



Sewage Treatment Plant (STP) Associate

QP Code: PSC/Q0121

Version: 1.0

NSQF Level: 3.5

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

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PSC/Q0121: Sewage Treatment Plant (STP) Associate

Brief Job Description

A Sewage Treatment Plant (STP) Associate is responsible for assisting in the operation, maintenance, and monitoring of sewage treatment plants. Your primary role will be to ensure the efficient and effective functioning of the plant, ensuring compliance with environmental regulations and standards.

Personal Attributes

The individual must be able to work independently and be comfortable in performing laborious work. The person should be good at following instructions and a team player with a positive attitude and strong work ethic.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [PSC/N0608: Assist in Operation of Sewage Treatment Plant](#)
2. [PSC/N0609: Monitor Sewage Treatment Plant](#)
3. [PSC/N0602: Health and Safety Practices at Sewage Treatment Plant](#)
4. [PSC/N0603: Maintain Records & Reporting at Site](#)
5. [PSC/N0137: Work Effectively with Others](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Plumbing
Sub-Sector	Water Supply & Water Treatment & Quality Control
Occupation	Plumbing Plant Operations
Country	India
NSQF Level	3.5
Credits	12.5

Aligned to NCO/ISCO/ISIC Code	NCO-2015/3132.0400
Minimum Educational Qualification & Experience	11th grade pass OR 10th grade pass plus 1-year NTC/ NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC OR 10th grade pass and pursuing continuous schooling
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	1.0

Remarks:

NA

PSC/N0608: Assist in Operation of Sewage Treatment Plant

Description

This unit is about assisting in the operation of sewage treatment plant and understanding the various types of unit operations in sewage treatment plant. This unit is also about different terminologies that are used in STP. monitoring and adjusting treatment processes helps in conducting regular inspections and maintenance of equipment, ensuring compliance with regulations, managing sludge disposal, and maintaining accurate records.

Scope

The scope covers the following :

- Prepare for assisting in sewage treatment
- Assist in operations of STP

Elements and Performance Criteria

prepare for assisting in stp

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

- PC1.** start the plant by switching on Pump, Mixer, controllers and other equipment.
- PC2.** perform the manual work in Sewage Treatment Plant
- PC3.** able to collect the samples at inlet and outlet
- PC4.** able to facilitate the calibrations of samples

Operations in stp

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

- PC5.** check and clean the bar screen at frequent intervals
- PC6.** replace corroded/ unserviceable bar screen immediately
- PC7.** check and clean trap at frequent intervals
- PC8.** able to remove both settled solids (at bottom) and the floating grease
- PC9.** able to ensure that the air flow/ mixing is uniform over the entire floor of the tank by adjusting the placement of diffusers and the air-flow rate as needed.
- PC10.** keep the equalization tank nearly empty before the expected peak load hours (otherwise it will overflow)
- PC11.** check and clean clogged diffusers at regular intervals
- PC12.** switch between the main and standby pump every 4 hours (approximately).
- PC13.** check oil in the pump every day; top up if necessary
- PC14.** check motor-to-pump alignment after every dismantling operation
- PC15.** check condition of coupling and replace damaged parts immediately
- PC16.** check for vibrations and tighten the anchor bolts and other fasteners
- PC17.** check condition of bearings, oil seals, mechanical seal and replace if necessary

Assist in operations of stp

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

- PC18.** assist in check, open or close the valves
- PC19.** perform the operations at outflow & inflow of the plant
- PC20.** perform the mixing of chemicals if required.
- PC21.** assist the operator during handling of the sludge properly that is being accumulated.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance and need of treating the water.
- KU2.** basic terminologies like discharge, flow velocity, turbulence, plan area, circulation, recirculation and efficiency.
- KU3.** merits and demerits of chemical & biological characteristics of water.
- KU4.** disposal of sewage effluents.
- KU5.** different operations performed in treatment of sewage like screening, grit chamber, flow equalization chamber, detritus tank, aeration tank, skimming tank, primary sedimentation tank, coagulation aided sedimentation, sludge digestion, trickling filters, rotatory biological contractors, membrane bio reactors, moving bed bio reactors, septic tank, activated sludge process, secondary sedimentation tank, sludge drying beds, 3rd degree treatment.
- KU6.** process of purifying gas in scrubber unit like purifying gas evolved during sludge digestion process
- KU7.** inventory and parts of stp

Generic Skills (GS)

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

- GS1.** prepare checklists, reports and fill out forms in local language or Hindi / English
- GS2.** understand the various colour codes, as per standard electrical, mechanical and civil nomenclature
- GS3.** ability to read from different sources- books screens in machines and signage
- GS4.** perform arithmetic calculations of addition, subtraction, multiplication and division processes
- GS5.** read and interpret information (symbols, dimensions, terminology, dates etc.) given in local language or Hindi
- GS6.** state information, doubts and concerns about work related matters in local language or Hindi / English
- GS7.** plan one's daily tasks to achieve maximum efficiency
- GS8.** be punctual and work as per agreed priorities
- GS9.** manage distractions and maintain workplace discipline
- GS10.** listen to the higher authorities carefully
- GS11.** be courteous
- GS12.** identify ways to increase efficiency and reduce errors
- GS13.** read and understand manuals, health and safety instructions, memos, other company documents
- GS14.** communicate with supervisor

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>prepare for assisting in stp</i>	7	12	1	2
PC1. start the plant by switching on Pump, Mixer, controllers and other equipment.	1	2	-	1
PC2. perform the manual work in Sewage Treatment Plant	2	3	-	-
PC3. able to collect the samples at inlet and outlet	2	4	1	1
PC4. able to facilitate the calibrations of samples	2	3	-	-
<i>Operations in stp</i>	16	32	3	6
PC5. check and clean the bar screen at frequent intervals	1	2	-	-
PC6. replace corroded/ unserviceable bar screen immediately	2	4	-	-
PC7. check and clean trap at frequent intervals	1	2	-	1
PC8. able to remove both settled solids (at bottom) and the floating grease	1.5	3.5	-	1
PC9. able to ensure that the air flow/ mixing is uniform over the entire floor of the tank by adjusting the placement of diffusers and the air-flow rate as needed.	1.5	3.5	-	-
PC10. keep the equalization tank nearly empty before the expected peak load hours (otherwise it will overflow)	1	2	-	-
PC11. check and clean clogged diffusers at regular intervals	1	2	1	1
PC12. switch between the main and standby pump every 4 hours (approximately).	1.5	3	-	-
PC13. check oil in the pump every day; top up if necessary	1	2	-	-
PC14. check motor-to-pump alignment after every dismantling operation	1	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. check condition of coupling and replace damaged parts immediately	2	3	1	1
PC16. check for vibrations and tighten the anchor bolts and other fasteners	0.5	1	1	1
PC17. check condition of bearings, oil seals, mechanical seal and replace if necessary	1	2	-	-
<i>Assist in operations of stp</i>	7	11	1	2
PC18. assist in check, open or close the valves	1	2	1	-
PC19. perform the operations at outflow & inflow of the plant	2	3	-	-
PC20. perform the mixing of chemicals if required.	2	3	-	1
PC21. assist the operator during handling of the sludge properly that is being accumulated.	2	3	-	1
NOS Total	30	55	5	10

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0608
NOS Name	Assist in Operation of Sewage Treatment Plant
Sector	Plumbing
Sub-Sector	Water Supply & Water Treatment & Quality Control
Occupation	Plumbing Plant Operations
NSQF Level	3.5
Credits	3
Version	1.0
Next Review Date	NA

PSC/N0609: Monitor Sewage Treatment Plant

Description

This unit is about monitoring the treatment and different operations that are being carried out in sewage treatment plant. In case if there is any kind of discrepancy than it should be rectified by informing to the higher officials. It also deals in detection and addressing any abnormalities or malfunctions and maintain accurate records of the plant's performance for regulatory compliance.

Scope

The scope covers the following :

- Prepare for monitoring of the Sewage Treatment Plant
- Monitor the Sewage Treatment Plant

Elements and Performance Criteria

prepare for monitoring of the sewage treatment plant

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

- PC1.** able to ensure that the screens are not clogged
- PC2.** ensure the function of flow equalization chamber is in being carried out properly
- PC3.** check for ph, coagulation and flocculation, velocity of flow, discharge at inflow & outflow
- PC4.** prepare and maintain the record of operation carried out in sewage treatment plant
- PC5.** able to fill out the daily activity log sheet
- PC6.** check for any kind leakage at joint of the screen and water channel
- PC7.** check for the overflow or any kind of leak in the flow equalization chamber

monitor the sewage treatment plant

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

- PC8.** able to assist in the examination of equalization chamber
- PC9.** able to monitor the biological process that to be carried out as per the standards
- PC10.** check mechanical instruments such as blowers, pumps, centrifugal separators, valves, aerators etc.
- PC11.** able to provide the required assistance in monitoring the accumulation of sludge, pressure and temperature of digesters during evolution of gases while sludge digestion
- PC12.** able to monitor the working of all units in sewage treatment plant
- PC13.** monitor and record all meter and gauge readings

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** possible schematic diagram of sewage treatment plant
- KU2.** types of mechanical instruments such as pumps, blowers, centrifugal separator, aerators
- KU3.** use of mechanical instruments

- KU4.** ability to understand is and other agencies code
- KU5.** different types of meter and gauges
- KU6.** different types of chemicals used during treatment of sewage
- KU7.** difference between organic matter and inorganic matter
- KU8.** different types of gas such as methane, carbon-di-oxide, hydrogen sulphide and many other gases.
- KU9.** knowledge of different types of graphs and readings

Generic Skills (GS)

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

- GS1.** prepare checklists, reports and fill out forms in local language or Hindi/English
- GS2.** understand the various colour codes, as per standard electrical, mechanical and civil nomenclature
- GS3.** perform arithmetic calculations of addition, subtraction, multiplication and division processes
- GS4.** read and interpret information (symbols, dimensions, terminology, dates etc.) given in local language or Hindi
- GS5.** state information, doubts and concerns about work related matters in local language or Hindi/English
- GS6.** plan one's daily tasks to achieve maximum efficiency
- GS7.** be punctual and work as per agreed priorities
- GS8.** manage distractions and maintain workplace discipline
- GS9.** listen to the higher authorities carefully
- GS10.** be courteous
- GS11.** read and understand manuals, health and safety instructions, memos, other company documents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>prepare for monitoring of the sewage treatment plant</i>	18	32	2	5
PC1. able to ensure that the screens are not clogged	3	5	-	1
PC2. ensure the function of flow equalization chamber is in being carried out properly	3	5	-	-
PC3. check for ph, coagulation and flocculation, velocity of flow, discharge at inflow & outflow	3	5	2	2
PC4. prepare and maintain the record of operation carried out in sewage treatment plant	3	5	-	1
PC5. able to fill out the daily activity log sheet	2	4	-	1
PC6. check for any kind leakage at joint of the screen and water channel	2	4	-	-
PC7. check for the overflow or any kind of leak in the flow equalization chamber	2	4	-	-
<i>monitor the sewage treatment plant</i>	12	23	3	5
PC8. able to assist in the examination of equalization chamber	2	4	-	-
PC9. able to monitor the biological process that to be carried out as per the standards	2	4	-	1
PC10. check mechanical instruments such as blowers, pumps, centrifugal separators, valves, aerators etc.	2	4	2	1
PC11. able to provide the required assistance in monitoring the accumulation of sludge, pressure and temperature of digesters during evolution of gases while sludge digestion	2	4	-	1
PC12. able to monitor the working of all units in sewage treatment plant	2	4	1	1
PC13. monitor and record all meter and gauge readings	2	3	-	1
NOS Total	30	55	5	10

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0609
NOS Name	Monitor Sewage Treatment Plant
Sector	Plumbing
Sub-Sector	Water Supply & Water Treatment & Quality Control
Occupation	Plumbing Plant Operations
NSQF Level	3.5
Credits	3
Version	1.0
Next Review Date	NA

PSC/N0602: Health and Safety Practices at Sewage Treatment Plant

Description

this unit is about the health-related issues at stp and safety practices which workers need to be taken care off. health and safety practices plays a crucial role to ensure the well-being and protection of employees, visitors, and the environment. these practices aim to minimize the risks associated with handling and treating wastewater, hazardous chemicals, and potential biological contaminants.

Scope

The scope covers the following :

- health maintaining at stp
- safe work practises at stp

Elements and Performance Criteria

health maintaining at stp

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

- PC1.** identify the hazards associated with different tasks in a wastewater treatment plant.
- PC2.** able to understand and acquire know-how of safety measures to be taken when in project site.
- PC3.** identify general risks, including working at height and hazards associated with different tasks in a sewage treatment plant.
- PC4.** understand and acquire know-how of safety measures when handling mechanical parts in statutory or moving position.
- PC5.** perform the changing of chlorine cylinders safely.
- PC6.** perform the automatic and manual functions at scrubber unit safely as per instructions.

safe work practises at stp

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

- PC7.** inform the higher authorities of the accident or hazard that has occurred.
- PC8.** select the right personal protective equipment for different tasks in a waste treatment plant.
- PC9.** ensure safe storage of corrosive substances.
- PC10.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with
- PC11.** able to clean and disinfect work area, materials/supplies, equipment etc.. before and after use.
- PC12.** able to identify hygiene and sanitation issues.

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.** location of all the general health and safety equipment in the workplace

- KU3.** work practices and precautions to control and prevent risks, hazards and accidents
- KU4.** meaning of hazards and risks
- KU5.** do and donts in operation of waste treatment plant
- KU6.** practise of safe storage of corrosive substances.
- KU7.** able to detect chlorine leakage and control, scrubber unit gas leakage and control

Generic Skills (GS)

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

- GS1.** prepare checklists, reports and fill out forms in local language or hindi/english
- GS2.** understand the various colour codes, as per standard electrical, mechanical and civil nomenclature.
- GS3.** perform arithmetic calculations of addition, subtraction, multiplication and division processes
- GS4.** state information, doubts and concerns about work related matters in local language or hindi/english
- GS5.** plan one's daily tasks to achieve maximum efficiency
- GS6.** be punctual and work as per agreed priorities
- GS7.** manage distractions and maintain workplace discipline
- GS8.** listen to the higher authorities carefully
- GS9.** be courteous
- GS10.** read and understand manuals, health and safety instructions, memos, other company documents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>health maintaining at stp</i>	15	25	3	6
PC1. identify the hazards associated with different tasks in a wastewater treatment plant.	2	3	-	1
PC2. able to understand and acquire know-how of safety measures to be taken when in project site.	2	4	-	1
PC3. identify general risks, including working at height and hazards associated with different tasks in a sewage treatment plant.	2	4	-	1
PC4. understand and acquire know-how of safety measures when handling mechanical parts in statutory or moving position.	3	4	-	1
PC5. perform the changing of chlorine cylinders safely.	3	5	3	2
PC6. perform the automatic and manual functions at scrubber unit safely as per instructions.	3	5	-	-
<i>safe work practises at stp</i>	15	30	2	4
PC7. inform the higher authorities of the accident or hazard that has occurred.	2	4	-	-
PC8. select the right personal protective equipment for different tasks in a waste treatment plant.	3	6	-	1
PC9. ensure safe storage of corrosive substances.	3	6	-	-
PC10. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with	3	6	-	1
PC11. able to clean and disinfect work area, materials/supplies, equipment etc.. before and after use.	2	4	2	1
PC12. able to identify hygiene and sanitation issues.	2	4	-	1



Qualification Pack



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	55	5	10

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0602
NOS Name	Health and Safety Practices at Sewage Treatment Plant
Sector	Plumbing
Sub-Sector	Water Supply & Water Treatment & Quality Control
Occupation	Plumbing Plant Operations
NSQF Level	4.5
Credits	2.5
Version	1.0
Next Review Date	NA

PSC/N0603: Maintain Records & Reporting at Site

Description

This unit focuses on the importance of maintaining accurate records and effectively reporting activities at a sewage treatment plant. It emphasizes the significance of documentation in ensuring compliance with regulations, monitoring plant performance, and facilitating continuous improvement. Trainees will learn how to record data, prepare reports, and communicate relevant information to stakeholders.

Scope

The scope covers the following :

- understand how to maintain records and data
- preparation of report
- respond to higher officials

Elements and Performance Criteria

understand how to maintain records and data

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

- PC1.** able to read plan & specifications for different types of modifications in sewage treatment plant.
- PC2.** able to document data on pathogen reduction.
- PC3.** able to record the data on sludge accumulated and sludge treated.
- PC4.** able to maintain daily operational log.
- PC5.**
 - perform routine operational duties, flow meter readings, sample information with corresponding analytical data, etc.
 -
- PC6.** able to identify unusual conditions at the site
- PC7.** identify and report accident equipment hazard.
- PC8.** perform preventive maintenance

reporting to the higher officials

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

- PC9.** reporting to the supervisor if any kind of problem occurs
- PC10.** identify spare parts inventory when in need
- PC11.** identify specifications on equipment from supplier
- PC12.** equipment inventory

respond to higher officials

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

- PC13.** able to responding promptly to higher officials' inquiries or requests demonstrates a sense of urgency and professionalism.
- PC14.** able to provide clear and accurate information in responses to higher officials ensures effective communication and minimizes misunderstandings.

- PC15.** able to ensure that responses align with relevant policies, procedures, and regulations demonstrates a commitment to adhering to organizational guidelines.
- PC16.** able to maintain respectful and courteous tone in responses conveys professionalism and enhances the organization's reputation.
- PC17.** identify potential solutions or recommendations in responses demonstrates proactive thinking and a commitment to finding effective resolutions.
- PC18.** able to follow up on requests or inquiries to higher officials and providing updates or additional information as needed helps to maintain effective communication and ensure that all concerns are addressed satisfactorily.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** able to read plan and layouts of the plant.
- KU2.** able to analyse data from the graphs and meter and gauge reading.
- KU3.** different types of mechanical parts used in sewage treatment plant.
- KU4.** able to react calmly at different situations.

Generic Skills (GS)

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

- GS1.** prepare checklists, reports and fill out forms in local language or hindi/english
- GS2.** ability to read from different sources- books screens in machines and signage.
- GS3.** perform arithmetic calculations of addition, subtraction, multiplication and division processes
- GS4.** read and interpret information (symbols, dimensions, terminology, dates etc.) given in local language or hindi
- GS5.** state information, doubts and concerns about work related matters in local language or hindi/english
- GS6.** listen to the higher authorities carefully
- GS7.** communicate with supervisor.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>understand how to maintain records and data</i>	16	28	3	6
PC1. able to read plan & specifications for different types of modifications in sewage treatment plant.	2	3	-	1
PC2. able to document data on pathogen reduction.	2	4	2	1
PC3. able to record the data on sludge accumulated and sludge treated.	1	2	1	-
PC4. able to maintain daily operational log.	1	3	-	1
PC5. • perform routine operational duties, flow meter readings, sample information with corresponding analytical data, etc. •	2	3	-	1
PC6. able to identify unusual conditions at the site	2	3	-	-
PC7. identify and report accident equipment hazard.	3	5	-	1
PC8. perform preventive maintenance	3	5	-	1
<i>reporting to the higher officials</i>	4	8	-	2
PC9. reporting to the supervisor if any kind of problem occurs	1	2	-	1
PC10. identify spare parts inventory when in need	1	2	-	-
PC11. identify specifications on equipment from supplier	1	2	-	1
PC12. equipment inventory	1	2	-	-
<i>respond to higher officials</i>	10	19	2	2
PC13. able to responding promptly to higher officials' inquiries or requests demonstrates a sense of urgency and professionalism.	1	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. able to provide clear and accurate information in responses to higher officials ensures effective communication and minimizes misunderstandings.	2	5	-	-
PC15. able to ensure that responses align with relevant policies, procedures, and regulations demonstrates a commitment to adhering to organizational guidelines.	2	4	1	-
PC16. able to maintain respectful and courteous tone in responses conveys professionalism and enhances the organization's reputation.	1	2	-	-
PC17. identify potential solutions or recommendations in responses demonstrates proactive thinking and a commitment to finding effective resolutions.	2	3	-	-
PC18. able to follow up on requests or inquiries to higher officials and providing updates or additional information as needed helps to maintain effective communication and ensure that all concerns are addressed satisfactorily.	2	3	1	1
NOS Total	30	55	5	10

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0603
NOS Name	Maintain Records & Reporting at Site
Sector	Plumbing
Sub-Sector	Water Supply & Water Treatment & Quality Control
Occupation	Plumbing Plant Operations
NSQF Level	4.5
Credits	3
Version	1.0
Next Review Date	NA

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	03/05/2026
NSQC Clearance Date	03/05/2023

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	30/06/2025
NSQC Clearance Date	30/06/2022

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.

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/N0608.Assist in Operation of Sewage Treatment Plant	30	55	5	10	100	25
PSC/N0609.Monitor Sewage Treatment Plant	30	55	5	10	100	25
PSC/N0602.Health and Safety Practices at Sewage Treatment Plant	30	55	5	10	100	20
PSC/N0603.Maintain Records & Reporting at Site	30	55	5	10	100	15
PSC/N0137.Work Effectively with Others	30	63	-	7	100	5
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	170	313	20	47	550	100

Acronyms

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