



Assistant Plumber - General

QP Code: PSC/Q0102

Version: 4.0

NSQF Level: 3

Water Management and Plumbing Skill Council || Unit No-606, DLF Prime Tower
Okhla Phase-1 New Delhi-110020



Contents

PSC/Q0102: Assistant Plumber - General	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
PSC/N0139: Carry out Support Activities for Plumbing Work	5
PSC/N0140: Maintain Plumbing Tools and Equipment	9
PSC/N0136: Apply Health and Safety Practices at the Workplace	13
PSC/N0137: Work Effectively with Others	19
DGT/VSQ/N0101: Employability Skills (30 Hours)	23
Assessment Guidelines and Weightage	28
<i>Assessment Guidelines</i>	28
<i>Assessment Weightage</i>	29
Acronyms	30
Glossary	31

PSC/Q0102: Assistant Plumber - General

Brief Job Description

An Assistant Plumber - General assists the plumber in installation and repair of plumbing fittings and fixtures. The job role holder organises and hands over tools, clears work area, cuts and bends pipes as per the specified dimensions. The individual also supports the plumber with other tasks as per instructions received.

Personal Attributes

The individual must be able to perform laborious work, be good at receiving and following instructions, and be a good team player. The person must have good listening skills, be result oriented and have an eye for detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [PSC/N0139: Carry out Support Activities for Plumbing Work](#)
2. [PSC/N0140: Maintain Plumbing Tools and Equipment](#)
3. [PSC/N0136: Apply Health and Safety Practices at the Workplace](#)
4. [PSC/N0137: Work Effectively with Others](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Plumbing Systems Installation and Maintenance
Country	India
NSQF Level	3
Credits	12
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7126.0105

Minimum Educational Qualification & Experience	10th grade pass with NA of experience OR 10th grade pass and pursuing continuous schooling with NA of experience OR 8th grade pass with 2 Years of experience relevant OR 5th grade pass with 5 Years of experience relevant
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	4.0

PSC/N0139: Carry out Support Activities for Plumbing Work

Description

This unit describes how an assistant plumber supports the plumber in carrying out installation, repair and maintenance work.

Scope

The scope covers the following :

- Prepare for plumbing work
- Support in plumbing work

Elements and Performance Criteria

Prepare for plumbing work

To be competent, the user/individual on the job must be able to:

- PC1.** follow work instructions received from plumber or supervisor
- PC2.** unpack pipes, fittings and fixtures as per manufacturer's guidelines and safety measures
- PC3.** check quantity and quality of various plumbing materials and equipment present at the work site
- PC4.** report any shortcomings of supplies against specifications or requirements

Support in plumbing work

To be competent, the user/individual on the job must be able to:

- PC5.** close or release water supply to the fixture and/or pipe being installed or repaired as per instructions of the plumber
- PC6.** use hand and power tools for cutting, bending and assembling pipes and fittings in a safe manner
- PC7.** perform cutting, bending and forming of Polyvinyl chloride (PVC), Chlorinated polyvinyl chloride (cPVC), Cross-linked polyethylene (PEX) and un-plasticized polyvinyl chloride, (uPVC) pipes as per the dimensions marked by the plumber
- PC8.** assemble the fixture and/or pipework as per instructions
- PC9.** secure the assembly using the fittings and fasteners as per instructions
- PC10.** hold the pipework or fixture steadily during installation for the plumber when required
- PC11.** clear work area and store tools and other plumbing materials safely and as per the specified guidelines

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational quality procedures and processes
- KU2.** organisation's policies on delivery standards, safety and hazards, integrity, dress code, etc.
- KU3.** individual's role in the workflow
- KU4.** risk and impact of not following defined procedures/work instructions

- KU5.** international System (SI) of measurement relevant to plumbing work
- KU6.** characteristics and the application of different pipe fittings and fixture supports, including fixing and jointing techniques
- KU7.** process of mains supply of water and drainage
- KU8.** types and grades of pipes, fittings, fastening hardware (such as anchors, studs, bolts, clamps and nuts), supports, restraints, blocking and wall hangers and their properties
- KU9.** various plumbing tools and equipment
- KU10.** various pipe fit off processes and their tools and principles
- KU11.** installation process of pipes and fittings for various plumbing applications
- KU12.** fixture materials and finishes and uses and limitations of each
- KU13.** corrosion protection ways such as applying coatings and using tape

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write common plumbing symbols and brief notes in the local language and preferably English
- GS2.** read and correctly interpret plumbing symbols and notes in local language and preferably English
- GS3.** interpret verbal instructions and information about work related matters correctly
- GS4.** state information, doubts and concerns about work related matters to co-workers and supervisors with clarity, in person and over the phone
- GS5.** organize tools, materials and equipment on the basis of safety, availability, cleanliness, damage etc.
- GS6.** plan work activities and communicate to others whose work plans and timelines may be affected
- GS7.** be courteous to everyone irrespective of gender and disability
- GS8.** identify problems at work and seek necessary support to resolve them following company policy
- GS9.** identify how the shortcoming or defects in materials, supplies, tools and equipment can impact work quality and performance

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for plumbing work</i>	5	13	-	3
PC1. follow work instructions received from plumber or supervisor	1	3	-	1
PC2. unpack pipes, fittings and fixtures as per manufacturer's guidelines and safety measures	1	3	-	-
PC3. check quantity and quality of various plumbing materials and equipment present at the work site	2	4	-	1
PC4. report any shortcomings of supplies against specifications or requirements	1	3	-	1
<i>Support in plumbing work</i>	25	47	-	7
PC5. close or release water supply to the fixture and/or pipe being installed or repaired as per instructions of the plumber	2	3	-	1
PC6. use hand and power tools for cutting, bending and assembling pipes and fittings in a safe manner	4	7	-	1
PC7. perform cutting, bending and forming of Polyvinyl chloride (PVC), Chlorinated polyvinyl chloride (cPVC), Cross-linked polyethylene (PEX) and un-plasticized polyvinyl chloride, (uPVC) pipes as per the dimensions marked by the plumber	10	14	-	1
PC8. assemble the fixture and/or pipework as per instructions	3	8	-	1
PC9. secure the assembly using the fittings and fasteners as per instructions	2	5	-	1
PC10. hold the pipework or fixture steadily during installation for the plumber when required	2	5	-	1
PC11. clear work area and store tools and other plumbing materials safely and as per the specified guidelines	2	5	-	1
NOS Total	30	60	-	10

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0139
NOS Name	Carry out Support Activities for Plumbing Work
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Plumbing Systems Installation and Maintenance
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	16/07/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

PSC/N0140: Maintain Plumbing Tools and Equipment

Description

This unit deals in detail with the upkeep and maintenance of various plumbing tools and equipment.

Scope

The scope covers the following :

- Perform maintenance work

Elements and Performance Criteria

Perform maintenance work

To be competent, the user/individual on the job must be able to:

- PC1.** apply suitable treatment method to remove rust and corrosion from damaged tools
- PC2.** sharpen the bladed tools such as cutters, filers, pliers, chisels, etc. using method appropriate to the tool
- PC3.** inspect the power tools to identify the extent and type of wear and damage
- PC4.** repair, replace, discard worn out or damaged tools and accessories in a timely manner
- PC5.** lubricate moving parts of the tools ensuring proper coverage and right amount of authorized lubricant, as per need and maintenance schedule
- PC6.** dispose discarded oily rags and waste as per organizational procedure

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational quality procedures and processes
- KU2.** organization's policies on delivery standards, safety and hazards, integrity, dress code, etc.
- KU3.** individual's role in the workflow
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** organisational procedures for issuing, returning, repair and maintenance of tools and plumbing materials, and recording and reporting damage, loss of tools/equipment
- KU6.** usage of plumbing tools, equipment and materials
- KU7.** methods for cleaning the tools that are suitable and approved by the industry
- KU8.** importance of maintaining tools and indicators of damages and defects
- KU9.** rusting and corrosion prevention techniques for plumbing tools and materials
- KU10.** sharpening methods used in the plumbing industries
- KU11.** treatment techniques for damaged tools and accessories in plumbing activities
- KU12.** lubricants used in the plumbing industry as per the latest trends
- KU13.** harm/damage (corrosion, rusting, wear and tear) caused to pipes by factors such as temperature, pH (acidity levels) and chemical composition, oxidation, ageing, etc.

- KU14.** correct material disposal procedures for plumbing waste such as oily rags and other plumbing garbage
- KU15.** new advanced tools, equipment and materials being introduced in the industry
- KU16.** effect of the hazardous substances present at the plumbing sites and precautions to be taken while working with them
- KU17.** usage of personal protective equipment (PPE) required for plumbing work and its importance

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write common plumbing symbols and brief notes in the local language and preferably English
- GS2.** read and correctly interpret plumbing symbols and notes in local language and preferably English
- GS3.** interpret verbal instructions and information about work related matters correctly
- GS4.** state information, doubts and concerns about work related matters to co-workers and supervisors with clarity, in person and over the phone
- GS5.** organize tools, materials and equipment on the basis of safety, availability, cleanliness, damage etc.
- GS6.** plan work activities and communicate to others whose work plans and timelines may be affected
- GS7.** be courteous to everyone irrespective of gender and disability
- GS8.** identify problems at work and seek necessary support to resolve them following company policy

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform maintenance work</i>	30	63	-	7
PC1. apply suitable treatment method to remove rust and corrosion from damaged tools	5	12	-	1
PC2. sharpen the bladed tools such as cutters, filers, pliers, chisels, etc. using method appropriate to the tool	6	12	-	1
PC3. inspect the power tools to identify the extent and type of wear and damage	6	10	-	1
PC4. repair, replace, discard worn out or damaged tools and accessories in a timely manner	4	8	-	1
PC5. lubricate moving parts of the tools ensuring proper coverage and right amount of authorized lubricant, as per need and maintenance schedule	3	7	-	1
PC6. dispose discarded oily rags and waste as per organizational procedure	6	14	-	2
NOS Total	30	63	-	7

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0140
NOS Name	Maintain Plumbing Tools and Equipment
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Plumbing Systems Installation and Maintenance
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	16/07/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

PSC/N0136: Apply Health and Safety Practices at the Workplace

Description

This unit is about following safety procedures, communicating potential hazards and dangers of accidents on the job.

Scope

The scope covers the following :

- Follow safety measures to avoid accidents
- Daily inspection of tools and equipment
- Deal with emergencies

Elements and Performance Criteria

Follow safety measures to avoid accidents

To be competent, the user/individual on the job must be able to:

- PC1.** identify risks and hazards at the workplace
- PC2.** wear personal protective equipment (PPE) as per the type of plumbing work
- PC3.** place protective barricades and signages around the pits and trenches
- PC4.** isolate the plumbing fittings and fixtures from electrical wiring to avoid accidents
- PC5.** adhere to organisational procedures for reporting hazards and incidents to relevant authorities
- PC6.** establish ventilation before entering underground work areas
- PC7.** work safely in and around trenches, elevated places and confined areas
- PC8.** ensure tools and hazardous materials are not left unattended
- PC9.** ensure good housekeeping in order to prevent hazards e.g. fire
- PC10.** dispose waste materials and used PPE according to regulations and codes of practice

Follow hygiene and sanitation practices

To be competent, the user/individual on the job must be able to:

- PC11.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing etc.
- PC12.** clean and disinfect work area, materials/supplies, equipment etc. before and after use.
- PC13.** report hygiene and sanitation issues to appropriate authority

Use tools, equipment and materials safely

To be competent, the user/individual on the job must be able to:

- PC14.** check that the tools, equipment and materials are in good condition and as per industry standards before use
- PC15.** use power tools and machinery that are grounded
- PC16.** replace or repair split or loose tools before use
- PC17.** store and transport various plumbing materials safely

Deal with emergencies

To be competent, the user/individual on the job must be able to:

- PC18.** follow workplace emergency and evacuation procedures
- PC19.** use a fire extinguisher correctly
- PC20.** use safe methods to free a person from electrocution
- PC21.** administer appropriate first aid (such as CPR etc.) to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** possible causes of risk, hazard or accident in the workplace
- KU2.** organisational procedures for upkeep of tools and plumbing materials, health and safety
- KU3.** location of all the general health and safety equipment in the workplace
- KU4.** meaning of hazards and risks
- KU5.** hazardous environment encountered during work such as underground areas, elevated areas, areas with water and electricity supply, presence of biological waste, under construction sites etc.
- KU6.** work practices and precautions to control and prevent risks, hazards and accidents
- KU7.** importance of each personal protective equipment used such as eye protection mask, hard hats, gloves, apron, rubber boots etc.
- KU8.** tools and plumbing equipment as per latest industry standards
- KU9.** preventative and remedial actions to be taken in case of exposure to toxic materials
- KU10.** specific safety and health related problems faced in domestic, commercial and institutional setups
- KU11.** various causes of fire and precautionary activities to prevent the fire accident
- KU12.** techniques of using the different fire extinguishers
- KU13.** rescue techniques applied during a fire hazard
- KU14.** various types of safety signs and meaning
- KU15.** appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, minor burns, poisoning, eye injuries etc.
- KU16.** potential injuries and ill health associated with incorrect handling of tools and equipment

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write an accident/incident report in local language or English
- GS2.** read and comprehend labels, charts, signages, manuals, plumbing symbols etc.
- GS3.** question coworkers appropriately in order to clarify instructions and other issues
- GS4.** plan and organize the work schedule, work area, tools, equipment and materials for improved productivity
- GS5.** determine key considerations and priorities when faced with problems

- GS6.** seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow safety measures to avoid accidents</i>	13	32	-	3
PC1. identify risks and hazards at the workplace	2	2	-	0.5
PC2. wear personal protective equipment (PPE) as per the type of plumbing work	2	2	-	0.5
PC3. place protective barricades and signages around the pits and trenches	1	4	-	0.5
PC4. isolate the plumbing fittings and fixtures from electrical wiring to avoid accidents	1	4	-	-
PC5. adhere to organisational procedures for reporting hazards and incidents to relevant authorities	2	4	-	0.5
PC6. establish ventilation before entering underground work areas	1	4	-	-
PC7. work safely in and around trenches, elevated places and confined areas	1	3	-	-
PC8. ensure tools and hazardous materials are not left unattended	1	3	-	-
PC9. ensure good housekeeping in order to prevent hazards e.g. fire	1	3	-	0.5
PC10. dispose waste materials and used PPE according to regulations and codes of practice	1	3	-	0.5
<i>Follow hygiene and sanitation practices</i>	3	8	-	1
PC11. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing etc.	1	3	-	0.5
PC12. clean and disinfect work area, materials/supplies, equipment etc. before and after use.	1	3	-	0.5
PC13. report hygiene and sanitation issues to appropriate authority	1	2	-	-
<i>Use tools, equipment and materials safely</i>	6	9	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check that the tools, equipment and materials are in good condition and as per industry standards before use	1	3	-	0.25
PC15. use power tools and machinery that are grounded	1	2	-	0.25
PC16. replace or repair split or loose tools before use	2	2	-	0.25
PC17. store and transport various plumbing materials safely	2	2	-	0.25
<i>Deal with emergencies</i>	8	14	-	2
PC18. follow workplace emergency and evacuation procedures	2	3	-	0.5
PC19. use a fire extinguisher correctly	2	4	-	0.5
PC20. use safe methods to free a person from electrocution	2	3	-	0.5
PC21. administer appropriate first aid (such as CPR etc.) to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.	2	4	-	0.5
NOS Total	30	63	-	7

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0136
NOS Name	Apply Health and Safety Practices at the Workplace
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing, Water Supply & Water Treatment & Quality Control, Sewerage & Sewage Treatment, Drainage, Water Harvesting & Ground Recharging, Firefighting & Safety Systems, Gas & Piping (Industrial / Medical), HVAC & Steam, Manufacturing of Plumbing / Firefighting Products, Micro-Hydel Power
Occupation	Plumbing Systems Installation and Maintenance, Designing, Sales, Material Handling, Plumbing Servicing, Plumbing Plant Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

PSC/N0137: Work Effectively with Others

Description

This unit covers basic etiquette and competencies required in behavior and interactions with others at the workplace.

Scope

The scope covers the following :

- Communicate effectively
- Work in a team effectively
- Respect diversity

Elements and Performance Criteria

Communicate effectively

To be competent, the user/individual on the job must be able to:

- PC1.** obtain complete information and instructions
- PC2.** seek clarifications from appropriate source when required
- PC3.** provide information accurately and clearly
- PC4.** use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive

Work in a team effectively

To be competent, the user/individual on the job must be able to:

- PC5.** prioritize tasks as required
- PC6.** consult with and assist others to maximize effectiveness and efficiency in carrying out tasks
- PC7.** escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict
- PC8.** act upon constructive feedback from others

Respect diversity

To be competent, the user/individual on the job must be able to:

- PC9.** transact with everyone without any personal bias based on gender, disability, caste, religion, colour, sexual orientation and culture
- PC10.** recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace
- PC11.** report incidents of harassment and discrimination to appropriate authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to employment, behavior, harassment, discrimination and performance conditions
- KU2.** reporting structure, inter-dependent functions, lines and procedures in the work area

- KU3.** escalation matrix and procedures for reporting work and employment related issues
- KU4.** types of harassment and discrimination based on gender, disability, caste, religion and culture and how to recognize it.
- KU5.** importance of effective communication and the impact of poor communication on the employee, the employer and the customer
- KU6.** importance of teamwork in organizational and individual success
- KU7.** various components of effective communication such as tone and pitch
- KU8.** importance of ethics and discipline for professional success
- KU9.** how to express and address grievances appropriately and effectively
- KU10.** importance and ways of managing interpersonal conflict effectively
- KU11.** different types of disabilities and the challenges faced by persons with disability (PwD)
- KU12.** laws, acts and provisions defined for PwD by the statutory bodies
- KU13.** government and private schemes and benefits available for PwD
- KU14.** Importance of gender sensitivity and equality.
- KU15.** gender, disability and cultural biases, stereotypes and impact on others
- KU16.** gender and its concepts such as gender roles, gender spectrum, gender as an identity
- KU17.** legislations, grievance redressal mechanisms, and penalties against harassment in the workplace

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write clear and legible notes, keep records, prepare to-do lists and take down instructions
- GS2.** write basic numbers, quantities and basic work-related terminology for operational requirements in the local language and English
- GS3.** read basic terminologies to accurately interpret labels, supervisor's instructions in the local language and English
- GS4.** read and interpret accurate information from work-related documents and various relevant work instructions and records in local
- GS5.** interact with the concerned personnel appropriately (correct protocol and manner of speaking etc.)
- GS6.** display active listening skills while interacting with co-workers and others in the workplace
- GS7.** deliver consistent and reliable service to internal and external customers
- GS8.** work with co-workers and supervisor to resolve any issues that threaten work quality as per the planned schedule

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively</i>	11	26	-	2
PC1. obtain complete information and instructions	3	8	-	-
PC2. seek clarifications from appropriate source when required	1	5	-	-
PC3. provide information accurately and clearly	3	7	-	1
PC4. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	4	6	-	1
<i>Work in a team effectively</i>	11	25	-	3
PC5. prioritize tasks as required	3	8	-	1
PC6. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	3	8	-	1
PC7. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	3	4	-	1
PC8. act upon constructive feedback from others	2	5	-	-
<i>Respect diversity</i>	8	12	-	2
PC9. transact with everyone without any personal bias based on gender, disability, caste, religion, colour, sexual orientation and culture	3	5	-	1
PC10. recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace	3	5	-	1
PC11. report incidents of harassment and discrimination to appropriate authority	2	2	-	-
NOS Total	30	63	-	7

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0137
NOS Name	Work Effectively with Others
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing, Water Supply & Water Treatment & Quality Control, Sewerage & Sewage Treatment, Drainage, Water Harvesting & Ground Recharging, Firefighting & Safety Systems, Gas & Piping (Industrial / Medical), HVAC & Steam, Manufacturing of Plumbing / Firefighting Products, Micro-Hydel Power
Occupation	Plumbing Systems Installation and Maintenance, Designing, Sales, Material Handling, Plumbing Servicing, Plumbing Plant Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

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

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

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

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

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

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-
PC10. calculate income, expenses, savings etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created 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 these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PSC/N0139.Carry out Support Activities for Plumbing Work	30	60	-	10	100	40
PSC/N0140.Maintain Plumbing Tools and Equipment	30	63	-	7	100	30
PSC/N0136.Apply health and safety practices at the workplace.	30	63	-	7	100	10
PSC/N0137.Work effectively with others.	30	63	-	7	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	0	0	50	10
Total	140	279	0	31	450	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.