

Qualification Pack

Service Technician (Heavy Motor Vehicle)

QP Code: ASC/Q1432

Version: 2.0

NSQF Level: 4

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ASC/Q1432: Service Technician (Heavy Motor Vehicle)

Brief Job Description

A Heavy Commercial Vehicle Service Technician is responsible for the repair, routine servicing and maintenance (including electrical and mechanical aggregates) of vehicles

Personal Attributes

An individual in this job must have good communication and interpersonal skills. The person should be patient, organised, team-oriented, customer centric and have the ability to work for long hours in adverse conditions. The individual should be a keen observer and have an eye for detail and quality.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9801: Organize work and resources \(Service\)](#)
2. [ASC/N1453: Carry out routine service or minor repairs a heavy commercial vehicle and assist in diagnosis](#)
3. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
Country	India
NSQF Level	4
Credits	14
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3115.0602

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Minimum Educational Qualification & Experience	11th Class with 1.5 years of experience OR 10th Class with 3 Years of experience OR Certificate-NSQF (Four Wheeler Service Assistant Level 3) with 3 Years of experience OR 10th grade pass plus 2-year NTC (/NAC)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/08/2027
NSQC Approval Date	27/08/2024
Version	2.0
Reference code on NQR	QG-04-AU-02945-2024-V2-ASDC
NQR Version	2

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ASC/N9801: Organize work and resources (Service)

Description

This NOS unit is about implementing safety, planning work, adopting sustainable practices for optimising use of resources

Scope

The scope covers the following :

- Maintain safe and secure working environment
- Perform work as per quality standards
- Health and hygiene
- Material/energy conservation practices
- Effective waste management practices

Elements and Performance Criteria

Maintain safe and secure working environment

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

PC1. organise work as per organisation's current health, safety and security policies and procedures

PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person

PC3. identify the risks and hazards associated with work activities, their causes and prevention

Perform work as per quality standards

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

PC4. ensure work area is clean and tidy

PC5. ensure that work is accomplished as per the requirements within the specified timeline

PC6. ensure team goals are given preference over individual goals

Health and hygiene

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

PC7. sanitize workstation and equipment regularly

PC8. clean hands with soap, alcohol-based sanitizer regularly

PC9. avoid contact with ill people and self-isolate in a similar situation

PC10. wear and dispose PPEs regularly and appropriately

PC11. report advanced hygiene and sanitation issues to appropriate authority

PC12. follow stress and anxiety management techniques

Material/energy conservation practices

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

PC13. identify ways to optimise usage of material in various tasks/activities/processes

PC14. use resources, including water, in a responsible manner

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- PC15.** check for spills/leakages in various tasks/activities/processes
- PC16.** plug spills/leakages and escalate to appropriate authority if unable to rectify
- PC17.** carry out routine cleaning of tools, machines and equipment
- PC18.** check if the equipment/machine is functioning normally before commencing work and rectify wherever required
- PC19.** report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment
- PC20.** ensure electrical equipment and appliances are properly connected and turned off when not in use

Effective waste management practices

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

- PC21.** identify recyclable and non-recyclable, and hazardous waste generated
- PC22.** segregate waste into different categories
- PC23.** dispose non-recyclable waste appropriately
- PC24.** deposit recyclable and reusable material at identified location
- PC25.** follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation procedures for health, safety and security, and individual role and responsibilities in this context
- KU2.** the organisations emergency procedures for different emergency situations and the importance of following the same
- KU3.** evacuation procedures for workers and visitors
- KU4.** how and when to report hazards as well as the limits of responsibility for dealing with hazards
- KU5.** potential hazards, risks and threats based on the nature of work
- KU6.** the implications of own work on the schedule and work of others
- KU7.** efficient utilisation of material and water
- KU8.** basics of electricity and prevalent energy efficient devices
- KU9.** ways to recognise common electrical problems
- KU10.** common practices of conserving electricity
- KU11.** common sources of pollution and ways to minimize it
- KU12.** categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU13.** usage of different colours of dustbins
- KU14.** waste management and methods of waste disposal
- KU15.** significance of greening
- KU16.** organisation's policies to maintain personal health and hygiene at workplace

Generic Skills (GS)

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

- GS1.** read instructions/guidelines/standard operating procedures
- GS2.** complete statutory documents relevant to safety and hygiene
- GS3.** modify work practices to improve them
- GS4.** ask for clarifications from superior about the job requirement
- GS5.** work with supervisors/team members to carry out work related tasks
- GS6.** complete tasks efficiently and accurately within stipulated time
- GS7.** inform/report to concerned person in case of any problem
- GS8.** make timely decisions for efficient utilization of resources
- GS9.** write in at least one language and complete written work with attention to detail
- GS10.** record data on waste disposal at workplace
- GS11.** be punctual, utilize time and manage workload efficiently
- GS12.** evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	8	4	-	3
PC1. organise work as per organisation's current health, safety and security policies and procedures	-	2	-	1
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	3	1	-	-
PC3. identify the risks and hazards associated with work activities, their causes and prevention	5	1	-	2
<i>Perform work as per quality standards</i>	12	8	-	6
PC4. ensure work area is clean and tidy	4	2	-	-
PC5. ensure that work is accomplished as per the requirements within the specified timeline	6	4	-	2
PC6. ensure team goals are given preference over individual goals	2	2	-	4
<i>Health and hygiene</i>	12	8	-	5
PC7. sanitize workstation and equipment regularly	2	2	-	2
PC8. clean hands with soap, alcohol-based sanitizer regularly	2	1	-	-
PC9. avoid contact with ill people and self-isolate in a similar situation	2	1	-	-
PC10. wear and dispose PPEs regularly and appropriately	2	2	-	1
PC11. report advanced hygiene and sanitation issues to appropriate authority	2	2	-	2
PC12. follow stress and anxiety management techniques	2	-	-	-
<i>Material/energy conservation practices</i>	10	4	-	3
PC13. identify ways to optimise usage of material in various tasks/activities/processes	2	-	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. use resources, including water, in a responsible manner	2	-	-	-
PC15. check for spills/leakages in various tasks/activities/processes	-	1	-	-
PC16. plug spills/leakages and escalate to appropriate authority if unable to rectify	-	1	-	1
PC17. carry out routine cleaning of tools, machines and equipment	2	-	-	-
PC18. check if the equipment/machine is functioning normally before commencing work and rectify wherever required	-	1	-	1
PC19. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment	2	1	-	-
PC20. ensure electrical equipment and appliances are properly connected and turned off when not in use	2	-	-	-
<i>Effective waste management practices</i>	8	6	-	3
PC21. identify recyclable and non-recyclable, and hazardous waste generated	2	-	-	1
PC22. segregate waste into different categories	-	2	-	-
PC23. dispose non-recyclable waste appropriately	2	2	-	1
PC24. deposit recyclable and reusable material at identified location	2	1	-	-
PC25. follow processes specified for disposal of hazardous waste	2	1	-	1
NOS Total	50	30	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9801
NOS Name	Organize work and resources (Service)
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

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ASC/N1453: Carry out routine service or minor repairs a heavy commercial vehicle and assist in diagnosis

Description

This NOS unit is about an Heavy Commercial Vehicle (HCV) service technician carrying out service, repairs and maintenance activities of various aggregates, including electrical and mechanical aggregates on HCV

Scope

The scope covers the following :

- Prepare to carry out routine service or minor repair on Heavy Commercial Vehicle (HCV)
- Assist lead technician in diagnosis or troubleshooting the faults on Heavy Commercial Vehicle (HCV)
- Perform routine service and minor repairs on Heavy Commercial Vehicle (HCV)
- Post service/repair/diagnostic activities

Elements and Performance Criteria

Prepare to carry out routine service or minor repair on Heavy Commercial Vehicle (HCV)

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

PC1. review the job card and understand work to be carried out on Heavy Commercial Vehicle (HCV)

PC2. identify the auto components related to the various aggregates in the Heavy Commercial Vehicle (HCV)

PC3. place the Heavy Commercial Vehicle (HCV) on suitable platform according to nature of job to be performed

PC4. conduct visual inspection on Heavy Commercial Vehicle (HCV) to lead technician to assess defects, such as: any external impact/bend/leak/incorrect level/wear & tear etc.

PC5. collect workshop tools/measuring devices/equipment required to carry out job on Heavy Commercial Vehicle (HCV) and check their condition/calibration

PC6. wear PPE according to nature of job to be performed on the Heavy Commercial Vehicle (HCV)

PC7. report the malfunctions/repairs in Heavy Commercial Vehicle (HCV) beyond own scope to the concerned person

Assist lead technician in diagnosis or troubleshooting the faults on HCV

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

PC8. take precautions to avoid damage to the Heavy Commercial Vehicle (HCV) and its components while working on various aggregates

PC9. conduct test drive of the Heavy Commercial Vehicle (HCV) to assist the lead technician in assessing the service/repair requirement or calibration/adjustments, if any

PC10. follow lead technician instructions to choose and use the appropriate device/equipment to inspect/test the Heavy Commercial Vehicle's (HCV) system/component performance to diagnose or defect faults

PC11. carry out inspection or test on mechanical and electrical systems of Heavy Commercial Vehicle's (HCV) according to lead technician instructions

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- PC12.** interpret and compare results of diagnostic inspections/tests with Heavy Commercial Vehicle (HCV) specifications or regulatory requirements
- PC13.** maintain the documentation related to inspections and troubleshooting performed on the Heavy Commercial Vehicle (HCV)
- PC14.** report the results to lead technician and seek assistance if further tests or inspections are required to conclude the diagnosis

Perform routine service and minor repairs on HCV

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

- PC15.** use appropriate tools, equipment, and consumables as per nature of job and Standard Operating Procedure (SOP) recommended by the organisation
- PC16.** test the Heavy Commercial Vehicle's (HCV) electrical/electronic components performance wherever applicable as per OEM SOP
- PC17.** remove parts relevant to various mechanical aggregates of Heavy Commercial Vehicle (HCV) and place them securely as specified by OEM
- PC18.** clean and condition dismantled mechanical and electrical components of Heavy Commercial Vehicle (HCV) prior to assembly
- PC19.** perform minor repair/replacement/calibration on Heavy Commercial Vehicle (HCV)systems such as: engine, multi-axle, differential, propeller shaft, mechanical/air suspension systems, air brakes & steering systems etc. including HVAC wherever applicable
- PC20.** refill/replace, as required quantity and appropriate grade of coolant engine oil, brake/steering fluid and lubricant in the Heavy Commercial Vehicle (HCV) as per OEM guidelines
- PC21.** maintain the documentation related to servicing and minor repair performed on the Heavy Commercial Vehicle (HCV)

Perform post service/repair/diagnostic activities

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

- PC22.** check the performance of Heavy Commercial Vehicle (HCV)/aggregate post repair and report to lead technician/supervisor if further inspection is required by another specialist
- PC23.** ensure completeness of tasks assigned before releasing the Heavy Commercial Vehicle's (HCV) for the next procedure
- PC24.** dispose of materials such as used oils, coolant, old batteries, scrap of failed parts/aggregates as per organization's policies
- PC25.** return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed to the person concerned

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the automotive industry in India, workshop structure and role and responsibilities of different people in the workshop
- KU2.** SOP for receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints, etc.
- KU3.** different components/aggregates as well as auto component manufacturer's specifications for the Heavy Commercial Vehicle's (HCV)

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- KU4.** basic technology used in and functioning of various systems of the Heavy Commercial Vehicle's (HCV) such as air-brakes, suspension, differential, multi-axle, steering, telematics, air- conditioning systems, active & passive safety system, media and other systems
- KU5.** interconnection of systems with each other and effect of one system on other system
- KU6.** fundamental terms, laws and principles of electricity used in Heavy Commercial Vehicle's (HCV) such as: ohms law, voltage, current (AC/DC), resistance, power, capacitance, magnetism, inductance, radio frequency, etc.
- KU7.** use of relevant measuring device/equipment and interpretation of all relevant mathematical calculations
- KU8.** how to use computer, on-line application and OEM technical information/assistance portals
- KU9.** various sources of information available for assessing service and repair requirements of the Heavy Commercial Vehicle's (HCV) including diagnostic displays, visual inspections, test drives, vehicle/equipment manufacturer specifications, and tolerance limits of components
- KU10.** standard schedules and checklists recommended by the OEM/auto component manufacturer for servicing of Heavy Commercial Vehicle's (HCV)
- KU11.** typical symptoms of common faults and failures in vehicle mechanical, electrical and electronic systems of Heavy Commercial Vehicle's (HCV)
- KU12.** safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general
- KU13.** Standard Operating Procedures (SOPs) of the organization/ dealership for inspection and diagnosis of faults in a vehicle as prescribed by the OEM/components manufacturer
- KU14.** SOP recommended by OEM for using tools/equipment for diagnosis or troubleshooting such as special service tools, measuring instrument, volt meters, ammeters, ohmmeters, battery tester, dedicated and computer based diagnostic equipment, etc.
- KU15.** various workshop tools, measuring devices/equipment, personal protective equipment, required to carry out job on Heavy Commercial Vehicle's (HCV) and their common errors or defects
- KU16.** documentation requirements for each procedure carried out as part of roles and responsibilities as specified by OEM/ auto component manufacturer
- KU17.** organizational/professional code of ethics and standards of practice
- KU18.** safety requirements recommended by the OEM for equipment/Heavy Commercial Vehicle's (HCV) components during diagnosis/troubleshooting
- KU19.** legal regulations that need to be taken into account for handling Heavy Commercial Vehicle's (HCV) in the workshop
- KU20.** Occupational Safety and Health (OSH) measures required for working on Heavy Commercial Vehicle's (HCV)

Generic Skills (GS)

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

- GS1.** read and interpret workplace related documentation
- GS2.** interpret the needs of customers by understanding the key issues
- GS3.** communicate using terms, names, grades and other nomenclature pertaining to the automotive trade

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- GS4.** analyse, evaluate and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS5.** identify potential workplace problem and take suitable action
- GS6.** read various sources of information available for assessing service and repair requirements
- GS7.** write any work related information
- GS8.** communicate effectively at the workplace
- GS9.** complete and maintain workplace records on inspection and diagnosis
- GS10.** write in English/regional language
- GS11.** analyse the complexity of work to determine if it can be successfully carried out or needs to be referred to a superior/specialist

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare to carry out routine service or minor repair on Heavy Commercial Vehicle (HCV)</i>	4	10	-	5
PC1. review the job card and understand work to be carried out on Heavy Commercial Vehicle (HCV)	-	1	-	1
PC2. identify the auto components related to the various aggregates in the Heavy Commercial Vehicle (HCV)	1	2	-	1
PC3. place the Heavy Commercial Vehicle (HCV) on suitable platform according to nature of job to be performed	-	1	-	-
PC4. conduct visual inspection on Heavy Commercial Vehicle (HCV) to lead technician to assess defects, such as: any external impact/bend/leak/incorrect level/wear & tear etc.	-	2	-	1
PC5. collect workshop tools/measuring devices/equipment required to carry out job on Heavy Commercial Vehicle (HCV) and check their condition/calibration	1	2	-	1
PC6. wear PPE according to nature of job to be performed on the Heavy Commercial Vehicle (HCV)	1	1	-	1
PC7. report the malfunctions/repairs in Heavy Commercial Vehicle (HCV) beyond own scope to the concerned person	1	1	-	-
<i>Assist lead technician in diagnosis or troubleshooting the faults on HCV</i>	9	16	-	6
PC8. take precautions to avoid damage to the Heavy Commercial Vehicle (HCV) and its components while working on various aggregates	1	2	-	1
PC9. conduct test drive of the Heavy Commercial Vehicle (HCV) to assist the lead technician in assessing the service/repair requirement or calibration/adjustments, if any	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. follow lead technician instructions to choose and use the appropriate device/equipment to inspect/test the Heavy Commercial Vehicle's (HCV) system/component performance to diagnose or defect faults	1	1	-	1
PC11. carry out inspection or test on mechanical and electrical systems of Heavy Commercial Vehicle's (HCV) according to lead technician instructions	2	3	-	1
PC12. interpret and compare results of diagnostic inspections/tests with Heavy Commercial Vehicle (HCV) specifications or regulatory requirements	2	3	-	1
PC13. maintain the documentation related to inspections and troubleshooting performed on the Heavy Commercial Vehicle (HCV)	1	2	-	1
PC14. report the results to lead technician and seek assistance if further tests or inspections are required to conclude the diagnosis	1	2	-	1
<i>Perform routine service and minor repairs on HCV</i>	12	16	-	6
PC15. use appropriate tools, equipment, and consumables as per nature of job and Standard Operating Procedure (SOP) recommended by the organisation	1	1	-	1
PC16. test the Heavy Commercial Vehicle's (HCV) electrical/electronic components performance wherever applicable as per OEM SOP	2	2	-	1
PC17. remove parts relevant to various mechanical aggregates of Heavy Commercial Vehicle (HCV) and place them securely as specified by OEM	1	2	-	1
PC18. clean and condition dismantled mechanical and electrical components of Heavy Commercial Vehicle (HCV) prior to assembly	2	3	-	1
PC19. perform minor repair/replacement/calibration on Heavy Commercial Vehicle (HCV)systems such as: engine, multi-axle, differential, propeller shaft, mechanical/air suspension systems, air brakes & steering systems etc. including HVAC wherever applicable	3	4	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. refill/replace, as required quantity and appropriate grade of coolant engine oil, brake/steering fluid and lubricant in the Heavy Commercial Vehicle (HCV) as per OEM guidelines	2	3	-	1
PC21. maintain the documentation related to servicing and minor repair performed on the Heavy Commercial Vehicle (HCV)	1	1	-	-
<i>Perform post service/repair/diagnostic activities</i>	5	8	-	3
PC22. check the performance of Heavy Commercial Vehicle (HCV)/aggregate post repair and report to lead technician/supervisor if further inspection is required by another specialist	2	3	-	1
PC23. ensure completeness of tasks assigned before releasing the Heavy Commercial Vehicle's (HCV) for the next procedure	1	2	-	1
PC24. dispose of materials such as used oils, coolant, old batteries, scrap of failed parts/aggregates as per organization's policies	1	2	-	1
PC25. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed to the person concerned	1	1	-	-
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1453
NOS Name	Carry out routine service or minor repairs a heavy commercial vehicle and assist in diagnosis
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	4
Credits	11
Version	1.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

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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:

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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.

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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

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
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	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
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	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
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	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
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	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the 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. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

(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
ASC/N9801.Organize work and resources (Service)	50	30	-	20	100	15
ASC/N1453.Carry out routine service or minor repairs a heavy commercial vehicle and assist in diagnosis	30	50	0	20	100	75
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	100	110	-	40	250	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PwD	Persons with Disability
HCV	Heavy Commercial Vehicle

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.