

Revision made by NSDA_25 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Telecom Sector Skill Council
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Gurgaon – 122003 Ph.: 0124-4148029

Name and contact details of individual dealing with the submission

Name: Shiv Kumar Pandey
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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/Q4102		
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 Manager		
Proposed level of the qualification in the NSQF.	6		
Anticipated volume of training/learning required to complete the qualification.	Duration (350 Hr.)		
Entry requirements / recommendations.	ITI Diploma in Technical Degree		
Progression from the qualification.	Will give access to Regional Head		
Planned arrangements for RPL.	Anybody with 4-7 year experience as a B.Tech and 12 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/N4109 (Reduce repair, maintenance and service cost per cell site)	M	350 Hours	6
TEL/N4110 (Maintain cell site up-time & alarm automation)	M		
TEL/N4111 (Quality assurance and cell site audit compliance)	M		
TEL/N4112 (Governance meeting with vendors)	M		
TEL/N4113 (Employee Health & Safety)	M		
TEL/N4114 (Team development)	M		

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 Manager				
Qualification Pack	: TEL/Q4102				
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 (600)	Out Of	Theory	Skills Practical
1. TEL/N4109 (Reduce repair,	PC1. obtain monthly repair/maintenance budget per site from regional office	100	10	10	0
	PC2. obtain vendor and technician preventive maintenance report		10	10	0
	PC3. validate monthly preventive maintenance report of vendor and technician		10	10	0

maintenance and service cost per cell site)	PC4. regulate maintenance cost (diesel consumption, DG running hours) and expenses (electricity bill) per site as per monthly budget		20	10	10
	PC5. obtain report requesting site infrastructure repair		5	5	0
	PC6. evaluate actual cost for repair vis-à-vis allocated monthly budget		10	10	0
	PC7. seek approval for extra budget per site, if required		5	5	0
	PC8. validate and approve repair cost per site		10	10	0
	PC9. devise methods to reduce the repair and maintenance cost per mobile tower		10	5	5
	PC10. co-ordinate with central team for driving penalty reduction plans on hub sites		10	5	5
		Total	100	80	20
2. TEL/N4110 (Maintain cell site up-time & alarm automation)	PC1. obtain pre-defined SLA and and maintain up-time as per all mobile operators	100	20	20	0
	PC2. design a plan to reduce outage of passive infrastructures/equipments basis outage history and current health of equipments		30	15	15
	PC3. review site-wise alarm functioning report		20	20	0
	PC4. co-ordinate between estate and security team on ground		10	0	10
	PC5. obtain daily/weekly/monthly outage report for all hub sites		10	10	0
	PC6. review and maintain daily/weekly/monthly outage report of entire hub sites		10	5	5
		Total	100	70	30
3.TEL/N4111 (Quality assurance and cell site audit compliance)	PC1.monitor asset replacement requests	100	10	10	0
	PC2. assure compliance through CIs, vendors and technicians		10	10	0
	PC3. update material requirement to SCM and assure timely repair/ replacement of assets		10	10	0
	PC4. assure quality material is supplied at the site		10	0	10
	PC5. raise PR for repairable assets and assure work order is released for the same		10	10	0
	PC6. inform vendor to repair or replace assets		10	0	10
	PC7. co-ordinate with CIs for timely preventive maintenance		5	5	0
	PC8. visit all hub sites after outage to assure safety and material availability		10	0	10
	PC9. regular training on fire and electrical safety on ground		5	5	0
	PC10. adhere to SOPs (standard operating procedures)		20	20	0
		Total	100	70	30
4. TEL/N4103 (Task reporting)	PC1. obtain and validate vendors' monthly PM report	100	10	10	0
	PC2. obtain periodic site' outage/breakdown report		20	20	0
	PC3. monitor each site outage report to perform root cause analysis		20	20	0
	PC4. obtain periodic site penalty reports		10	10	0
	PC5. devise strategies and consult vendors to rectify reasons for site outage		20	0	20
	PC6. calculate periodic vendor reward and penalties as per SLA		20	20	0
		Total	100	80	20
5.TEL/N4113 (Employee Health & Safety)	PC1. co-ordinate with central team to get health check-up for equipment and approve budget for the same, if required	100	30	20	10
	PC2. seek approval of the seniors for extra budget to get the health check up for all equipments		30	20	10
	PC3. adherence to EHS norms and processes as per the SOP for employees, equipments and site		40	40	0
		Total	100	80	20
6.TEL/N4114 (Team development)	PC1. obtain list of newly hired CIs and technicians from HR/peers	100	10	10	0
	PC2. split monthly hub sites' outage/breakdown report employee wise and vendor wise		10	10	0
	PC3. monitor employee wise and vendor wise outage/breakdown report		10	10	0
	PC4. perform root cause analysis of all outage/breakdown report		20	10	10
	PC5. divide employees into groups as per identified reasons/gaps		10	0	10
	PC6. identify training needs of field staff, technicians and supervisors		10	5	5
	PC7. organize training programs to bridge identified gaps		10	0	10
	PC8. facilitate regular training on fire and electrical safety on ground		10	0	10
	PC9. facilitate reward and recognition programs		10	5	5
		Total	100	50	50

SECTION 2

EVIDENCE OF NEED

<p>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).</p>
<p>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)</p>
<p>What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?</p> <ul style="list-style-type: none"> • NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work • NSDC QRC team also confirmed the same
<p>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?</p> <ul style="list-style-type: none"> • 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 6

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 6: Requires wide specialized technical skills and knowledge in standard/non-standard practices. To find solutions to specific problems. He is also responsible not only for his own work but also of the team he leads.

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

Cluster Manager - TEL/Q4102					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
The job holder requires wide specialized technical	The job holder is expected to monitor	Based on professional knowledge, the job	The job holder is expected to handle all the issues raised	The job holder is largely responsible for his/her own work	6

<p>skills and knowledge in standard/non-standard practices. He/she have to perform various task such as :</p> <p>Reduce the maintenance cost per cell site.</p> <p>Monitoring time to time site up time /alarm if any.</p> <p>Site audit time to time and maintain the QA.</p> <p>Analysing the site performance and plan accordingly if any maintenance required.</p> <p>Meeting with the site vendor for related to their progress and informing regarding the new guideline by the company.</p> <p>Skill in managing the team and rolling out on field.</p>	<p>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 technical knowledge of wide range of installed equipment such as:</p> <p>Base Trans receiver Station (BTS)</p> <p>Transmission equipment's (i.e. Microwave).</p> <p>Telecom Tower Equipment's (i.e SMPS,DG,Battery Bank,PIU, Cable Connection,connectors,Electrical wiring connections)</p> <p>He/she responsible of tracking the records on daily basis for all the infra equipment installed at the site.</p>	<p>holder is expected to operate various equipment's using his/her technical knowledge which will demonstrate his/her practical skills.</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 various equipment operations, technical interpretation skills and problem solving skills.</p> <p>On bases of his knowledge he will make decision in reducing the repairing/replacement cost as per the report received from the vendor (Vendor who maintain the site performance as per SLA). Calculate total up-time of a site on regular basis. For example :</p> <p>Obtain daily/weekly/monthly outage report for all hub sites.</p> <p>Maintain QA for all</p>	<p>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 and vendor.</p> <p>Analyse the report/log generated at NOC level and take up the necessary action for maintenance.</p> <p>He/she to be reasonably good in mathematical calculation (i.e. Risk calculation of a site/hub) and communicate logically when explaining to higher authority.</p> <p>The jobholder should adhere EHS policies and norms to vendors, cluster in-charges and technicians.</p>	<p>as evidenced in the columns for professional knowledge/skills. Additionally he is expected to respond to situations (such as use of fire extinguisher) which may demonstrate his/her ability for learning on the job as well as he/she responsible for task performed by his team.</p> <p>He is also responsible for his team development such as</p> <p>Conduct activities and training programs for overall team development.</p> <p>facilitate regular training on fire and electrical safety on ground</p>	
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		<p>the site in his/her cluster and co-ordinate with central team to strategize for quality audit assurance.</p> <p>Before performing any task on site health and safety norms should be adhere.</p>			
Level :- 6	Level :- 6	Level :- 6	Level :- 6	Level :- 6	

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