

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Telecom Sector Skill Council

Estel House, 3rd Floor, Plot No: - 126, Sector 44, Gurugram, Haryana 122003

Name and contact details of individual dealing with the submission

Name: Mr. Satyaveer Gulati

Position in the organisation: Chief Technical Officer

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List of documents submitted in support of the Qualifications File

1. Model Curriculum

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

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SUMMARY

1	Qualification Title: Telecom Service Provider
2	Qualification Code, if any: TELQ6220
3	NCO code and occupation: NCO-2015/7422.0202 Network Operation and Maintenance
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term): To keep Optical Network Terminal (ONT) site 24x7 operational. Also, to repair and maintain basic faults at the site. This QP is for short term program, and it is designed based on industry demand.
5	Body/bodies which will award the qualification: Telecom Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification: Telecom Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy): Yes, SIP norms for accreditation and SSC norms for affiliation are available on SIP portal.
8	Occupation(s) to which the qualification gives access: Network Operation and Maintenance
9	Job description of the occupation: Telecom Service Provider is responsible to keep Optical Network Terminal (ONT) site operational on 24x7 basis, maintain and repair basic faults/issues at ONT site, promote use of devices among local population and provide services.
10	Licensing requirements: N/A
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided): N/A
12	Level of the qualification in the NSQF: Level 3.5
13	Anticipated volume of training/learning required to complete the qualification: 210 Hours
14	Indicative list of training tools required to deliver this qualification: Documents of standard operating procedures, code of conduct, checklists, schedules tools and equipment, status report Product Manuals, Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB), battery bank and fire extinguisher, Laptop with site maintenance software, Complete range of accessories, equipment repairing tool kit, Laptop with MS Office Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit
15	Entry requirements and/or recommendations and minimum age: 11th grade pass OR Completed 1st year of 3 years of diploma after 10th OR 10th Grade pass and pursuing continuous schooling

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	<p>OR 8th Grade pass with 2-years of NTC plus 1 year NAC/CITS</p> <p>OR 8th grade pass with 3-year relevant experience</p> <p>OR Previous relevant Qualification of NSQF level 2.5 with 3 year of relevant exp.</p> <p>OR Previous relevant Qualification of NSQF level 3 with 1.5 year of relevant exp.and 17 Years</p>		
16	<p>Progression from the qualification (Please show Professional and academic progression): Grass Root Telecom Provider – Supervisor -> Grass Root Telecom Provider – Manager</p>		
17	<p>Arrangements for the Recognition of Prior learning (RPL): RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack by Telecom Sector Skill Council</p>		
18	<p>International comparability where known (research evidence to be provided): No</p>		
19	<p>Date of planned review of the qualification: 15 August 2023</p>		
20	<p>Formal structure of the qualification Mandatory components</p>		
(i)	Title of component and identification code/ NOSs/Learning outcomes	Estimated size (learning hours)	Level
1	Maintain Site Security and Hygiene	30	3.5
2	Perform Preventive Maintenance of Optical Network Terminal (ONT) Components	30	3.5
3	Promote use of devices and provide services	30	3.5
4	DGT/VSQ/N0104 Employability Skills (120 Hours)	120	6
	Sub Total (A)	210	

SECTION 1
ASSESSMENT

<p>21</p>	<p>Body/Bodies which will carry out assessment: Telecom Sector Skill Council.</p> <p>Proposed Body/Bodies which will carry out assessment: The assessment will be carried out via our affiliated assessment body.</p>
<p>22</p>	<p>How will RPL assessment be managed and who will carry it out? The RPL assessment will be managed by TSSC via its affiliate assessment partners.</p>
<p>23</p>	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</p> <p>The emphasis is on practical demonstration of skills and knowledge based on the performance criteria. The assessment papers are developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessment papers are also checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment results are backed by evidence collected by assessors.</p> <ol style="list-style-type: none"> 1. The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In-charge / Head of the Training Centre. 2. The assessor needs to verify the authenticity of the candidates by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form. 3. The assessor needs to punch the trainee's roll number on all the test pieces. 4. The assessor can take a photograph of all the students along with the assessor standing in the middle and with the center name/banner at the back as evidence. 5. The assessor also needs to carry a photo ID card. <p>The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its</p>

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	assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.
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Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment Evidence

Title of Component: Telecom Service Provider

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Telecom Service Provider

Qualification Pack TELQ6220

Sector Skill Council Telecom Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualifications Pack will be approved 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 approved by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/ Set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualifications Pack, every trainee should score a minimum of 70% of aggregate marks.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
TEL/N6226: Maintain Site Security and Hygiene				
<i>Coordinate activities for site security and hygiene</i>	5	15	-	2
PC1. perform all functions and take responsibility as a custodian of an Optical Network Terminal (ONT) site	1	5	-	1

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PC2. interact with Optical Line Terminal (OLT)/Network Operation Center (NOC) supervisors regarding encountered issues or upgradation of technology	2	6	-	1
PC3. coordinate with Gram Panchayat officials to ensure smooth day-to-day operations	2	4	-	-
<i>Monitor equipment and record keeping</i>	25	45	-	8
PC4. verify that the various components/equipment such as of Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB) and battery bank are working as per specifications	3	6	-	1
PC5. maintain hygiene of Charge Controller Unit (CCU), Solar Photo Voltaic (SPV) System, Telephone Junction Box (TJB) and battery bank as per standards	3	6	-	1
PC6. check all the cable connectors for appropriate tightness and any damage	2	5	-	1
PC7. perform necessary steps for the repair/replacement of damaged cables if required	3	5	-	1
PC8. report to supervisor in case the fault cannot be rectified	1	5	-	1
PC9. use fire extinguisher to control fire in case of accident	5	6	-	1
PC10. record activities undertaken for fault in the given format	5	6	-	1
PC11. record repairs/replacements undertaken during fault rectification	3	6	-	1
NOS Total	30	60	-	10
TEL/N6227: Perform Preventive Maintenance of Optical Network Terminal (ONT) Components				
<i>Perform preventive maintenance and keep record</i>	17	19	-	5

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PC1. read preventive maintenance guidelines of Charge Controller Unit (CCU), Solar Photo Voltaic (SPV) System, Telephone Junction Box(TJB) and battery bank	6	7	-	2
PC2. implement preventive maintenance of CCU, SPV, TJB and battery bank as per givenschedule	6	7	-	2
PC3. ensure availability of required equipmentand assets	5	-	-	1
PC4. fill-in preventive maintenance report form in the specified format	-	5	-	-
<i>Monitor equipment and report issues</i>	23	31	-	5
PC5. observe CCU panel and interpret alarm	6	8	-	-
PC6. verify premature ageing of battery bank cells and SPV panels and replace if necessary	6	8	-	2
PC7. examine the patch cord and pigtaills andreplace if found damaged	6	8	-	2
PC8. report to OLT/NOC supervisor in case ofany issues with equipment	5	7	-	1
NOS Total	40	50	-	10
TEL/N6228: Promote use of Devices and Provide Services				
<i>Create awareness about devices and its usage</i>	11	15	-	3
PC1. propose/pitch range of products/services tolocal population to make them aware about types of local devices (smartphone, tablets and e-terminals) available	3	5	-	1
PC2. acquaint local population about usage andnecessity of local devices (smartphone, tablets and e-terminals)	3	5	-	1
PC3. explain about the wide range of features available in smartphone, tablets and e-terminals	5	5	-	1

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<i>Configure devices and perform basic troubleshooting</i>	19	22	-	4
PC4. install necessary equipment such as modem using routers, UPS, cables to make the devices functional at a particular location	5	5	-	1
PC5. configure smartphone, tablets and e-terminals	5	5	-	1
PC6. demonstrate how to operate the device to the concerned people for ease of use	5	6	-	1
PC7. perform basic trouble shooting of devices in case of any problems/error	4	6	-	1
<i>Manage revenue collection and bill payment</i>	10	13	-	3
PC8. distribute bills and collect revenue from users	-	3	-	1
PC9. maintain the record of rent agreement and electricity bill for ONT site	5	5	-	1
PC10. remind the superior for timely payment of rent and electricity bill for the site	5	5	-	1
NOS Total	40	50	-	10

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks
DGT/VSQ/N0104: Employability Skills (120 Hours)			
<i>Introduction to Employability Skills</i>	1	1	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-

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<i>Constitutional values – Citizenship</i>	2	1	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-
PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-
PC6. follow and promote environmentally sustainable practices	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	3	-
PC7. recognize the significance of 21st Century Skills for employment	-	-	-
PC8. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-
PC9. adopt a continuous learning mindset for personal and professional development	-	-	-
<i>Basic English Skills</i>	2	3	-
PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-
PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front	-	-	-
PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-
PC13. write short messages, notes, letters, e-mails etc., using accurate English	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-
PC14. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-

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PC15. prepare a career development plan with short- and long-term goals	-	-	-
<i>Communication Skills</i>	2	3	-
PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-
PC17. use active listening techniques for effective communication	-	-	-
PC18. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-
PC19. work collaboratively with others in a team	-	-	-
<i>Diversity & Inclusion</i>	1	2	-
PC20. <ul style="list-style-type: none"> ensure personal behaviour, conduct, and use appropriate communication by taking gender into consideration 	-	-	-
PC21. empathize with a PwD and aid a PwD, if asked	-	-	-
PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-
PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-
PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-
PC25. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-
PC26. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-
<i>Essential Digital Skills</i>	2	3	-
PC27. operate digital devices and use their features and applications securely and safely	-	-	-

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PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networksthrough Bluetooth, Wi-Fi, etc.	-	-	-
PC29. display responsible online behaviour while using various social media platforms	-	-	-
PC30. create a personal email account, send and process received messages as per requirement	-	-	-
PC31. carry out basic procedures in documents, spreadsheets and presentations using respectiveand appropriate applications	-	-	-
PC32. utilize virtual collaboration tools to work effectively	-	-	-
<i>Entrepreneurship</i>	2	3	-
PC33. identify different types of Entrepreneurshipand Enterprises	-	-	-
PC34. use research and networking skills to identify and assess opportunities for potentialbusiness	-	-	-
PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-
PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-
<i>Customer Service</i>	1	2	-
PC37. identify different types of customers	-	-	-
PC38. identify and respond to customer requestsand needs in a professional manner	-	-	-
PC39. use appropriate tools to collect customer feedback	-	-	-
PC40. follow appropriate hygiene and grooming standards	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	4	-
PC41. create a professional Curriculum vitae (Résumé)	-	-	-
PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job	-	-	-

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portals, respectively			
PC43. apply to identified job openings using offline /online methods as per requirement	-	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-
PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-
NOS Total	20	30	-

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Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Provided in the above section	
Means of assessment 1 <ol style="list-style-type: none">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 centre (as per assessment criteria below.)4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria.	
Means of assessment 2 <p>Add boxes as required.</p>	
Pass/Fail <ol style="list-style-type: none">1. To pass the Qualification File, every trainee should score a minimum of 70% in every Qualification.2. 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 File.	

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SECTION 2

25. EVIDENCE OF LEVEL

Title/Name of qualification/component: Telecom Service Provider Level: 3.5			
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	<p>Demands a wide range of specialised technical skill, clarity of knowledge and practice in broad range of activity involving standard and non-standard practices.</p> <ul style="list-style-type: none">• Perform tasks on a number of equipment's such as CCU panels, SPV, battery banks etc.,• There are a series of routines tasks as evidenced through activities such as filling up of record sheets and bills.• The assessment criteria also illustrate the machines to be used by the candidate, thereby indicating situation where clear choice maybe be exercised.	<p>The individual will be required to monitor site, manage preventive and corrective maintenance, handle issues and expenses.</p> <p>The process involves monitoring and managing the area of work and taking appropriate decision as per his/her stature.</p> <p>Analyzing the performance report and plan accordingly if any maintenance required.</p> <p>However, the sensitive decision-making rests with manager.</p> <p>Hence, this is level 3.5.</p>	3.5
Professional knowledge	<p>Factual and theoretical knowledge in broad contexts within a field of work or study.</p> <ul style="list-style-type: none">• Technical specifications of products and processes	<p>The job holder should have good understanding of technical specifications and functionalities of products and processes, knowledge functioning</p>	3.5

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Title/Name of qualification/component: Telecom Service Provider Level: 3.5			
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> Knowledge about technology involved in workings of products Maintenance standards/guidelines 	<p>techniques, knowledge about managing concern/issues, and standards/guidelines.</p> <p>Hence, this is level 3.5.</p>	
Professional skill	<p>A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study.</p> <ul style="list-style-type: none"> Based on the knowledge on field, the candidate is expected to operate equipment (routers, UPS) which demonstrate the jobholder practical skills. The qualification also requires the candidate to operate and maintain clearly listed equipment's- which will require the candidate to perform repetitive tasks using appropriate tools and equipment's. Monitoring and verification of equipment (such as cable connectors, CCU panels, etc.) will rely on quality concepts thereby only illustrating the point further. 	<p>Based on technical expertise the job holder will find solution to his problem faced at ground level.</p> <p>The job holder will be skilled in performing.</p> <ul style="list-style-type: none"> Analytical skills Quality maximization skills Team management skills <p>Hence, this is level 3.5.</p>	3.5
Core skill	Core Domain Skill:		3.5

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Title/Name of qualification/component: Telecom Service Provider Level: 3.5			
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<p>The candidate is expected to constantly interact with local population, which would require him/her to communicate with clarity.</p> <p>Creating awareness and acquainting people about devices would require the candidate to have a basic understanding of social environment.</p> <p>Distribution of bills and collection of revenues entails the use of basic arithmetic skills.</p>	<p>The individual is capable to handle all sort of issue occur on ground and ensure the team handling.</p> <p>The individual will be technically sound and handle the issue perform analytical issues.</p> <p>Hence, this is level 3.5.</p>	
Responsibility	<p>Responsibility of completing the work assigned and reporting the same as per standards.</p> <p>The candidate is largely responsible for his/her own work as evidenced in the columns for professional knowledge/skills.</p> <p>Additionally, the candidate is expected to respond to situations (such as use of fire extinguisher) which may demonstrate his/her ability for learning on the job.</p>	<p>The individual is responsible for planning, repairing / replacing the faulty parts or processes involved while performing maintenance by adhering to the quality standards and doing the audit simultaneously.</p> <p>Managing team</p> <p>Hence Level 3.5.</p>	3.5

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SECTION 3

EVIDENCE OF NEED

26	<p>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <ol style="list-style-type: none">1. Feedback from industry was collected with respect to roles for which qualification pack development was to be prioritized.2. Skills Gap analysis reports for industry demand Training duration w.r.t current and potential capacity envisaged for potential supply
27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidence</p> <p>We have received the line ministry (DoT) approval for this QF.</p>
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>NCVET list of Approved and Under-Development QFs was checked prior to commencement the work.</p>
29	<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? Specify the review process here</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• Employer feedback will be sought post-placement• A formal review is scheduled by 2025

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

30	<p>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?</p> <ol style="list-style-type: none">1. Endorsed and accepted by the industry players2. Formal recognition from the industry players3. Horizontal and vertical mobility options are available
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