

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ELECTRONICS INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Field Technician: Refrigerator

SECTOR: ELECTRONICS

SUB-SECTOR: CONSUMER ELECTRONICS

OCCUPATION: AFTER SALES SERVICE

REFERENCE ID: ELE/Q3103

ALIGNED TO: NCO-2004/7233.50

Refrigerator Field Technician: Also, called ‘Fridge Technician’, the Refrigerator Field Technician provides installation and after sales service to the refrigerator buyers.

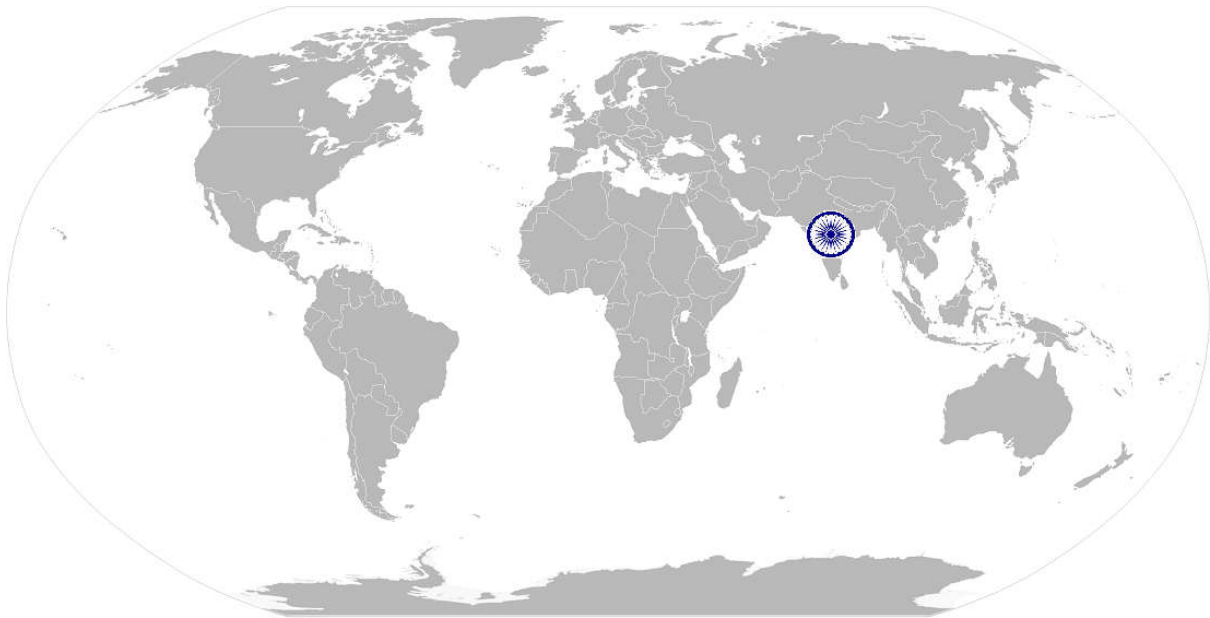
Brief Job Description: The individual at work interacts with customers to install the refrigerator and diagnose the problem to assess possible causes of malfunction. Once the problem and causes have been identified, the individual rectifies minor problems or replaces faulty modules for failed parts or recommends factory repairs for bigger faults.

Personal Attributes: The individual must be willing to work in the field and travel through the day from one customer’s premise to another. Punctuality, amenable behaviour, patience, good interpersonal relationship building, trustworthiness, integrity, and critical thinking are important attributes for this job.

Job Details	Qualifications Pack Code	ELE/Q3103		
	Job Role	Field Technician – Refrigerator		
	Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
	Sector	Electronics	Drafted on	07/11/13
	Sub-sector	Consumer Electronics	Last reviewed on	24/12/13
	Occupation	After Sales Service	Next review date	23/12/14

Job Role	Field Technician – Refrigerator Also called 'Fridge Technician'
Role Description	Install the refrigerator, decipher the symptoms and diagnose the problems in the refrigerator by carrying out basic volt ampere test, earthing check, refrigeration cycle check and repairing electro-mechanical faults.
NVEQF/NVQF level	4
Minimum Educational Qualifications*	8 th Standard passed
Maximum Educational Qualifications*	ITI/Diploma (Electrical/Mechanical/RAC)
Training (Suggested but not mandatory)	Not Applicable
Experience	Minimum 2 years as helper for 8 th / 9 th passed
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> ELE/N3101 Engage with customer for service ELE/N3106 Install the refrigerator ELE/N3107 Repair dysfunctional refrigerator ELE/N9901 Interact with colleagues <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is about interacting with customers to understand their requirements and build confidence.

ELE/N3101

Engage with customer for service

National Occupational Standard

Unit Code	ELE/N3101
Unit Title (Task)	Engage with customer for service
Description	This OS unit is about interacting with customer to understand their requirement with respect to problem in the appliance
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Interact with the customer prior to visit • Interact with customer at their premises • Suggest possible solutions to customer • Achieve productivity and quality as per company's norms
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with customer prior to visit	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. check customer complaint registered at customer care or installation schedule</p> <p>PC2. call customer to confirm problem and fix time for visit</p> <p>PC3. greet the customer and confirm the problem registered</p> <p>PC4. be polite and patient when interacting with customer</p> <p>PC5. check about warranty status of appliance and annual maintenance contract</p> <p>PC6. anticipate possible problems to carry tools and parts accordingly</p> <p>PC7. ascertain customer location in order to make the route plan for the day</p>
Interacting with customer at their premises	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. enquire about the symptoms and history of problems in the appliance</p> <p>PC9. ask about the age of appliance and status of upkeep</p> <p>PC10. identify the problem based on customer's information</p> <p>PC11. communicate the problems identified and educate on possible reasons</p> <p>PC12. inform about costs involved</p>
Suggesting possible solutions to customer	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. discuss the problem(s) identified with customer</p> <p>PC14. suggest possible solutions and costs involved</p> <p>PC15. explain the time required and methodology for servicing necessary</p> <p>PC16. seek customer's approval on further action</p>
Achieving productivity and quality	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. accurately assess the problem and solution(s) necessary</p> <p>PC18. offer most appropriate and cost-effective service as per customer's requirement</p>

ELE/N3101

Engage with customer for service

	<p>PC19. communicate problem effectively in order to secure customer's confidence</p> <p>PC20. ensure customer satisfaction and positive feedback</p> <p>PC21. record minimum customer complaints post service</p> <p>PC22. avoid repeat problem post service</p> <p>PC23. prepare most optimum route plan to complete daily target visits</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on: customer care</p> <p>KA2. company's code of conduct</p> <p>KA3. organisation culture and typical customer profile</p> <p>KA4. company's reporting structure</p> <p>KA5. company's documentation policy</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. company's products and recurring problems reported in consumer appliances</p> <p>KB2. how to communicate with customers in order to put them at ease</p> <p>KB3. basic electrical and mechanical modules of various appliances</p> <p>KB4. electronics involved in the type of appliance</p> <p>KB5. models of different appliances and their common and distinguishing features</p> <p>KB6. functionality of different features of appliances and new features</p> <p>KB7. etiquette to be followed at customer's premises</p> <p>KB8. precautions to be taken while handling field calls and dealing with customers</p> <p>KB9. relevant reference sheets, manuals and documents to carry in the field</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading and writing skills
	<p>The individual on the job needs to know and understand:</p> <p>SA1. how to read product and module serial numbers and interpret details such as make, date, availability</p> <p>SA2. how to note problems on job sheet and details of work done</p>
B. Professional Skills	Interpersonal skills
	<p>The individual on the job needs to know and understand how:</p> <p>SB1. to put customer at ease and generate customer's confidence</p> <p>SB2. to listen carefully and interpret their statement of symptoms</p>
	Communication skills
	<p>The individual on the job needs to know and understand how:</p> <p>SB3. to seek inputs at assess the problems</p> <p>SB4. how to communicate in local language</p> <p>SB5. how to educate and inform customer about contractual issues such as warranty, cost of service and module replacement</p> <p>SB6. to educate on precautions to be taken post repairs to avoid recurrence of problem</p>

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Engage with customer for service

	Behavioural skills
	<p>The individual on the job needs to know and understand:</p> <p>SB7. importance of personal grooming</p> <p>SB8. significance of etiquette such as maintaining the appropriate physical distance with customer during conversation, not entering bedroom without permission</p> <p>SB9. importance of being patient and courteous with all types of customers</p> <p>SB10. being polite and courteous under all circumstances</p> <p>SB11. importance of maintaining clean surface/work area</p>
	Decision making skills
	<p>SB12. decide on the spot on whether interaction of customer with supervisor is necessary or not</p> <p>SB13. when to call customer care and close the call after work is done to customer's satisfaction and documentation is complete</p>

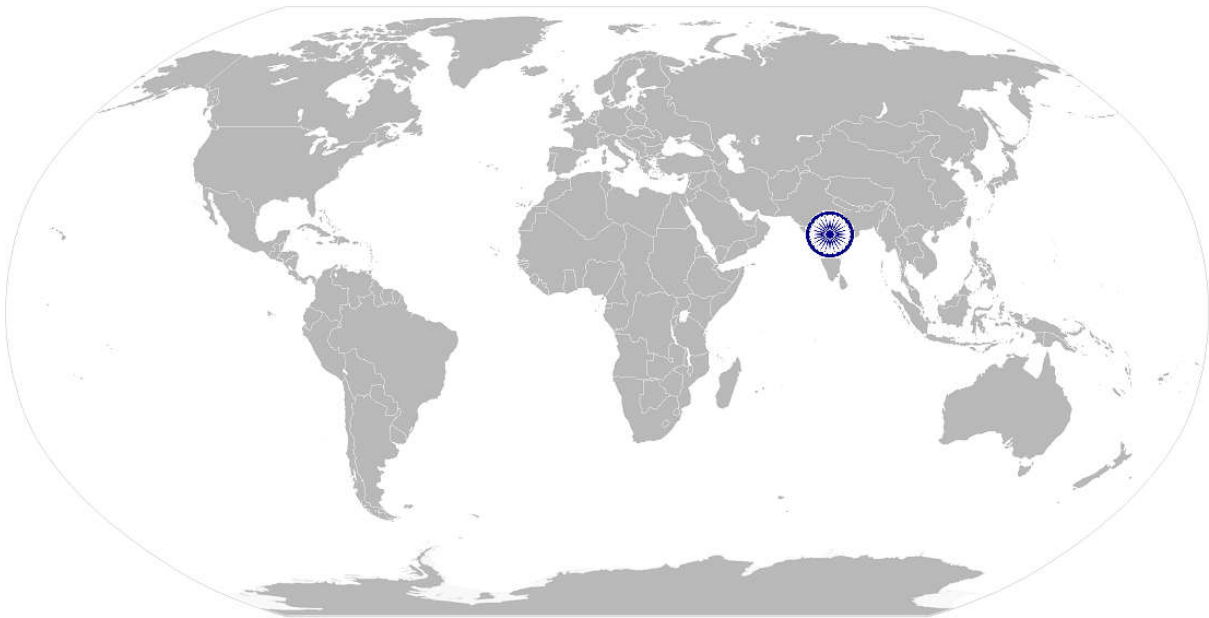
ELE/N3101

Engage with customer for service

NOS Version Control

NOS Code	ELE/N3101		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Electronics	Drafted on	07/11/13
Industry Sub-sector	Consumer Electronics	Last reviewed on	24/12/13
		Next review date	23/12/14

National Occupational Standard



Overview

This unit is about installing the newly purchased refrigerator at customer's premises.

ELE/N3106

Install the refrigerator

National Occupational Standard

Unit Code	ELE /N3106
Unit Title (Task)	Install the refrigerator
Description	This OS unit is about installing the newly purchased refrigerator at customer's location and make it ready to use
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Remove packaging and check accessories • Place the appliance to appropriate location • Check refrigerator's functioning • Complete documentation • Interact with superior • Achieve productivity and quality as per company's standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Removing packaging	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. remove the refrigerator packaging in which it was shipped to customer</p> <p>PC2. check that the product matches the customer order in terms of colour and make</p> <p>PC3. check that all supporting accessories purchased are there in the pack</p> <p>PC4. check tools and fitments required for the installation are available</p> <p>PC5. clear up the packaging material waste and dispose as per company's norms</p>
Placing refrigerator at appropriate location	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. seek customer's input on placement of refrigerator</p> <p>PC7. maintain required distance from wall and floor</p> <p>PC8. check nearest plug point and distance of refrigerator from it</p> <p>PC9. place on appropriate stand or platform as recommended by company</p> <p>PC10. educate customer on placing refrigerator in obstruction-free area, importance of proper placing and every day care</p>
Checking refrigerator's functioning	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. fit in water-disposal beaker, handle, shelves, basket and side buckets</p> <p>PC12. set cooling and freezer temperature knobs according to the season</p> <p>PC13. connect the refrigerator to power supply</p> <p>PC14. demonstrate the features and utility</p> <p>PC15. explain the precautions to be taken while using the refrigerator</p> <p>PC16. explain about heating of outside walls of the refrigerator</p>

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Install the refrigerator

Completing documentation	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. fill in customer acknowledgement form</p> <p>PC18. seek customer's signature</p> <p>PC19. complete other documentation for recording completion of installation</p> <p>PC20. call customer care and inform about job completion</p>
Interacting with superior	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. understand the work requirement from superior, periodically</p> <p>PC22. report to superior on the work completed</p> <p>PC23. escalate customer issues and problems that are unresolved at field level</p> <p>PC24. document the work completed on the company ERP software for tracking and future references</p> <p>PC25. refer customer queries on non-field service areas</p>
Achieving productivity and quality	<p>To be competent, the user/ individual must be able to:</p> <p>PC26. ensure no damage to the refrigerator unit or accessories while removing packaging</p> <p>PC27. use the correct tools and equipment for installation</p> <p>PC28. position and install in safe and stable condition</p> <p>PC29. complete installation in time target given</p> <p>PC30. report in time, work status and prepare required documentation as per company rules</p> <p>PC31. achieve 100% customer satisfaction and feedback on each field visit</p>
Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on: incentives, delivery standards, and personnel management, call closure</p> <p>KA2. company's sales, installation and after sales support policy</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p> <p>KA5. company's policy on product's warranty and other terms and conditions</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. installation-site requirements (structural requirements, ventilation, etc.)</p> <p>KB2. different types of refrigerators such as traditional, frost-free, Peltier</p> <p>KB3. different features and functionalities of various models</p> <p>KB4. safety precautions to be taken while installing</p> <p>KB5. manual-based procedure of installing the refrigerators</p> <p>KB6. packaging waste disposal procedures</p> <p>KB7. use of test equipment and tools such as multi-meter, oscilloscope</p> <p>KB8. other products of the company</p> <p>KB9. safety rules, policies and procedures</p> <p>KB10. quality standards to be followed</p>

ELE/N3106

Install the refrigerator

Skills (S) [Optional]	
C. Core Skills/ Generic Skills	Reading and writing skills
	The user/individual on the job needs to know and understand how to: SA1. read job sheet for installation as registered by customer care/ company's ERP system SA2. document the completed work SA3. read the standard operating procedures for different types of refrigerators SA4. read about different types of refrigerators, their basic electro-mechanical structure and functionality of features
	Teamwork and multitasking
	The user/individual on the job needs to know and understand how to: SA5. share work load as required SA6. achieve the targets given on installation per day or month
D. Professional Skills	Refrigerator operation
	The user/individual on the job needs to know and understand how to: SB1. the refrigeration cycle works SB2. to operate the refrigerator and use the various features SB3. to fix various accessories and parts that have accompanied the refrigerator SB4. to check features and functionalities after installation
	Using tools and machines
	The user/individual on the job needs to know and understand how to: SB5. operate tools such as screw drivers for installation SB6. set temperature after plugging in
	Reflective thinking
	The user/individual on the job needs to know and understand how to: SB7. improve work processes SB8. reduce repetition of errors in installation
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB9. spot process disruptions and delays SB10. report on any customer concerns to superiors without delay

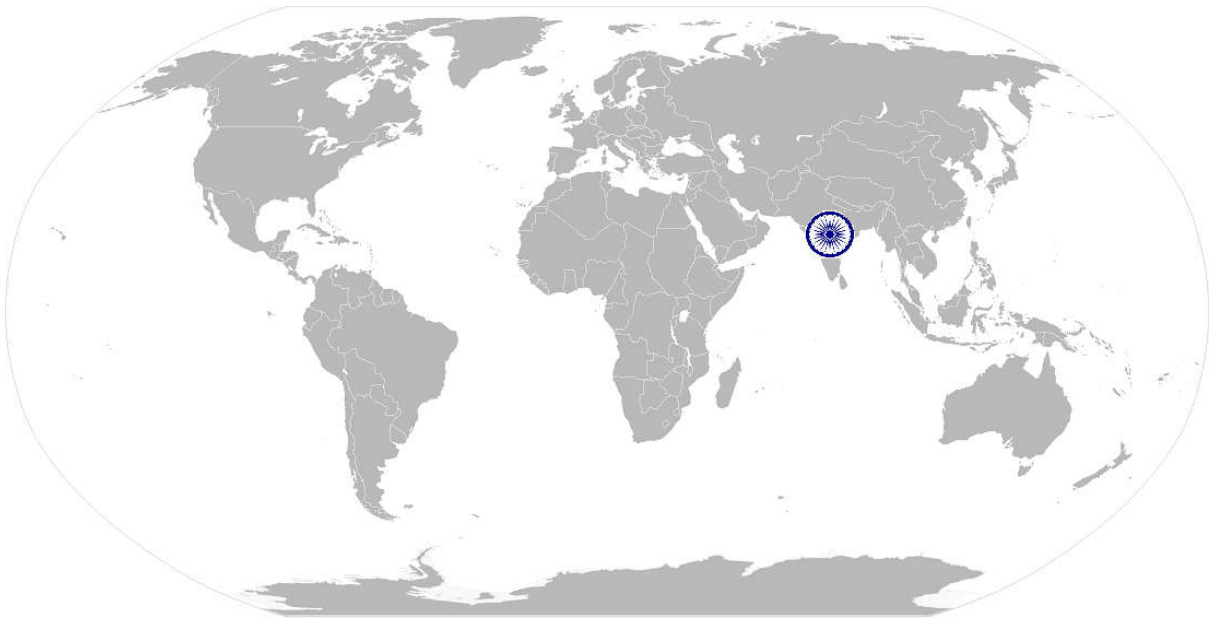
ELE/N3106

Install the refrigerator

NOS Version Control

NOS Code	ELE/N3106		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Electronics	Drafted on	07/11/13
Industry Sub-sector	Consumer Electronics	Last reviewed on	24/12/13
		Next review date	23/12/14

National Occupational Standard



Overview

This unit is about technician visiting customer's premise in order to provide support for rectifying refrigerator related faults as per complaint recorded at customer care.

ELE/N3107

Repair dysfunctional refrigerator

National Occupational Standard

Unit Code	ELE/N3107
Unit Title (Task)	Repair dysfunctional refrigerator
Description	This OS unit is about understanding the customer's complaints, identifying the fault and fixing the refrigerator
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Understand the symptoms and identify the fault • Replace dysfunctional module in the refrigerator unit • Confirm functionality of the repaired unit • Achieve productivity and quality as per company's standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding symptoms and identifying fault	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. verify if thermostat settings are appropriate</p> <p>PC2. diagnose the fault in the unit as per customer interaction and initial inspection</p> <p>PC3. unplug the unit, carry out basic tests such as power supply inspection, volt ampere test and earthing test power supply, compressor, motors, PCB, condenser</p> <p>PC4. follow the electrical circuit path and inspect each component in that sequence in order to identify the faulty module</p> <p>PC5. send to factory for in-depth diagnosis, if problem cannot be identified at site</p>
Replacing faulty module	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. repair at location, if the fault identified is due to damage of components such as relay or thermostat</p> <p>PC7. remove and replace module during either second visit or as per complaint registered with customer care and as collected from the service centre, if the dysfunctional module/part is specialised such as PCB and cannot be repaired immediately</p> <p>PC8. if the fault identified is a gas leak, take necessary actions for the refrigerator to be transported to the service centre for brazing</p>
Confirming functionality of repaired unit	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. reassemble the unit</p> <p>PC10. switch on power supply and confirm that the unit is functioning</p> <p>PC11. check that all the modules of the unit work as per specifications</p> <p>PC12. demonstrate and confirm functionality of the unit to the customer</p> <p>PC13. educate the customer about cleaning procedures and best practices</p>

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Repair dysfunctional refrigerator

	<p>PC14. collect necessary payments from the customer PC15. fill in customer acknowledgement form PC16. complete other documentation procedures to record complaint closure</p>
<p>Achieving productivity and quality</p>	<p>To be competent, the user/ individual must be able to: PC17. diagnose the problem accurately and in short time PC18. identify the problem modules such as the power supply, compressor, motors, PCB, condenser optimise the time taken to fix the dysfunctional refrigerator PC19. rectify to avoid repeat fault in the fridge PC20. meet daily target for attending to number of complaints PC21. record minimum customer complaints post service PC22. select the right spares according to recorded complaints at the customer care PC23. educate customer on refrigerator maintenance in order to avoid problems PC24. ensure damage free handling of the unit PC25. achieve 100% customer satisfaction PC26. make sale of related products such as new equipment or annual maintenance contracts (AMC)</p>
<p>Knowledge and Understanding (K)</p>	
<p>C. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to understand: KA1. company's policies on: incentives, delivery standards and personnel management and customer service standards KA2. reporting and documentation processes KA3. refrigerator manufacturing capabilities of the organization KA4. importance of the individual's role in the system KA5. reporting structure</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand: KB1. different types of refrigerators, e.g., frost free, direct cool and peltier refrigerators and differences in their operation KB2. features of different refrigerators of the company KB3. refrigeration cycle and functioning of the appliance and its various modules KB4. method of refrigeration, its use and functioning of refrigerator sealed system KB5. types of refrigerants such as R12, R22, R134a, R290, R600a, R410, R32 use of different brazing sticks, types of brazing torches and their application KB6. types of brazing torches, types of fluxes and their application KB7. basic electronics (knowledge of components such as diode, transformer, LED, photo transistor, capacitor, resistor, inductor, thermistors) KB8. functioning of various electromechanical parts of the refrigerator KB9. fundamentals of electricity such as ohms law, difference between ac and dc, calculation of energy consumption of appliances, understanding of domestic wiring, understanding of series and parallel connections KB10. troubleshooting knowledge with respect to refrigerators KB11. hazards, their causes and prevention/personal safety KB12. frequently occurring faults such as noise, water dripping and insufficient cooling, their causes and solutions KB13. components/modules of the refrigerator and their prices</p>

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Repair dysfunctional refrigerator

	<p>KB14. refrigerator energy ratings such as BEE rating KB15. other products of the company</p>
Skills (S) [Optional]	
<p>E. Core Skills/ Generic Skills</p>	Reading, writing and computer skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA1. read warnings, instructions and other text material on product labels, and components SA2. read job sheet and complaints SA3. read product operating manuals SA4. operate computers and software installed SA5. read and understand electrical and electronic symbols, multiples and SI units</p>
	Documentation skills
<p>The individual on the job needs to know and understand how to:</p> <p>SA6. document completion note for customer SA7. record completion information in the ERP system</p>	
<p>F. Professional Skills</p>	Using tools and machines
	<p>The individual on the job needs to know and understand how to:</p> <p>SB1. to operate/use multi-meter, clamp meter, tube cutter, tube bender, vacuum pump, weigh scale, gas cylinder, temperature meter, pressure gauges</p>
	Fault diagnosing skills
<p>The individual on the job needs to know and understand how to:</p> <p>SB2. detect basic electrical faults such as improper/no earthing, defective power cord, connector or internal wiring defect, short/ loose/open contacts, blown fuse SB3. diagnose reasons for improper cooling by diagnosing causes such as defective temperature control, defrost control, bimetallic thermostat, defrost heater device, relay and OLP SB4. detect defects in the compressor such as electrical faults, defective pump, jamming/noise SB5. identify improper usage practices by the customer such as frequent door opening, leaving door open for long duration, placing hot food inside the refrigerator, leaving food/liquid items uncovered, inappropriate placement of articles SB6. relate causes for excessive power consumption, insufficient cooling and food spoiling to refrigerant leak or partial leak and defective (moisture/oil trouble) refrigerant system SB7. detect problems in the condenser such as clogging in the condenser, tubes touching each other SB8. detect other problems such as defective light switch, light bulb, wet insulation, uneven floor</p>	

ELE/N3107

Repair dysfunctional refrigerator

	Communication skills
	<p>The individual on the job needs to know and understand:</p> <p>SB9. how to interact with customer to understand the problem faced</p> <p>SB10. how to market and sell accessories and products of the company</p> <p>SB11. importance of communicating in language understood by customer</p> <p>SB12. importance of behavioural precautions and etiquette while dealing with customer</p> <p>SB13. how to be polite, patient and punctual</p>
	Critical thinking
	<p>The individual on the job needs to know and understand how to:</p> <p>SB14. match symptoms of the fault noticed to the cause of the problem</p> <p>SB15. anticipate and avoid hazards that may occur during repairs because of tools, materials used or repair processes</p>

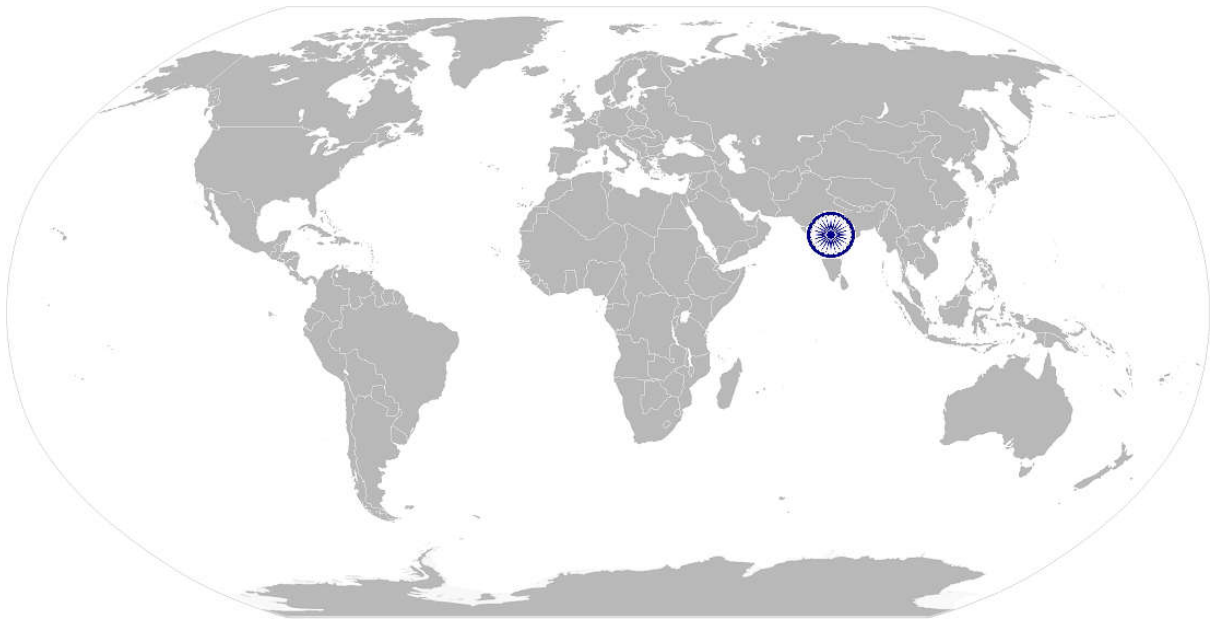
ELE/N3107

Repair dysfunctional refrigerator

NOS Version Control

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Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Electronics	Drafted on	07/11/13
Industry Sub-sector	Consumer Electronics	Last reviewed on	24/12/13
		Next review date	23/12/14

National Occupational Standard



Overview

This unit is about the individual's level of communication with colleagues and other departments within the organisation. It determines the ability to work as a team member to achieve the required deliverables on schedule.

Interact with colleagues

Unit Code	ELE/N9901
Unit Title (Task)	Interact with colleagues
Description	This OS unit is about communicating with colleagues and seniors in order to achieve smooth work flow
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Interact with supervisor or superior Coordinate with colleagues
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with supervisor	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand work requirements, targets and incentives</p> <p>PC2. learn about new product models, their features and functions</p> <p>PC3. report problems identified in the field</p> <p>PC4. escalate customer concerns that cannot be handled on field</p> <p>PC5. resolve personnel issues</p> <p>PC6. receive feedback on work standards and customer satisfaction</p> <p>PC7. communicate any potential hazards at a particular location</p> <p>PC8. meet given targets</p> <p>PC9. deliver work of expected quality despite constraints</p> <p>PC10. Have feedback from a happy and satisfied customer</p>
Interacting with colleagues	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. resolve inter-personnel conflicts and achieve smooth workflow</p> <p>PC12. receive spares from tool room or stores</p> <p>PC13. deposit faulty modules and tools to stores</p> <p>PC14. pass on customer complaints to colleagues in a respective geographical area</p> <p>PC15. assist colleagues with resolving field problems</p> <p>PC16. clearly demarcate roles of each team member</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on: incentives, delivery standards, and personnel management</p> <p>KA2. importance of the individual's role in the workflow</p> <p>KA3. reporting structure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. how to communicate effectively</p> <p>KB2. how to build team coordination</p>

Interact with colleagues

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Teamwork and multitasking
	The individual on the job needs to know and understand how: SA1. to deliver product to next work process on time
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. how to report potential areas of disruptions to work process SB2. when to report to supervisor and when to deal with a colleague depending on the type of concern
	Reflective thinking
	The individual on the job needs to know and understand: SB3. how to improve work process
	Critical thinking
	The individual on the job needs to know and understand: SB4. how to spot process disruptions and delays

Interact with colleagues

NOS Version Control

NOS Code	ELE/N9901		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Electronics	Drafted on	07/11/13
Industry Sub-sector	Consumer Electronics	Last reviewed on	24/12/13
		Next review date	23/12/14

Definitions

Keywords /Terms	Description
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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding 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.

Qualifications Pack For Field Technician – Refrigerator

Core Skills/ Generic Skills	Core skills or generic skills 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.
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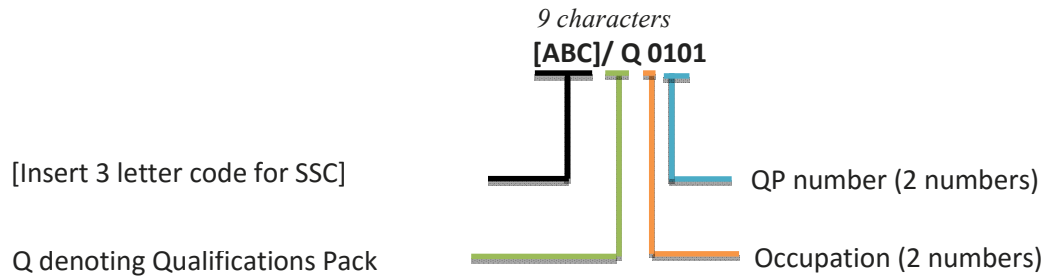
Acronyms

Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack

Annexure

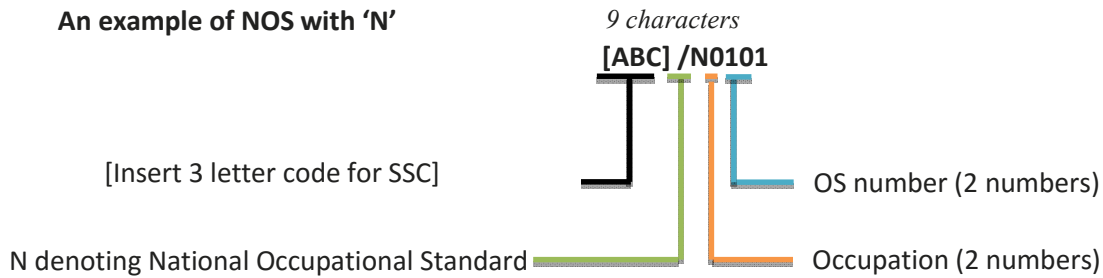
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Passive Components	01 - 10
Semiconductors	11 - 20
PCB Manufacturing	21 - 30
Consumer Electronics	31 - 40
IT Hardware	41 - 50
PCB Assembly	51 - 55
Solar Electronics	56 - 60
Strategic Electronics	61 - 65
Automotive Electronics	66 - 70
Industrial Electronics	71 - 75
Medical Electronics	76 - 80
Communication Electronics	81 - 85
PCB Design	86 - 90
LED	91 - 95

Sequence	Description	Example
Three letters	Industry name	ELE
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01

