer as per requirements	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> check optical supervisory channel for Dynamic Circuit Network (DCN) management amplification as per specifications	1	1	-	-
<b>PC14.</b> select transmission cards based on even or odd channel multiplexing and channel spacing	1	1	-	-
<b>PC15.</b> provision the correct DWDM SFPs in the MDU cards to ensure performance of multiplexing	1	1	-	1
<b>PC16.</b> provision the express channels in transmission cards to allow proper pass-through of other channels	-	1	-	-
<b>PC17.</b> ensure that client side SFPs are correctly provisioned as per requirements	1	1	-	-
<b>PC18.</b> provision ROADM based on the application	1	1	-	-
<i>Provision and activate end-to-end unprotected and protected circuits</i>	<b>9</b>	<b>8</b>	-	<b>3</b>
<b>PC19.</b> ensure channels are configured (added and dropped) and provisioned correctly on the ROADM	1	1	-	1
<b>PC20.</b> configure NMS GUI to check its connectivity and layout using the topology view	1	1	-	-
<b>PC21.</b> configure circuits with correct parameters and label the nodes appropriately	1	1	-	-
<b>PC22.</b> verify creation of configured nodes and unprotected circuits in normal view of the GUI	1	1	-	-
<b>PC23.</b> analyse requirement of Plesiochronous Digital Hierarchy (PDH), Synchronous Digital Hierarchy (SDH), Virtual Concatenation Group (VCG) circuit types	1	1	-	1
<b>PC24.</b> analyse test results to localize faults and advise resolution of provisioning error(s)	1	1	-	-
<b>PC25.</b> identify the basic requirements for the protected circuit such as protected class of service menu, dual mode of protection in NMS, Wait-To-Restore (WTR) option, appropriate path, protection mechanism to be employed etc.	2	1	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC26.</b> verify the protected circuit and filter the created circuit as specified in the guidelines	1	1	-	-
<i>Provision ethernet services</i>	<b>7</b>	<b>10</b>	-	<b>3</b>
<b>PC27.</b> analyse the status of the circuit and activate the circuit, in case of pending status, as per instructions specified in the reference guide	1	1	-	-
<b>PC28.</b> ensure NMS is configured as per instructions specified in the reference guide	1	1	-	-
<b>PC29.</b> identify the connecting links between the ethernet devices and Layer 2 (L2) devices	1	1	-	-
<b>PC30.</b> interpret ethernet traffic flow between two device (one-to-one, one-to-many, or many-to-many) connections	-	1	-	-
<b>PC31.</b> analyse the different services such as point-to-point service (Tunnel and ELINE service), point-to-multipoint service (bridging and ELAN service)	1	1	-	1
<b>PC32.</b> provision point-to-point service in a point-to-multipoint environment and the capacity distribution profile	1	1	-	1
<b>PC33.</b> implement ethernet service from NMS GUI	1	1	-	-
<b>PC34.</b> measure Quality-of-Service (QoS) parameters for service and Operations, Administration and Maintenance (OAM) parameters	1	3	-	1
<i>Deactivate and delete circuits</i>	<b>2</b>	<b>4</b>	-	<b>1</b>
<b>PC35.</b> configure per hop behaviour and traffic conditioning profiles	-	1	-	-
<b>PC36.</b> identify the circuit which requires deactivation or deletion	1	1	-	-
<b>PC37.</b> perform deactivation or deletion of the circuit from NMS	-	1	-	1
<b>PC38.</b> verify status of the deleted circuit from the circuit list	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Report and record provisioning</i>	<b>3</b>	<b>4</b>	-	<b>1</b>
<b>PC39.</b> verify all nodes to check for circuit deletion and record information of deleted circuits	1	1	-	-
<b>PC40.</b> notify all relevant parties (O&M, NOC team and supervisors) about the circuit provisioning, activation, deactivation or any other task related to the circuits	1	1	-	-
<b>PC41.</b> record all newly created circuits with relevant parameters in the provisioning report format	-	1	-	1
<b>PC42.</b> update all relevant circuit and NMS records and ensure these are available to all appropriate authorities for inspection	1	1	-	-
<b>NOS Total</b>	<b>35</b>	<b>50</b>	-	<b>15</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N6307
<b>NOS Name</b>	Provisioning of Active Network Equipment
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Project Engineering
<b>NSQF Level</b>	4
<b>Credits</b>	6
<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/N6309: Monitoring and Reporting the Status of SDH, DWDM and L2 Equipment

## Description

This OS unit is about monitoring health of the network elements (SDH, DWDM or Layer 2 equipment) and reporting the status to appropriate authority.

## Scope

The scope covers the following :

- Implement and support monitoring activities
- Resolve monitoring problems
- Generate, review and analyse reports

## Elements and Performance Criteria

### *Implement and support monitoring activities*

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

- PC1.** identify the required hardware and software to launch Network Management System (NMS)
- PC2.** apply the login credentials of NMS provided by supervisors for monitoring the network alarms
- PC3.** analyse the relevant links in NMS window for monitoring and reporting activities as indicated in reference guide
- PC4.** monitor the status of Synchronization Clock source in Network Elements
- PC5.** record the performance management parameters in network element
- PC6.** verify the network topology for connectivity of all network elements
- PC7.** identify and monitor the critical parameters for network health
- PC8.** identify any deviations in the NMS for monitoring
- PC9.** record the network deviations appropriately in specified format

### *Resolve monitoring problems*

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

- PC10.** locate the root cause, and solution, to the problem by referring to the guidelines
- PC11.** resolve all issues within scope and escalate the issues beyond the scope of work for monitoring
- PC12.** analyse the queries from the network team
- PC13.** record monitoring activities in a specified format to the concerned authorities

### *Generate, review and analyse reports*

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

- PC14.** identify the typical reports in the NMS such as circuit provisioning report, Dynamic Circuit Network (DCN) report and other customised reports that needs to be generated
- PC15.** generate individual as well as bulk reports as per requirements based on time frames and order

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### *Review and analyse reports*

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

- PC16.** review the generated reports to verify correct network parameters recording
- PC17.** identify the limitations of generated report to reveal relevant information and take corrective action
- PC18.** identify the causes of potential bottlenecks after analysis of report as per the guidelines
- PC19.** notify all relevant parties (O&M, NOC team, supervisor) for report generation and submission
- PC20.** send reports to the authorised personnel in the required format

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** types of documentation in organization and its importance
- KU2.** records to be maintained and implication of non-maintenance
- KU3.** application scenario of NMS, architecture and configuration of server and client
- KU4.** alarm severity
- KU5.** managing and filtering of alarms
- KU6.** cross-connects and fiber transmission
- KU7.** various formats (PDF/XML/HTML/DOC) in which the report needs to be generated
- KU8.** Operating System (OS) such as Windows and Linux/Unix, network management system server and client

### **Generic Skills (GS)**

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

- GS1.** interpret notifications, alert and messages
- GS2.** read and comprehend generated report
- GS3.** analyse problems and their suitable solutions
- GS4.** implement ways to timely take actions on issues
- GS5.** multitask activities in daily life at work

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement and support monitoring activities</i>	<b>17</b>	<b>26</b>	-	<b>6</b>
<b>PC1.</b> identify the required hardware and software to launch Network Management System (NMS)	2	3	-	1
<b>PC2.</b> apply the login credentials of NMS provided by supervisors for monitoring the network alarms	2	3	-	1
<b>PC3.</b> analyse the relevant links in NMS window for monitoring and reporting activities as indicated in reference guide	1	3	-	1
<b>PC4.</b> monitor the status of Synchronization Clock source in Network Elements	1	3	-	-
<b>PC5.</b> record the performance management parameters in network element	2	3	-	1
<b>PC6.</b> verify the network topology for connectivity of all network elements	2	3	-	-
<b>PC7.</b> identify and monitor the critical parameters for network health	2	3	-	1
<b>PC8.</b> identify any deviations in the NMS for monitoring	3	3	-	1
<b>PC9.</b> record the network deviations appropriately in specified format	2	2	-	-
<i>Resolve monitoring problems</i>	<b>5</b>	<b>11</b>	-	<b>4</b>
<b>PC10.</b> locate the root cause, and solution, to the problem by referring to the guidelines	1	3	-	1
<b>PC11.</b> resolve all issues within scope and escalate the issues beyond the scope of work for monitoring	2	3	-	1
<b>PC12.</b> analyse the queries from the network team	1	3	-	1
<b>PC13.</b> record monitoring activities in a specified format to the concerned authorities	1	2	-	1
<i>Generate, review and analyse reports</i>	<b>3</b>	<b>5</b>	-	<b>2</b>



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> identify the typical reports in the NMS such as circuit provisioning report, Dynamic Circuit Network (DCN) report and other customised reports that needs to be generated	2	3	-	1
<b>PC15.</b> generate individual as well as bulk reports as per requirements based on time frames and order	1	2	-	1
<i>Review and analyse reports</i>	<b>5</b>	<b>13</b>	-	<b>3</b>
<b>PC16.</b> review the generated reports to verify correct network parameters recording	1	3	-	-
<b>PC17.</b> identify the limitations of generated report to reveal relevant information and take corrective action	1	2	-	1
<b>PC18.</b> identify the causes of potential bottlenecks after analysis of report as per the guidelines	1	3	-	1
<b>PC19.</b> notify all relevant parties (O&M, NOC team, supervisor) for report generation and submission	1	2	-	1
<b>PC20.</b> send reports to the authorised personnel in the required format	1	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>55</b>	-	<b>15</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N6309
<b>NOS Name</b>	Monitoring and Reporting the Status of SDH, DWDM and L2 Equipment
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Project Engineering
<b>NSQF Level</b>	4
<b>Credits</b>	7
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQF Clearance Date</b>	30/12/2021

## Qualification Pack

# TEL/N9101: Organize 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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

### Qualification Pack

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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N9101
<b>NOS Name</b>	Organize Work and Resources as per Health and Safety Standards
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## Qualification Pack

### 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)

## Qualification Pack

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>	<b>7</b>	<b>15</b>	-	<b>2</b>
<b>PC1.</b> receive work requirements from superiors and customers and interpret them correctly	1	2	-	-
<b>PC2.</b> inform the supervisor and/or concerned person about any unforeseen disruptions or delays	2	4	-	1
<b>PC3.</b> participate in decision making by providing facts and figures, giving/accepting constructive suggestions	2	5	-	1
<b>PC4.</b> rectify errors as per feedback and ensure the errors are not repeated	2	4	-	-
<i>Interact effectively with colleagues and customers</i>	<b>7</b>	<b>26</b>	-	<b>4</b>
<b>PC5.</b> comply with organisation's policies and procedures for working with team members	1	2	-	-
<b>PC6.</b> communicate professionally using appropriate mode of communication such as face-to-face, telephonic and written	2	4	-	1
<b>PC7.</b> respond to queries and seek/provide clarifications if required	2	4	-	1
<b>PC8.</b> co-ordinate with team to integrate work as per requirements	-	3	-	-
<b>PC9.</b> resolve conflicts within the team/with customers to achieve smooth workflow	1	5	-	1
<b>PC10.</b> recognize emotions accurately in self and others to build good relationships	1	4	-	-
<b>PC11.</b> prioritize team and organization goals above personal goals	-	4	-	1
<i>Respect differences of gender and ability</i>	<b>11</b>	<b>24</b>	-	<b>4</b>
<b>PC12.</b> 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
<b>PC13.</b> encourage appropriate behavior and conduct with people across gender	2	5	-	1
<b>PC14.</b> assist team members with disability in overcoming any challenges faced in work	3	4	-	1
<b>PC15.</b> practice appropriate verbal and non-verbal communication while interacting with People with Disability (PWD)	2	4	-	1
<b>PC16.</b> ensure equal participation of the people across genders in discussions	2	6	-	-
<b>NOS Total</b>	<b>25</b>	<b>65</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N9102
<b>NOS Name</b>	Interact Effectively with Team Members and Customers
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

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

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

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

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** 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:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.



## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## 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

**KU11.** 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 and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** 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

**GS2.** communicate effectively using appropriate language in formal and informal settings



## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- 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> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</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>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</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	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</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>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</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>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</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/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## 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/N6307.Provisioning of Active Network Equipment	35	50	-	15	100	25
TEL/N6309.Monitoring and Reporting the Status of SDH, DWDM and L2 Equipment	30	55	-	15	100	25
TEL/N9101.Organize 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
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>140</b>	<b>260</b>	<b>-</b>	<b>50</b>	<b>450</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.