

QUALIFICATION FILE

Field Technician –Kitchen Appliances

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☐ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☐ General ☒ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 4

Submitted By:

Electronics Sector Skills Council of India (ESSCI)

155, 2nd Floor, ESC House

Okhla Industrial Area - Phase 3,

New Delhi – 110020

Tel: 011 – 8447738501

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Section 1: Basic Details

1.	Qualification Name	Field Technician –Kitchen Appliances																	
2.	Sector/s	Electronics																	
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: (change to previous, once 2022/EHW/ESSC/05111 & V 3		Qualification Name of existing/previous version: Field Technician – Other Home Appliances															
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA																	
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-04-EH-044982025-V2-ESSCI	6. NCrF/NSQF Level: 4																
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																	
8.	Brief Description of the Qualification	Field Technician – is responsible for interacting with the customer to install the appliance as well as diagnose the problem. The individual also needs to assess possible causes of fault reported and rectify problems/faults.																	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12th grade or equivalent</td> <td>NA</td> </tr> <tr> <td>2</td> <td>10th grade or equivalent</td> <td>3 years relevant experience</td> </tr> <tr> <td>3</td> <td>Certificate-NSQF (Level-3 in relevant domain)</td> <td>3 years of relevant experience</td> </tr> <tr> <td colspan="3"># Relevant Experience in Consumer Electronics & IT Hardware</td> </tr> </tbody> </table> b. Age: NA			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	12th grade or equivalent	NA	2	10th grade or equivalent	3 years relevant experience	3	Certificate-NSQF (Level-3 in relevant domain)	3 years of relevant experience	# Relevant Experience in Consumer Electronics & IT Hardware		
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																	
1	12th grade or equivalent	NA																	
2	10th grade or equivalent	3 years relevant experience																	
3	Certificate-NSQF (Level-3 in relevant domain)	3 years of relevant experience																	
# Relevant Experience in Consumer Electronics & IT Hardware																			
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	18	11. Common Cost Norm Category (I/II/III) (wherever applicable): I																

12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA																					
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	☐ Offline ☐ Online ☒ Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>00:00</td> <td>210:00</td> <td>150:00</td> <td>00:00</td> <td rowspan="2">540</td> </tr> <tr> <td>Online</td> <td>180:00</td> <td>00:00</td> <td>00:00</td> <td>00:00</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	00:00	210:00	150:00	00:00	540	Online	180:00	00:00	00:00	00:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																		
Classroom (offline)	00:00	210:00	150:00	00:00	540																		
Online	180:00	00:00	00:00	00:00																			
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/7421.0701																					
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Sr. Technician- Consumer Durables																					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																					
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability:																					
19.	How Participation of Women will be Encouraged	No gender sensitization																					
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	☒ Yes ☐ No (Employability Skills (60 hours)																					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ No																					
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Saleem Ahmed Email: ceo@essc-india.org Contact No.: 011 – 8447738501 Website: https://www.essc-india.org/																					
23.	Final Approval Date by NSQC: 07.10.2025	24. Validity Duration: 3 Years			25. Next Review Date: 07.10.2028																		

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core / Non-Core	NCrF/NSQ F Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Engage with customer for service	ELE/N3101 &V5.0	Core	4	3	30	30	30	0	90	40	50	0	10	100	10
2	Perform Installation & Repairing of Water Purifier	ELE/N3196 &V1.0	Core	4	3	30	30	30	0	90	40	50	0	10	100	20
3	Perform Repairing of Mixer/Juicer/Grinder	ELE/N3197 &V1.0	Core	4	3.5	30	45	30	0	105	40	50	0	10	100	20
4	Perform Repairing of Microwave Oven	ELE/N3198 &V1.0	Core	4	4	30	60	30	0	120	40	50	0	10	100	20
5	Perform Repairing of Induction Cooktop	ELE/N3199 &V1.0	Core	4	3.5	30	45	30	0	105	40	50	0	10	100	20
6	Employability Skills (30 hours)	DGT/VSQ/N0101 & V1.0	Non-core	5	1	30	0	0	0	30	20	30	0	0	50	10
Duration (in Hours) / Total Marks					18	180	210	150	0	540	220	280	0	50	550	100

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																

Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																

Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/Electrical/Mechanical) with 1 years industrial and 1 year training experience in the field Home Appliances.
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		Or Certified in relevant CITS Trade
2	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/Electrical/Mechanical) with 2 years industrial and 1 year training experience in the field Home Appliances. Or Certified in relevant CITS Trade
3	Tools and Equipment Required for Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)
4	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/Electrical/Mechanical) with 2 years industrial and 1 year training experience in the field Home Appliances. Or Certified in relevant CITS Trade
2	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/Electrical/Mechanical) with 3 years industrial and 2 year training experience in the field Home Appliances. Or Certified in relevant CITS Trade
3	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/Electrical/Mechanical) with 4 years industrial and 3 year training experience in the field Home Appliances. Or Certified in relevant CITS Trade
4	Assessment Mode (Specify the assessment mode)	Blended
5	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 27
5.	Estimated nos. of persons to be trained and employed: 28000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes If “No”, why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (Mandatory)	Attached
2.	Annexure: List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Attached
3.	Annexure: Detailed Assessment Criteria (Mandatory)	Attached
4.	Annexure: Assessment Strategy (Mandatory)	Attached
5.	Annexure: Blended Learning (Mandatory, in case selected Mode of delivery is “Blended Learning”)	Filled
6.	Annexure: Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	Filled
7.	Annexure: Acronym and Glossary (Optional)	Attached
8.	Supporting Document: Model Curriculum (Mandatory – Public view)	Attached
9.	Supporting Document: Career Progression (Mandatory - Public view)	Attached
10.	Supporting Document: Occupational Map (Mandatory)	Attached

11.	Supporting Document: Assessment SOP (Mandatory)	
12.	Any other document you wish to submit:	

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Interact with customer effectively to install home appliances at premises and provide after sales repair services	Theoretical & Practical skill required for assisting in installing/repairing/servicing appliances or performing the task individually. Since the individual is required to take instructions from supervisors. Hence Level 4	4
Professional and Technical Skills/ Expertise/ Professional Knowledge	Knowledge related to appliance installation, diagnosing faults, assessing possible causes and repairing them in a scheduled manner.	Factual and theoretical knowledge in the field of installing /repairing/servicing of appliances. No deeper knowledge or skills are required for this individual. Hence Level 4	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Punctuality, amenable behavior, patience, trustworthiness, integrity and critical thinking.	Range of cognitive and practical skill required for the installing /repairing/servicing of appliances. Hence Level 4	4
Broad Learning Outcomes/Core Skill	Effective skill in writing, reading and oral communication (listening and speaking skills) with required clarity.	Skill to communicate written or oral with required clarity, but not to manage/supervise others. Hence Level 4	4
Responsibility	Responsible for completing the assigned task, effective team working, safety of self and in workplace	Accountable for own work and learning in the domain of installing /repairing/servicing of television. Hence Level 4	4

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Quantity for specified	Specifications
1	Clamp Meter	6	Standard
2	Digital Multimeter	6	Standard
3	Electrical Drill	3	Standard
4	Grinder	3	Standard
5	Juicer	3	Standard
6	Lead Solder	6	Boxes
7	Microwave Oven	3	Standard
8	Mixer	3	Standard
9	Soldering Iron	6	Temperature Controlled
10	Spanner Set	6	Standard
11	Digital TDS Meter	6	Standard
12	Water Pressure Gauge	6	Standard
13	RO Water Purifier	3	RO
14	UV Water Purifier	3	UV
15	UF Water Purifier	3	UF
16	Screw Driver Set	6	
17	Soldering Flux	6	Boxes

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Projector
3. Computer/Laptop
4. Chairs
5. Tables
6. Whiteboard marker

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Access Edutech Pvt. Ltd.	Sanjay Kumar Mishra	Director	96, Vrindavan Nagar Ayodhya Bypass Road Bhopal	7000650224	sanjaymishra@accesse dutech.com	
2	Artificial Intelligence Technologies	Rohit Kumar Sharma	Manager Product Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi	9927564461	rohit.sharma@aitunive rsal.com	
3	Bergen Associates Pvt Ltd.	Soubam Sunil	Manager	305-306, Magnum House-I, Commercial Complex, Karampura, New Delhi – 110015	9311780832	s.soubam@bergengrou pindia.com	
4	YADUVANSHI PRIVATE ITI	YADVENDRA	PRINCIPAL	TC229199 - Yaduvanshi pvt iti, hasampur the- neemkathana dist-sikar rajasthan pin code no - 332718	8432882688	yaduvanshicollege2008@gmail.com	
5	Ephicity Lifescience Analytics	Rahul Kumar Kaushik	Senior Software Engineer	2nd Main Rd, Sarvobhogam Nagar, Arekere, Bengaluru, Karnataka 560076	8859885973	Rahul.Kaushik@ephica cy.com	
6	Godrej & Boyce MFG Co. Ltd.	Maneesh	General manager		9560102954	manish@gmail.com	
7	Sri Venkateswara College of Engineering	Dr C Chandrasekhar	Head R &D & Professor in ECE	Karakmbadi Road,Tirupati 517507	9177217190	dr.chandrasekhar.c@sv colleges.edu.in	
8	IIE Educational Society	Barinder Singh	President		9829745313	ivyindiaprojects@gmail .com	
9	Rastriya Khushali Sansthan	Ramkaran Sinsinwar	President	VOP Tajsar Fatehpur Rajasthan	6350658040	Rkstajsar1998@gmail.com	

10	Nagravision India Pvt. Ltd.	Avinash Yadav	Manager- System Administrator	RMZ Centennial, Tower C unit 301 and 302, Mahadevapura Post ITPL Road, Bangalore	9808326626	avinash.yadav@nagra.com	
11	Ramyash Pvt ITI	Ramyash	Principel	Jamalpur	9454738298	Yashvantiyadav964@gmail.com	
12	Nexgen Exhibitions Pvt. Ltd.	Saurabh Purwar	Director	1201/1206 Pragati Tower, 26 Rajendra Place, New Delhi-110008, India	9457306691	fbvidgo@gmail.com	
13	Siemens Limited	Manoj Belgaonkar	Head – Regulations, Standards and QM	R&D Centre, Thane Belapur Road, Airoli, Navi Mumbai 400708	9820682825	manoj.belgaonkar@siemens.com	
14	Tata Consultancy Services	Sheepra Kaushik	Consultant – Product Development	Kensington B Wing, Hiranandani SEZ, Powai, Mumbai 400076	8433595090	sheepra.sharma@tcs.com	
15	Evergreen Education Trust	Faizanbazaz	Director	217, Pehari Colony Jammu 180005	7006341193	eetturst@gmail.com	
16	B M Upadhyay Shiksha Samiti	K K Upadhyay	SPOC	Agra	9149158684	Kk7500081234@gmail.com	
17	Rastriya Khushali Sansthan	Ramkaran Sinsinwar	President	VOP Tajsar Fatehpur Rajasthan	6350658040	Rkstajsar1998@gmail.com	
18	Shiv shakti teckniki evam samanaya shikshan sansthan	Jitendra Kumar Garg	President	B 32 MAHESH NAGAR JAIPUR RAJASTHAN-302015	9782912782	jitendra.garg303@gmail.com	
19	Shri Solasar Balaji Shikshan	Nand Kishor Gurjar	SPOC	Rajasthan	9358734466	shribalajiitisujangarh@gmail.com	

20	Shree Hari Shikshan Santhan Aaspura	Mukesh Kumar	SPOC	Rajasthan 341508	7877239952	Harikct2024@gmail.com	
22	Nagdeo Education Welfare Society	Vijay Nagdeo	General Manager	Ward No. 11 Junnardeo Dist. Chhindwara M.P. 480551	9425461093	Vijaynagdeo02@gmail.com	
21	Conduent- https://www.conduent.com	Prince Jain	Senior Business Analyst	7 to 9th Floor & 6 to 9th Floor, Building No.5 & 6, Plot No 20&21, Candor Tech Space, IT/ITES SEZ., Noida, Uttar Pradesh 201304	8439385780	prince.jain@conduent.com	
22	YADUVANSHI PRIVATE ITI	YADVENDRA	PRINCIPAL	TC229199 - Yaduvanshi pvt iti, hasampur the- neemkathana dist-sikar rajasthan pin code no - 332718	8432882688	yaduvanshicollege2008@gmail.com	
23	Sankalp Education and development society	Jafruddin Khan	SPOC		8104049522		
24	Shri Prasad Sharma Shikshan Sansthan Myana	Suresh		Gautam Budha Nagar UP	8433476571		
25	Sankalp Education and development society	Jafruddin Khan	SPOC				
26	Sri Rajaram Shikshan Sansthan	Rajendra Parsad	Principle		8808696968	rajendraitijnp@gmail.com	

27	NIPPON data System Ltd			B 14 Sector 8 Noida 201301			
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Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

Annexure: Training Details

Training and Employment Projections:

Year	Total Candidates	Women	People with Disability
	Estimated Training # Total	Estimated Training # Women	Estimated Training # PwD
2025-26	9000	NA	NA
2026-27	9000	NA	NA
2027-28	10000	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
3.0	2022-23	79926	74117	71130	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2023-24	17247	14579	13681	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2024-25	87079	77536	75597	NA	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. PMKVY
- 2.

Content availability for previous versions of qualifications:

☒ Participant Handbook ☒ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

1. Hindi
2. English

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☒ Theory/ Lectures - Imparting theoretical and conceptual knowledge	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	30:70
2	☒ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	30:70
3	☒ Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	30:70
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	30:70
5	☒ Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	30:70
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	30:70
7	☒ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Online tests • Offline assessments	30:70

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
ELE/N3101:Engage with customer for service	Introduction and Interact with the customer	32	41		8
	PC1. Discuss the appliance installation and reported issues with the customer, assess possible causes of faults, and rectify the problems effectively	5	6		1
	PC2. analyze the details of customer complaint registered at customer care or installation schedule and connect with the customer use the mobile CRM apps and digital service platforms to confirm problem telephonically and fix time for visit	5	6		1
	PC3.collect appropriate tools, parts, relevant reference sheets, manuals and documents	5	6		1
	PC4.visit the customer premises as per the scheduled date and time for service as per the requirement	5	6		1
	PC5.check about warranty status of appliance and annual maintenance contract	5	6		1
	PC6.gather detailed information pertaining to age of appliance, status of upkeep, symptoms and history of problems in the appliance	5	6		1
	PC7.provide information to the customer about the warranty and problem in detail along with the precautions to be taken in order to avoid recurrence of problem	2	5		2
	Suggest possible solutions	8	9		2
	PC8.suggest possible solutions with the time required, costs involved and methodology for servicing	4	5		1
	PC9.seek customer's approval on further action	4	4		1
	NOS TOTAL	40	50		10
ELE/N3196:Perform Installation and Repairing of the water purifier	Perform Pre-Installation Checks	19	22		4
	PC1.Visit customer location as scheduled and evaluate space, power supply, water inlet, drainage, and mobile signal (for smart purifier connectivity).	1	4		1
	PC2.Carry required tools and ensure site meets installation conditions including TDS level compatibility, water pressure, and inlet pipe fitting.	1	4		1
	PC3.Confirm customer preference (UTS/wall-mounted/hot-cold dispensing) and finalize installation spot based on purifier type and functionality.	3	4		1
	PC4.Inform customer of any prerequisite plumbing/electrical/structural tasks.	3	4		1

	PC5.Unpack, verify model, accessories (e.g., pre-filters, alkaline cartridge), and readiness of tools and fittings.	3	1		
	PC6.Drill and mount as per model type (RO/UV/UF/Alkaline/loT) and install pre-filter if required.	3	4		
	PC7.Connect plumbing (inlet/outlet), power cord, and app (if smart model); activate auto-flush/self-cleaning if applicable.	5	1		
	Test,Configure and Demonstrate Usage	7	9		2
	PC8.Power on the unit, check for leaks, validate TDS levels and pressure, and test advanced functions (UV lamp, hot water, app sync).	4	5		1
	PC9.Explain filter stages, display alerts, app usage (for loT models), and demonstrate auto-shutoff/maintenance indicators.	3	4		1
	Post-Installation Activities	7	9		2
	PC10.Provide instructions on filter replacement, servicing schedule, and water quality maintenance.	2	3		1
	PC11.Escalate unresolved issues (e.g., sensor failure, connectivity problems) to the supervisor.	2	3		1
	PC12.Complete all documentation (ERP entry, forms, app registration if required), and obtain customer acknowledgment.	3	3		
	Diagnose and Repair Functional Issues	7	10		2
	PC13.Identify faults in filtration (e.g., low flow, bad taste, high TDS), electronics (e.g., display not working), or leakage.	2	4		1
	PC14.Repair/replace faulty components like RO membrane, UV lamp, solenoid valve, SMPS, circuit board, motor, or sensors.	2	3		1
	PC15.Reconfigure device settings post-repair (e.g., reconnect app, reset TDS, calibrate sensors), and validate with customer	3	3		
	NOS TOTAL	40	50		10
ELE/N3197:Perform repairing of mixer/juicer/grinder	Diagnose fault in mixer/juicer/grinder	24	34		8
	PC1.Diagnose faults based on customer interaction, usage pattern (e.g. heavy-duty blending, food processing, juicing) and initial inspection, including smart display errors if present	4	3		1
	PC2.Unplug the appliance and reset the overload switch or electronic safety lock to original state if triggered	2	3		1
	PC3.Perform basic tests including voltage level check, ampere draw test, grounding test, and check smart diagnostics if available	2	3		1

PC4.Detect common electrical faults such as improper/no earthing, damaged power cord, defective switch panel or PCB, internal wiring issues, loose connectors, and blown fuses	2	3		1
PC5.Identify reasons for unusual sound or vibration during operation such as damaged coupler, unbalanced blade, worn-out bearings, loose jar lock, or motor alignment issues	4	5		1
PC6.Diagnose non-start conditions due to motor burnout, faulty speed control module, tripped safety switch, smart sensor errors, or power issues	2	3		1
PC7.Check for causes of jar content overflow or leakage such as improper lid fitting, damaged silicone gasket, sensor failure in auto-lock lid, or overloading in high-speed modes	2	3		1
PC8.Examine indicator panel or touchscreen for fault messages, LED codes, or app-based diagnostics if present	2	3		1
PC9.Test each module (motor unit, jar sensors, control board) individually when faults are not found through general checks	2	3		
PC10.Escalate or send the appliance to factory service if faults involve embedded electronics or require advanced diagnostics not feasible on-site	2	5		
Replace/repair dysfunctional module in mixer/juicer/grinder	6	10		1
PC11.Replace/repair faulty components like electronic control board, relay, temperature sensor, or timer at location using correct ESD precautions	2	3		1
PC12.Reschedule service if spare parts (e.g. smart PCB, non-standard jars, digital speed knob) are unavailable at site	2	3		
PC13.Reassemble and verify that all components (e.g. jars with interlocks, smart lids, touchscreen panel) are functioning as per specifications	2	4		
Confirm functionality of repaired unit	10	6		1
PC14.Demonstrate smooth operation of the appliance across all functions (grinding, juicing, food processing, smart modes) and validate through customer usage test	2	1		1
PC15.Explain safe handling of high-speed modes, jar locking mechanism, cleaning procedures for blade and sensors, and proper care of digital panels	2	1		
PC16.Fill in digital or physical customer acknowledgment including QR-code warranty or AMC registration if applicable	2	1		
PC17.Complete complaint/service documentation, including logging in service app or company CRM	1	1		

	PC18. Collect payment digitally or in cash as per organizational policy and issue invoice	2	1		
	PC19. Promote and inform the customer about new models, compatible accessories (multi-jar sets, spare lids), and AMC plans through app or catalog	1	1		
	NOS Total	40	50	-	10
ELE/N3198: Perform repairing of microwave oven	Diagnose fault in microwave	24	34		8
	PC1. Diagnose faults based on customer interaction and usage pattern, including features such as inverter-based cooking, convection/grill usage, auto-cook programs, or app-based controls.	4	3		1
	PC2. Unplug the appliance and ensure safe disconnection before initiating inspection and fault diagnosis.	2	3		1
	PC3. Perform essential electrical tests like voltage, current, and earthing checks, and test for consistent power output in inverter-based systems.	2	3		1
	PC4. Detect electrical or power faults such as improper/no earth, damaged power cord, surge damage, faulty power PCB, or loose/open contacts, especially in smart or digital units.	2	3		1
	PC5. Diagnose no-heating issues due to inverter circuit failure, HV diode/capacitor breakdown, magnetron failure, faulty transformer, or blown fuses in traditional or inverter types.	4	5		1
	PC6. Identify low-heating problems caused by ageing magnetron, cracked magnets, damaged dome, or inverter board issues.	2	3		1
	PC7. Identify intermittent heating or sensor-based failures due to oxidized connections, burned terminals, or faulty inverter output control.	2	3		1
	PC8. Detect touch panel or display malfunctions, faulty control boards, sensor errors (e.g. temperature/humidity), and software glitches in programmable or smart microwaves.	2	3		1
	PC9. Inspect individual modules (e.g., inverter board, control PCB, sensor board, power supply) when fault is not evident through initial checks.	2	3		
	PC10. Forward the unit to an authorized service center for advanced component testing, firmware issues, or factory-only repairs.	2	5		
	Replace/repair dysfunctional module in microwave	6	10		1
	PC11. Replace/repair components like inverter PCBs, control boards, relays, sensors, or heating elements at site if diagnosed and parts are available.	2	3		
	PC12. Schedule follow-up service if specific smart control boards, inverter units, or grill/convection parts are not immediately available.	2	3		

	PC13.Reassemble unit and verify full functionality of all systems, including heating modes, smart sensors, fan motors, touch controls, and app connectivity if applicable.	2	4		
	Confirm functionality of repaired unit	10	6		1
	PC14.Demonstrate all features post-repair: microwave, grill, convection modes, digital touch interface, auto-cook programs, and mobile app control (if supported).	2	1		1
	PC15.Instruct customer on cleaning procedures for sensors, grill elements, and fan filters; guide on regular maintenance and safe usage of inverter/convection features.	2	1		
	PC16.Obtain digital or written customer acknowledgment and satisfaction confirmation.	2	1		
	PC17.Complete service documentation including digital logs, firmware updates (if done), and repair summary.	1	1		
	PC18.Collect payment and issue invoice via app or POS system, if applicable.	2	1		
	PC19.Recommend AMCs or upsell accessories like grill stands, microwave-safe containers, or upgraded models if the unit is outdated.	1	1		
	NOS Total	40	50	-	10
ELE/N3199:Perform Repairing of Induction Cooktop	Diagnose Fault in Induction Cooktop	12	15		4
	PC1.Understand usage habits and previous issues through customer interaction.	2	2		1
	PC2.Diagnose fault based on initial inspection and any error codes displayed.	2	3		1
	PC3.Check power cord continuity and replace if faulty.	2	2		1
	PC4.Test the cooktop with a new power cord to confirm power issues.	2	3		1
	PC5.Address "E1/No Pot" error – educate on using compatible cookware.	2	2		
	PC6.Explain voltage-related errors (E3/E4) and recommend use of voltage stabilizer.	2	3		
	Replace Dysfunctional Module	6	8		2
	PC7.Test and replace faulty PCB using a digital multimeter.	2	2		1
	PC8.Test and replace fan motor if not functioning.	2	3		1
	PC9.Replace damaged IGBT, sensor board, or other key components as needed.	2	3		
	Confirm Functionality Post Repair	10	12		2
	PC10.Reassemble unit with proper wire connections and insulation	2	2		1
	PC11.Power on and check functions like heating, timer, and pot detection.	2	2		1

	PC12.Demonstrate working condition and explain proper usage and care.	2	2		
	PC13.Collect payment (if applicable) and complete documentation.	2	2		
	PC14.Ensure customer signs the acknowledgement form.	2	4		
	Achieve Productivity & Service Quality	12	15		2
	PC15.Handle the unit safely to avoid damage.	2	2		1
	PC16.Diagnose and fix issues within the defined time.	2	3		1
	PC17.Identify and replace only faulty modules using correct spares.	2	2		
	PC18.Communicate part requirements clearly to service center.	2	3		
	PC19.Educate customer on maintenance to prevent repeat issues.	2	2		
	PC20.Ensure high customer satisfaction and timely complaint closure	2	3		
	NOS Total	40	50	-	10
	Introduction to Employability Skills	1	1	-	-
DGT/VSQ/N0101 - Employability Skills (30 hours)	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	PC3.explain 21st Century Skills such as Self Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	Basic English Skills	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	Communication Skills	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team				
	Diversity & Inclusion	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	Financial & Legal Literacy	3	4	-	-
	PC9. use various financial products and services safely and securely	-	-	-	-

PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & jobs	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-
Grand Total	220	280	-	50

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:
 - Batches assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email
 - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
 - Assessment agency deploys the ToA certified Assessor for executing the assessment
 - SSC monitors the assessment process & records
2. Testing Environment:
 - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
 - Check the duration of the training.
 - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
 - If the batch size is more than 30, then there should be 2 Assessors.
 - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
 - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
 - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
 - Check the availability of the Lab Equipment for the particular Job Role.
3. Assessment Quality Assurance levels / Framework:
 - Question papers created by the Subject Matter Experts (SME)
 - Question papers created by the SME verified by the other subject Matter Experts
 - Questions are mapped with NOS and PC
 - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
 - Assessor must be ToA certified & trainer must be ToT Certified
 - Assessment agency must follow the assessment guidelines to conduct the assessment
4. Types of evidence or evidence-gathering protocol:
 - Time-stamped & geotagged reporting of the assessor from assessment location
 - Centre photographs with signboards and scheme specific branding
 - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
 - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos
5. Method of verification or validation:
 - Surprise visit to the assessment location
 - Random audit of the batch
 - Random audit of any candidate

6. Method for assessment documentation, archiving, and access
 - Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
 - Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

On the Job:

Each module (which covers the job profile of Field Technician - Kitchen Appliances) will be assessed separately.

1. The candidate must score 50% in each module to successfully complete the OJT.
2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
 - Answer Sheets of Question Banks
 - Assessing the Log Book entries of Trainees at Employer location
 - Employer Performance Feedback.
3. Assessment of each Module will ensure that the candidate is able to:
 - Understand the basic principles of AC, DC and electronic circuits.
 - Work effectively at the workplace
 - Basic health and safety practice

Annexure: Acronym and Glossary**Acronym**

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards.
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf