

Revision made by NSDA_25 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Telecom Sector Skill Council
2nd Floor, Plot NO: - 105, Sector – 44
Gurgaon – 122003 Ph.: 0124-4148029

Name and contact details of individual dealing with the submission

Name: Shiv Kumar Pandey
Position in the organisation: Manager
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List of documents submitted in support of the Qualifications File

1. [Qualification Pack](#)
2. [Assessment Criteria – Annexure in Qualification Pack](#)
3. [Occupational Mapping](#)
4. Skill Gap Report – [KPMG](#) & [JUXT](#)
5. [Industry Engagement Certificate](#)
6. [Affiliation Protocol – Assessment Agency & Assessor](#)
7. [Assessment Framework](#)

QUALIFICATION FILE SUMMARY

Qualification Title	TEL/Q4101		
Body/bodies which will assess candidates	Telecom Sector Skill Council		
Body/bodies which will award the certificate for the qualification.	Telecom Sector Skill Council		
Body which will accredit providers to offer the qualification.	Telecom Sector Skill Council		
Occupation(s) to which the qualification gives access	Cluster In Charge		
Proposed level of the qualification in the NSQF.	5		
Anticipated volume of training/learning required to complete the qualification.	Duration (300 Hr.)		
Entry requirements / recommendations.	ITI Diploma in Electrical/Mechanical B.Tech or B.SC in Electrical/Mechanical		
Progression from the qualification.	Will give access to Cluster Manager		
Planned arrangements for RPL.	Anybody with 3-5 year experience as a B.Tech and 10 year for ITI/Diploma		
International comparability where known.			
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
TEL/N4105 (Maintain site hygiene)	M	300 Hours	5
TEL/N4106 (Maintain site up-time)	M		
TEL/N4107 (OPEX management)	M		
TEL/N4108 (Identify and resolve issues)	M		
TEL/N4104 (Corrective Maintenance)	Optional		

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here: Qualification pack

SECTION 1

ASSESSMENT

Name of assessment body:

1. Aspiring Minds
2. Mettl
3. Multi Skills Assessment Guild (MSAG)
4. Independent Qualitative Assessors Guild (IQAG)
5. Cocubes Technologies Pvt. Ltd

Will the assessment body be responsible for RPL assessment?

Yes, assessing body is responsible for RPL assessment.

Mode of Assessment : Online

1. Theory: MCQ questions mapped with performance criteria of each NOS in a QP.
2. Viva : Scenario Based questions mapped with performance criteria of each NOS in a QP.
3. Practical: Practical test conducted wrt. Job role.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

The Assessment Agency is affiliated through stringent measures and undergo QA process. The Assessors are certified before conducting any assessments. The Question Bank before being made online are scrutinized and validated for linkage with Performance Criteria and randomization during the assessment.

Mode of Assessment : Online

1. Theory: MCQ questions mapped with performance criteria of each NOS in a QP.
2. Viva : Scenario Based questions mapped with performance criteria of each NOS in a QP.
3. Practical: Practical test conducted wrt. Job role.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

Criteria for Assessment of Trainee					
Job Role	: Cluster In charge				
Qualification Pack	: TEL/Q4101				
Sector Skill Council	: Telecom				
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 proportion of marks for Theory and Skills Practical for each PC. 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria. 5. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS and 50% overall. 6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack					
Assessable Outcomes	Assessment Criteria	Total Mark (400)	Out Of	Theory	Skills Practical
1. TEL/N4105 (Maintain site hygiene)	PC1. maintain excellent level of site quality like proper cable laying, correct temperature, correct settings, site in auto mode etc.	100	20	10	10
	PC2. provide for safety of assets and the team		15	10	5
	PC3. periodic audit by visiting sites to assure that civil, tower, electrical and other infrastructure are in the best		20	10	10

	PC4. conduct periodic compliance audit of technicians, vendors, spares including any ethical issues incorrect billing calculations, diesel or energy cost etc.		10	5	5
	PC5. check for maintenance of site cleanliness and hygiene of AC, DG, PIU, SMPS, battery bank and shelter, as per organization's norms		20	5	15
	PC6. maintain work standards despite movement of manpower		10	10	0
	PC7. check and resolve site lock issues with landlord, legal etc.		5	0	5
		Total	100	50	50
2. TEL/N4106 (Maintain site up-time)	PC1. create a PM (preventive maintenance) plan for self and the technicians	100	20	10	10
	PC2. create and monitor Beat plan execution, for self and technicians		10	10	0
	PC3. monitor site PM (preventive maintenance)		10	5	5
	PC4. perform health check on site like checking engine oil, voltage etc.		10	0	10
	PC5. validate periodic maintenance check conducted by the vendor technicians		10	5	5
	PC6. monitor site faults, ensure timely rectification and devise solution of the recurring faults		15	5	10
	PC7. create fault analysis and up-time report for all sites of the cluster		5	5	0
	PC8. maintain zero breakdown delivery for cluster, to optimize Operating Expenditure (OPEX)		10	10	0
	PC9. share best practices of technicians to maintain site up-time, through e-mails/meetings		10	10	0
		Total	100	60	40
3. TEL/N4107 (OPEX management)	PC1. maintain energy cost through site automation, diesel cost per tenant etc.	100	25	15	10
	PC2. troubleshoot DG/Battery bank		25	0	25
	PC3. identify scope for security head count reduction and inform Zonal Manager		15	15	0
	PC4. check proper locking of main gate / DG / Shelter etc.		15	5	10
	PC5. govern vendors effectively to ensure that PM & repair costs are within control		20	10	10
		Total	100	45	55
4. TEL/N4108 (Identify and resolve issues)	PC1. understand issues escalated by tower technicians and provide relevant solution	100	50	20	30
	PC2. identify and track the number of sites being locked		30	20	10
	PC3. interact with landlords to understand their issues and offer best solution		20	10	10
		Total	100	50	50
Optional NOS:					
5. TEL/N4104 (Corrective Maintenance)	PC1. timely identification of the need for corrective maintenance	100	20	20	0
	PC2. adhere to maintenance plan		20	10	10
	PC3. effective corrective maintenance on all equipment		15	5	10
	PC4. escalate faults/issues at site to supervisor		15	10	5
	PC5. fill the corrective maintenance checklists/reports		15	15	0
	PC6. close maximum number of faults reported		15	5	10
		Total	100	65	35

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

As per Industry requirement and recommendations, we TSSC have followed in order to prepare the qualification pack and got vetted by NSDC during the QRC. (Attached –Industry Engagement Certificate).

What is the estimated uptake of this qualification and what is the basis of this estimate?

Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. Feedback from industry for demand though again sample size may not lend to accurate figures and depends on Industry quarterly requirements. (Attached Skill Gap Study Report)

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.

- Monitoring of results of assessments
- A formal review is scheduled in two year time

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here: NA

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Level of qualification: NSQF Level 5

Summary of Direct Evidence (from learning outcomes):

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Justification of NSQF Level 5: Capable of working independently in his designated area. He must also learn new aspects of the job while executing the work assigned and manage the team.

Generic NOS is/are linked to the overall authority attached to the job role.

Cluster – In Charge - TEL/Q4101					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>The job holder requires well developed skills and knowledge should be clear in decision making in terms of procedure in familiar context.</p> <p>He/she have to perform various task such as :</p> <ul style="list-style-type: none"> • Maintain site hygiene • Maintain site up-time • OPEX management • Identify and resolve issues 	<p>The job holder is expected to monitor equipment's and maintain hygiene as per guidelines, as mentioned in the assessment criteria. This demonstrates factual knowledge on the field.</p> <p>Adding more: he/she will have knowledge of the company norms ie. Site up-time targets of the company, to avoid penalties.</p>	<p>Based on professional knowledge, the job holder is expected to maintain the site operational under any circumstances. His/her technical knowledge which will demonstrate his/her practical skills such as</p> <ul style="list-style-type: none"> • Identifying the cost evolved in maintaining the OPEX on each site and overall. • Based on report of DG and Battery 	<p>The job holder is expected to handle all the technical issues raised at ground level and resolve it on basis of his professional knowledge. He/she need to be constantly interact with NOC team, O&M team, Cluster manager and Zonal Manger (if required).</p> <p>Analyse the report/log generated at NOC level and take up the necessary action for maintenance.</p> <p>He/she to be</p>	<p>The job holder is largely responsible for his/her own work as evidenced in the columns for professional knowledge/skills. Additionally he is expected to respond to situations ((such as replacing the equipment and taking preventive action if required</p> <p>Which may demonstrate his/her ability for learning on the job as well as he/she responsible for task performed by his team.</p>	5

<ul style="list-style-type: none"> Upgradation on time to time whenever rehoming take place as per company norms. <p>Analysing the performance report and plan accordingly if any maintenance required.</p> <p>Skill in managing the team and rolling out on field.</p>	<p>Impact of OPEX on the company</p> <p>Learn to manage the team and get the desired output as required.</p>	<p>bank he/she will identify the cost involved in running the site is as predicted by the company.</p> <p>Based on technical expertise the job holder will find solution to his problem faced at ground level.</p> <p>Adding more : the job holder will be skilled in performing</p> <ul style="list-style-type: none"> Analytical skills Quality maximization skills Financial Management skills Team management skills 	<p>reasonably good in mathematical calculation and communicate logically when explaining to higher authority.</p>		
Level :- 5	Level :- 5	Level :- 5	Level :- 5	Level :- 5	

Summary of other evidence (if used): NA

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options have been articulated.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here: NA