

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TELECOM INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Contents

1. Introduction and Contacts.....1
2. Qualifications Pack.....2
3. Glossary of Key Terms3
4. OS Units.....5
5. Assessment Criteria30

Introduction

Qualifications Pack-Cluster Manager

SECTOR: TELECOM

SUB-SECTOR: Passive Infrastructure

OCCUPATION: Operation and Maintenance

REFERENCE ID: TEL/Q4102

ALIGNED TO: NCO-2015/1330.0701

Brief Job Description: Individual at this job is responsible for providing uninterrupted infra services to operators in cluster; ensure optimum utilization of resources; efficiency in reducing energy and other operational costs; delight customer by ensuring high up-time per mobile tower is maintained; adherence to compliance/performance parameters; technical and safety training of team and a holistic technical approach towards the entire infrastructure present at cell sites/mobile towers.

Personal Attributes: This job role requires the individual to be effective at analytical and managerial skills; must be a good planner and organizer with strong written and verbal communication; effective negotiation skills; team management skills; acumen for business; customer focused; must be assertive; must be self-motivated and alert; willing to work under pressure for long hours.

Job Details	Qualifications Pack Code	TEL/Q4102		
	Job Role	Cluster Manager		
	Credits NSQF	TBD	Version number	1.0
	Sector	Telecom	Drafted on	13/05/2013
	Sub-sector	Passive Infra	Last reviewed on	21/06/2018
	Occupation	Operation & Maintenance	Next review date	31/03/2019
	NSQC Clearance On	18/06/2015		

Job Role	Cluster Manager
Role Description	Provides uninterrupted infra services to operators in cluster, ensure optimum utilization of resources, efficiency in reducing energy and other operational costs and technical and safety training of team
NSQF level	6
Minimum Educational Qualifications*	ITI / Diploma in technical degree
Maximum Educational Qualifications*	B Tech/ B.E. in Electrical/ Electronics/ Telecommunication/ Energy/ Mechanical
Training (Suggested but not mandatory)	Leadership skills
Minimum Job Entry Age	26
Experience	4-7 years for B Tech / B.E.
Applicable National Occupational Standards (NOS)	Compulsory: 1. TEL/N4109 (Reduce repair, maintenance and service cost per cell site) 2. TEL/N4110 (Maintain cell site up-time & alarm automation) 3. TEL/N4111 (Quality assurance and cell site audit compliance) 4. TEL/N4112 (Governance meeting with vendors) 5. TEL/N4113 (Employee Health & Safety) 6. TEL/N4114 (Team development)
Performance Criteria	As described in the relevant OS units

Definitions	Keywords /Terms	Description
	Cell Site (Mobile Tower)	A cell site is a cellular telephone site where antennas and electronic communications equipment are placed, usually on a radio mast, tower or other high place, to create a cell (or adjacent cells) in a cellular network
	Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working 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
	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
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
	Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge
	MTD (Month till date)	Month-till-date (MTD) is a period starting at the beginning of the current month and ending at the current date. Month-till-date is used in many contexts, mainly for recording results of an activity in the time between a date (exclusive, since this day may not yet be "complete") and the beginning of the current month
	NOS (National Occupational Standards)	NOS are Occupational Standards which apply uniquely in the Indian context
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry
	OPCO (Mobile Operator)	An abbreviation for operating company such as a mobile service provider. Opco is most often used to describe the main operating company that is involved in an opco/propco deal
	Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility
	OS (Occupational Standards)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts

Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task
PIU (Power Interface Unit)	Power Interface Unit, which is commonly known as PIU, is the most modern electrical interface and control unit used for GSM / Telecom installation
PM (Preventive Maintenance)	The care and servicing by personnel for the purpose of maintaining equipment and facilities in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects
QP (Qualifications Pack)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack
Scope	Scope is the 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 the quality of performance required
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests
SLA (Service Level Agreement)	A service-level agreement (SLA) is a part of a service contract where a service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time of the service or performance
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function
Sub-sector	Service provider denotes or deals with all type of connections
TAT (Turn Around Time)	The time taken to resolve a request or a complaint of the mobile operator/customer
Telecom	Is a communication sector consisting of companies who provide telephonic communication facilities to the public
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do
VAS (Value added service)	In the telecom industry, on a conceptual level, value-added services add value to the standard service offering, spurring the subscriber to use their phone more and allowing the operator to drive up their ARPU. For mobile phones, while technologies like SMS, MMS and data access were historically usually considered value-added services, but in recent years SMS, MMS and data access have more and more become core services, and VAS therefore has beginning to exclude those services

Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry
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Acronyms	Keywords/Terms	Description
	CI	Cluster Incharge
	CIT	Central IT (Information Technology) Systems
	DG	Diesel Generator
	EHS	Environment Health and Safety
	IM	Infra Manager
	MTD	Month Till Date
	NOC	Network Operations Centre
	OPCO	Operating Companies
	PIU	Power Interface Unit
	PIU	Project Implementation Unit
	PM	Preventive Maintenance
	R&M	Repair and Maintenance
	SLA	Service Level Agreement
	SMPS	Switched mode power supply
	TAT	Turn Around Time
	TOC	Tower Operating Center
	ZOM	Zonal Operation Manager
	SCM	Supply Chain Management
	PR	Purchase Request

National Occupational Standard



Overview

This unit is about devising strategies to reduce repair & maintenance cost and penalty on hub sites.

TEL/N4109

Reduce repair, maintenance and service cost per site

National Occupational Standard

Unit Code	TEL/N4109
Unit Title (Task)	Reduce repair, maintenance and service cost per site
Description	This OS unit is about regulating monthly cost as per budget for entire hub sites
Scope	This unit/task covers the following: Key stake holders: • cluster manager (CM) • cluster in-charge (CIs) • technicians • vendors Manage monthly repair and maintenance cost per site and avoid any penalty from mobile operators (OPCOs)
Performance Criteria (PC)	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: - PC1. obtain monthly repair/maintenance budget per site from regional office - PC2. obtain vendor and technician preventive maintenance report - PC3. validate monthly preventive maintenance report of vendor and technician - PC4. regulate maintenance cost (diesel consumption, DG running hours) and expenses (electricity bill) per site as per monthly budget - PC5. obtain report requesting site infrastructure repair - PC6. evaluate actual cost for repair vis-à-vis allocated monthly budget - PC7. seek approval for extra budget per site, if required - PC8. validate and approve repair cost per site - PC9. devise methods to reduce the repair and maintenance cost per mobile tower - PC10. co-ordinate with central team for driving penalty reduction plans on hub sites
Knowledge and Understanding	
A. Organizational Context (Knowledge of the company / organization & its process relevant to area of responsibilities)	The user/individual on the job needs to know and understand: - KA1. organizational guidelines and code of conduct to maintain site cost - KA2. monthly budget to repair and maintain hub sites - KA3. monetary penalty criteria w.r.t. SLAs, to avoid fine

TEL/N4109

Reduce repair, maintenance and service cost per site

B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. navigation of intranet tools for obtaining repair requests and approval for budget KB2. latest passive infra technologies and equipments like DG, PIU, AC, SMPS, battery banks etc. KB3. energy related computations and new energy initiatives
Skills (S)	
A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. converse in local dialect to find out details about infrastructure repair/replacement request from Cluster In-charge
	Reading Skills:
	The user/individual on the job needs to know and understand how to: SA2. read and comprehend reporting and data capturing formats to identify asset replacement
B. Professional Skills	Planning and Organizing Skills
	The user/individual on the job needs to know and understand how to: SB1. take initiatives and make decisions to maintain site cost SB2. prioritize and execute tasks in a high-pressure environment SB3. use and maintain resources efficiently and effectively
	Problem Solving Skills
	The user/individual on the job needs to know and understand how to: SB4. analyze operators' issues and find alternatives SB5. should be methodical & scientific in doing RCA and also in arriving at an optimum solution
	Relationship Building Skills
	The user/individual on the job needs to know and understand how to: SB6. co-ordinate with central team to decide strategies to reduce penalties from OPCOs

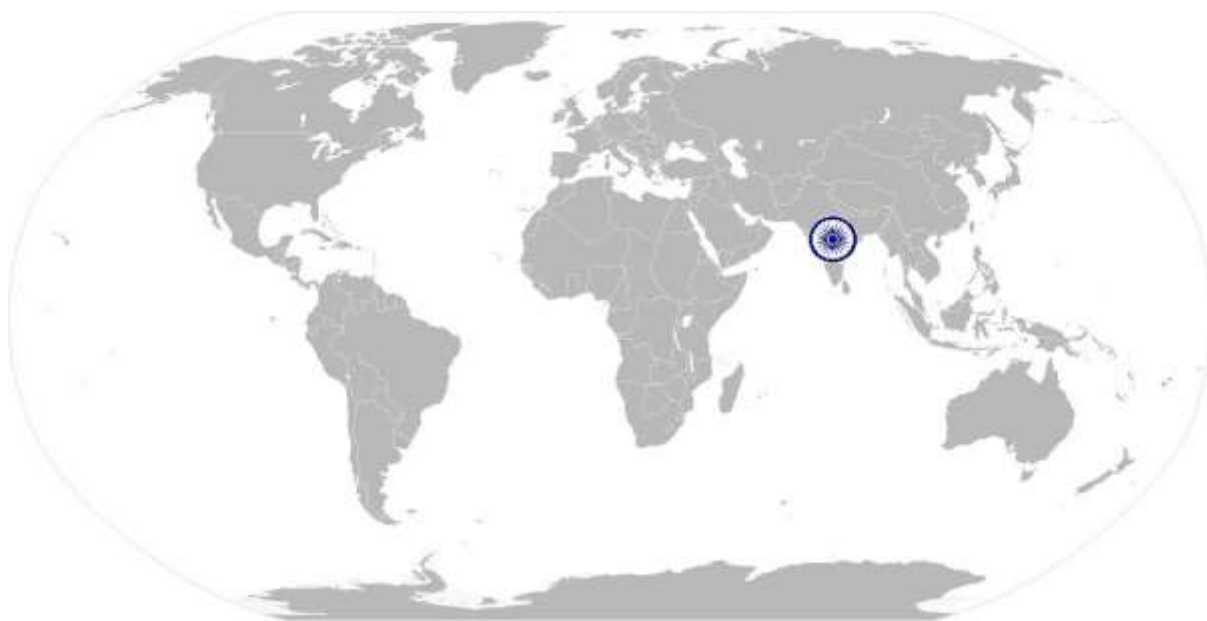


TEL/N4109

Reduce repair, maintenance and service cost per site

NOS Version Control:

NOS Code	TEL/N4109		
Credits NSQF	TBD	Version number	1.0
Industry	Telecom	Drafted on	01/05/2013
Industry Sub-sector	Passive infrastructure	Last reviewed on	21/06/2018
Occupation	Operation & Maintenance	Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about creating customer (mobile operator) delight by meeting and exceeding site up-time beyond pre-defined SLA.

TEL/N4110

Maintain site up-time & alarm automation

National Occupational Standard

Unit Code	TEL/N4110
Unit Title (Task)	Maintain site up-time and alarm automation
Description	This OS unit is about providing customer (OPCOs) delight by running entire site as per SLA
Scope	This unit/task covers the following: Key stake holders: • cluster manager (CM) • cluster in-charge (CIs) • technicians • vendors Maintain site up-time Review alarm functioning
Performance Criteria (PC)	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: - PC1. obtain pre-defined SLA and maintain up-time as per all mobile operators - PC2. design a plan to reduce outage of passive infrastructures/equipments basis outage history and current health of equipments - PC3. review site-wise alarm functioning report - PC4. co-ordinate between estate and security team on ground - PC5. obtain daily/weekly/monthly outage report for all hub sites - PC6. review and maintain daily/weekly/monthly outage report of entire hub sites
Knowledge and Understanding	
A. Organizational Context	The user/individual on the job needs to know and understand:
(Knowledge of the company / organization & its process relevant to area of responsibilities)	- KA1. organization's guidelines to maintain site up-time - KA2. monthly budget to get the health check-up done for all equipments

TEL/N4110

Maintain site up-time & alarm automation

B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. general engineering concepts KB2. site equipment operations and maintenance KB3. navigation of intranet tools for obtaining repair requests and budget approval KB4. pre-defined SLA and up-time from all mobile operators
Skills (S)	
A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. converse in regional dialect with vendors, CIs and technicians
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and comprehend reporting and data capturing formats to identify performance related gaps
B. Professional Skills	Planning and Organizing Skills
	The user/individual on the job needs to know and understand how to: SB1. design plan basis outage history and health of equipments to maintain site up-time
	Decision Making Skills
	The user/individual on the job needs to know and understand how to: SB2. take desired decisions to ensure up-time of mobile towers within defined SLA SB3. resolve issues through alarm automation
	Problem Solving Skills
	The user/individual on the job needs to know and understand how to: SB4. analyze operators' issues and find alternatives SB5. should be methodical & scientific in doing RCA and also in arriving at an optimum solution
	Relationship Building Skills
	The user/individual on the job needs to know and understand how to: SB6. co-ordinate with central team to get the health check-up done for sites

TEL/N4110

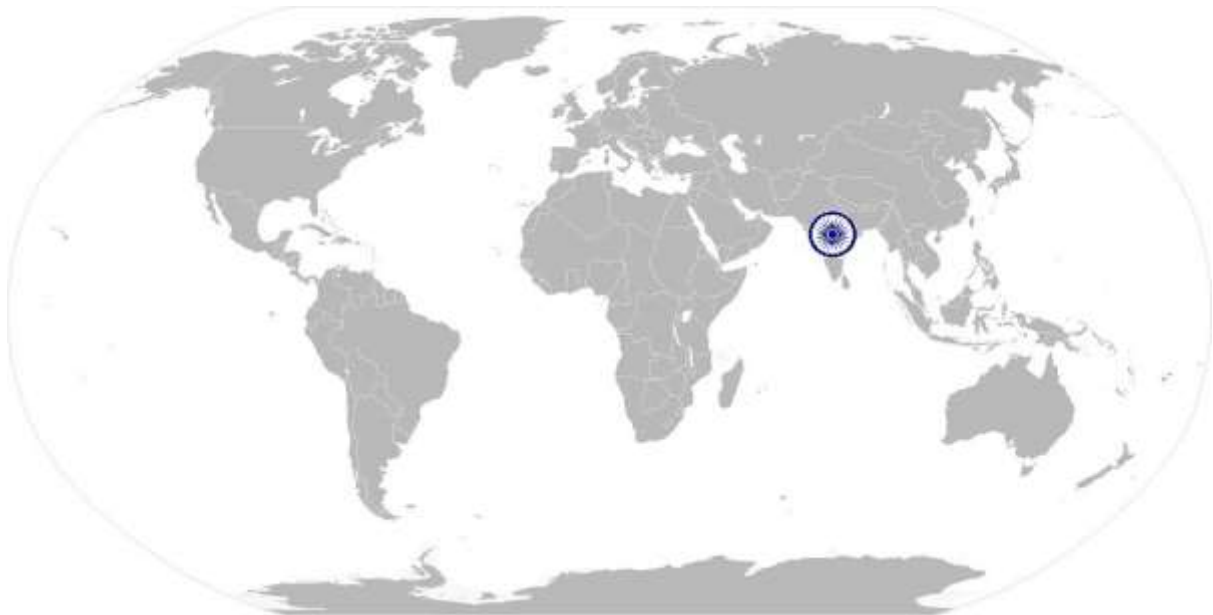
Maintain site up-time & alarm automation

NOS Version Control:

NOS Code	TEL/N4110		
Credits NSQF	TBD	Version number	1.0
Industry	Telecom	Drafted on	09/05/2013
Industry Sub-sector	Passive infrastructure	Last reviewed on	21/06/2018
Occupation	Operation & Maintenance	Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about regular meetings with vendors to ensure timely & good quality support from vendors in a mutually beneficial way.

TEL/N4111

Quality assurance and site audit compliance

National Occupational Standard

Unit Code	TEL/N4111
Unit Title (Task)	Quality assurance and site audit compliance
Description	This unit is about regular meetings with vendors to ensure timely & good quality support from vendors in a mutually beneficial way
Scope	This unit/task covers the following: Key stake holders: • cluster manager (CM) • cluster incharge (CIs) • vendors • technicians Visit sites to assure quality parameters like safety of site and employees, material availability etc.
Performance Criteria (PC)	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. monitor asset replacement requests PC2. assure compliance through CIs, vendors and technicians PC3. update material requirement to SCM and assure timely repair/ replacement of assets PC4. assure quality material is supplied at the site PC5. raise PR for repairable assets and assure work order is released for the same PC6. inform vendor to repair or replace assets PC7. co-ordinate with CIs for timely preventive maintenance PC8. visit all hub sites after outage to assure safety and material availability PC9. regular training on fire and electrical safety on ground PC10. adhere to SOPs (standard operating procedures)
Knowledge and Understanding	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. organizational guidelines for managing assets KA2. organizational guidelines for quality assurance compliance parameters KA3. organizational guidelines for safety and security
(Knowledge of the company / organization & its process relevant to area of responsibilities)	

TEL/N4111

Quality assurance and site audit compliance

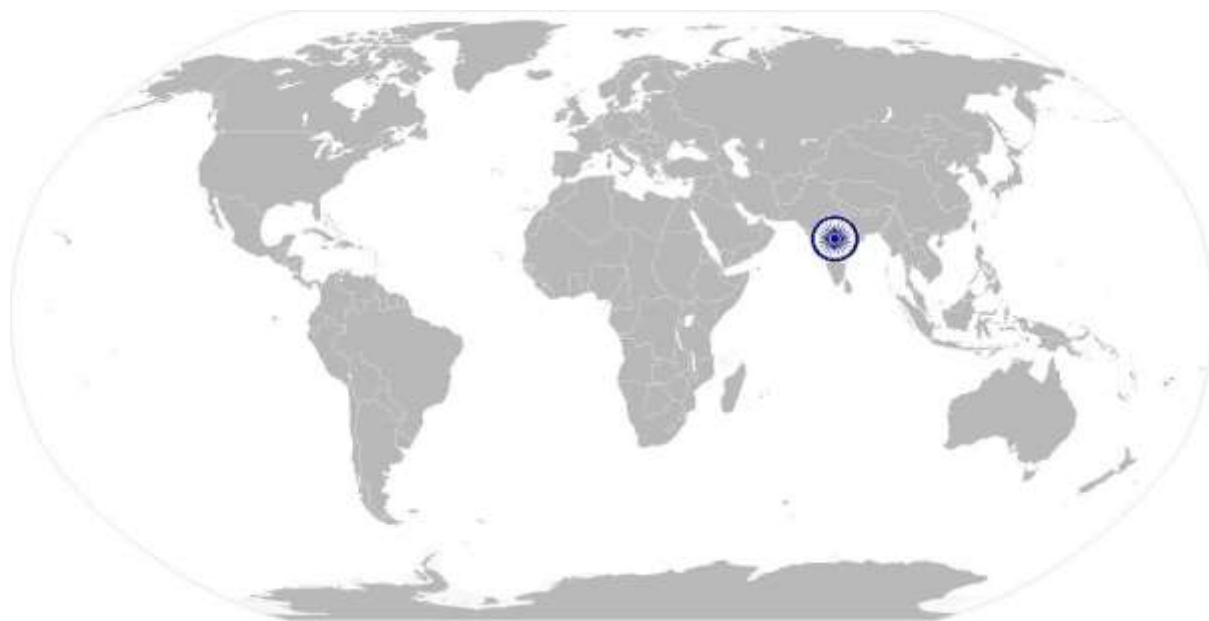
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. navigation of intranet tools, if any for obtaining repair requests and budget approval KB2. latest technologies and equipments like AC, DG, PIU, SMPS and battery bank
Skills (S)	
A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. converse in regional dialect with vendors, CIs and technicians
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and comprehend organizational policies
B. Professional Skills	Planning and Organizing Skills
	The user/individual on the job needs to know and understand how to: SB1. plan and organize site visits to audit timely supply of quality material SB2. prioritize and execute tasks in a high-pressure environment SB3. use and maintain resources efficiently and effectively
	Problem Solving Skills
	The user/individual on the job needs to know and understand how to: SB4. analyze operators' issues through site audit and find alternatives
	Relationship Building Skills
	The user/individual on the job needs to know and understand how to: SB5. co-ordinate with central team to strategize for quality audit assurance SB6. maintain healthy vendor relations

TEL/N4111

Quality assurance and site audit compliance

NOS Version Control:

NOS Code	TEL/N4111		
Credits NSQF	TBD	Version number	1.0
Industry	Telecom	Drafted on	27/06/2013
Industry Sub-sector	Passive Infrastructure	Last reviewed on	21/06/2018
Occupation	Operation & Maintenance	Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about periodic meeting with vendors to manage sites operations.

TEL/N4112

Governance meeting with vendors

National Occupational Standard

Unit Code	TEL/N4112
Unit Title (Task)	Governance meeting with vendors
Description	This OS unit is about periodic meeting with vendors to manage sites operations
Scope	This unit/task covers the following: Key stake holders: - cluster manager (CM) - cluster in-charge (CIs) - vendors Periodic meeting with vendors
Performance Criteria (PC)	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: - PC1. obtain and validate vendors' monthly PM report - PC2. obtain periodic site' outage/breakdown report - PC3. monitor each site outage report to perform root cause analysis - PC4. obtain periodic site penalty reports - PC5. devise strategies and consult vendors to rectify reasons for site outage - PC6. calculate periodic vendor reward and penalties as per SLA
Knowledge and Understanding	
A. Organizational Context (Knowledge of the company / organization & its process relevant to area of responsibilities)	The user/individual on the job needs to know and understand: - KA1. SLA to maintain site hygiene - KA2. organization's reward and recognition policies - KA3. penalty criteria to penalize all vendors - KA4. monetary/non-monetary penalties as per SLA to vendors
B. Technical Knowledge	The user/individual on the job needs to know and understand: - KB1. equipment technology/operations and system components/modules - KB2. navigation of intranet tools, if any for obtaining repair requests and budget approval - KB3. data regarding repairs undertaken, cost involved, prevailing costs etc.
Skills (S)	

TEL/N4112

Governance meeting with vendors

A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. converse in local dialect to establish relationship with vendors
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. comprehend reporting and data capturing formats to identify repetitive reasons for site outage/breakdown
B. Professional Skills	Problem Solving Skills
	The user/individual on the job needs to know and understand how to: SB1. perform root cause analysis with vendors, to identify reasons for outage/breakdown of sites
	Relationship Building Skills
	The user/individual on the job needs to know and understand how to: SB2. build rapport with vendors to plan strategies to ensure maintenance of site hygiene



TEL/N4112

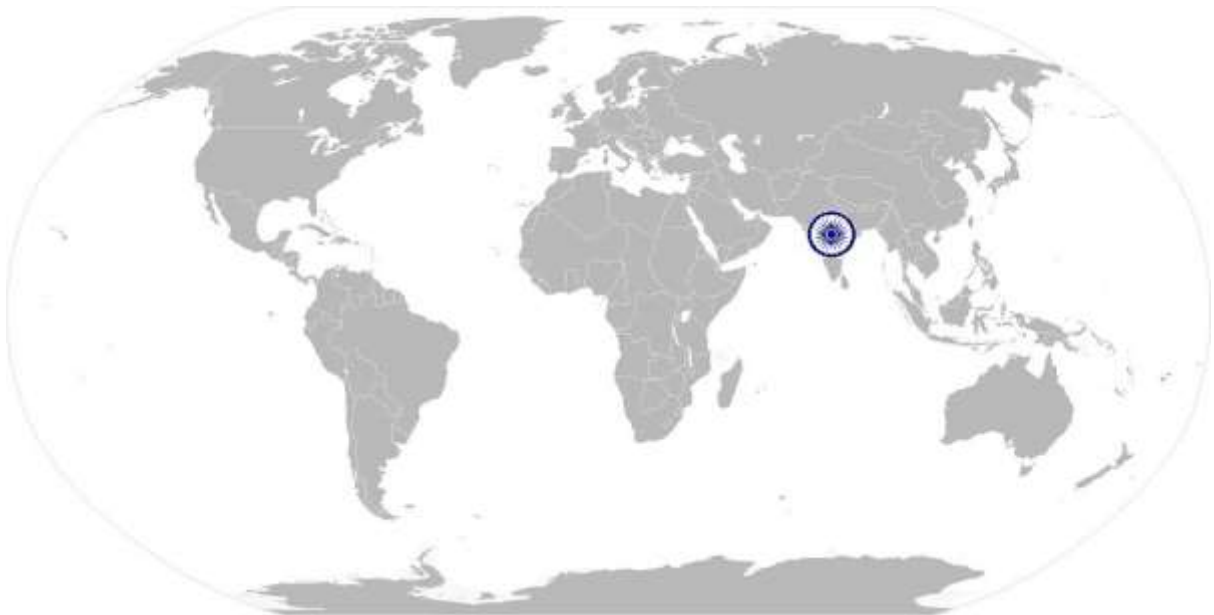
Governance meeting with vendors

NOS Version Control:

NOS Code	TEL/N4112		
Credits NSQF	TBD	Version number	1.0
Industry	Telecom	Drafted on	27/06/2013
Industry Sub-sector	Passive infrastructure	Last reviewed on	21/06/2018
Occupation	Operation & Maintenance	Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about adherence to all safety parameters for employee's health and safety while working at the site.

TEL/N4113

Employee health and safety

National Occupational Standard

Unit Code	TEL/N4113
Unit Title (Task)	Employee health and safety
Description	This OS unit is about adherence to all safety parameters for employee's health and safety while working at the site.
Scope	This unit/task covers the following: Key stake holders: • cluster manager (CM) • cluster in-charge (CIs) • technicians • vendors Implement EHS norms
Performance Criteria (PC)	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. co-ordinate with central team to get health check up for equipments and approve budget for the same, if required PC2. seek approval of the seniors for extra budget to get the health check up for all equipments PC3. adherence to EHS norms and processes as per the SOP for employees, equipments and site
Knowledge and Understanding	
A. Organizational Context (Knowledge of the company / organization & its process relevant to area of responsibilities)	The user/individual on the job needs to know and understand: KA1. organization's norms and guidelines for EHS KA2. monthly budget to get the health check-up done for all equipments
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. health and safety compliance parameters and train individuals on the same

TEL/N4113

Employee health and safety

Skills (S)	
A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. communicate EHS policies and norms to vendors, cluster in-charges and technicians
	Reading Skills: The user/individual on the job needs to know and understand how to: SA2. read and comprehend EHS policies and norms
B. Professional Skills	Leadership Skills
	The user/individual on the job needs to know and understand how to: SB1. successfully implement EHS policies and norms

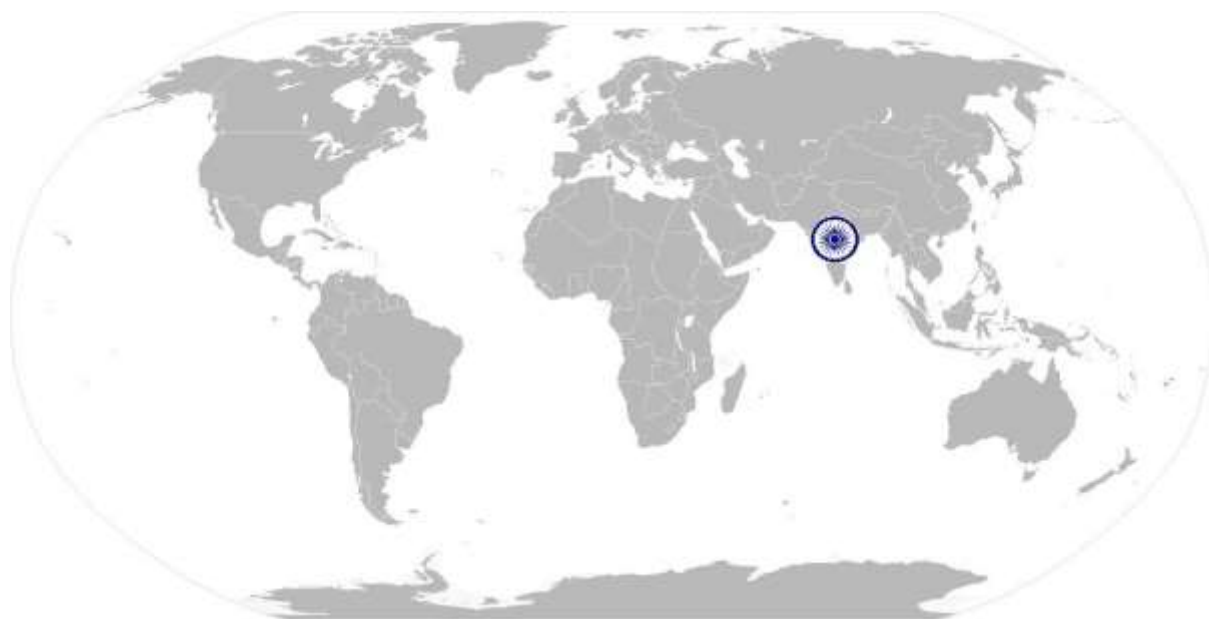


TEL/N4113

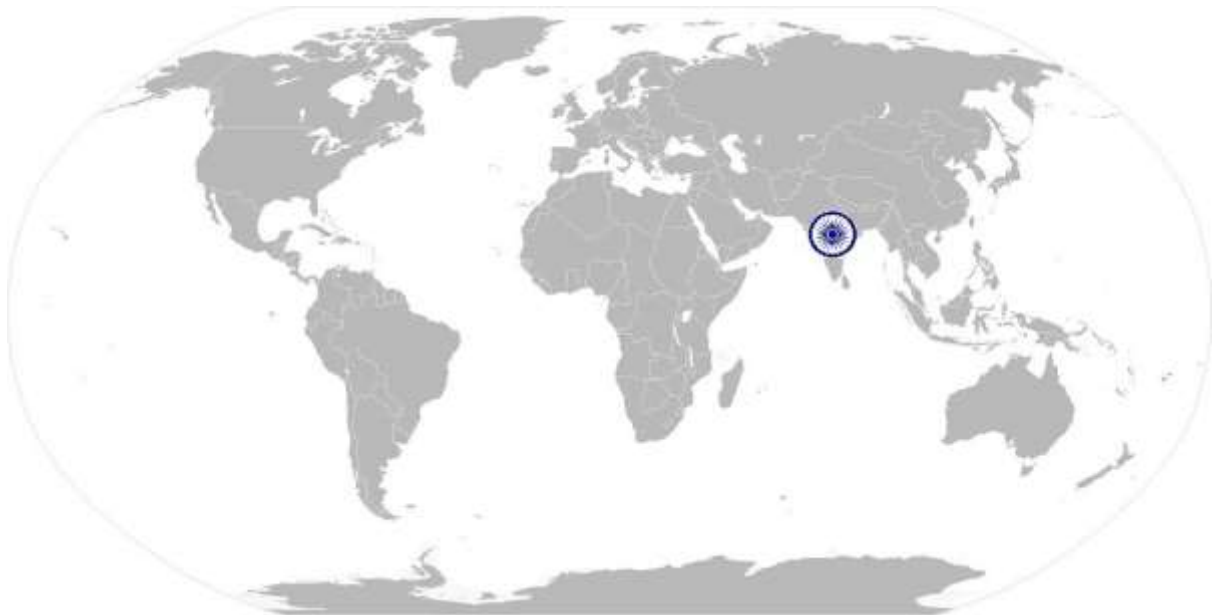
Employee health and safety

NOS Version Control:

NOS Code	TEL/N4113		
Credits NSQF	TBD	Version number	1.0
Industry	Telecom	Drafted on	28/06/2013
Industry Sub-sector	Passive infrastructure	Last reviewed on	21/06/2018
Occupation	Operation & Maintenance	Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about identifying performance related gaps of the teams and bridging them through team development.

TEL/N4114

Team development

National Occupational Standard

Unit Code	TEL/N4114
Unit Title (Task)	Team development
Description	This OS unit is about improving technical knowledge, skills of the team and peers and developing them through regular training sessions
Scope	This unit/task covers the following: Key stake holders: • cluster manager (CM) • cluster In-charge (CIs) • technicians Develop teams and their skills
Performance Criteria (PC)	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. obtain list of newly hired CIs and technicians from HR/peers PC2. split monthly hub sites' outage/breakdown report employee wise and vendor wise PC3. monitor employee wise and vendor wise outage/breakdown report PC4. perform root cause analysis of all outage/breakdown report PC5. divide employees into groups as per identified reasons/gaps PC6. identify training needs of field staff, technicians and supervisors PC7. organize training programs to bridge identified gaps PC8. facilitate regular training on fire and electrical safety on ground PC9. facilitate reward and recognition programs
Knowledge and Understanding	
A. Organizational Context	The user/individual on the job needs to know and understand:
(Knowledge of the company / organization & its process relevant to area of responsibilities)	KA1. organization's structure, guidelines, code of conduct to hire new employees

TEL/N4114

Team development

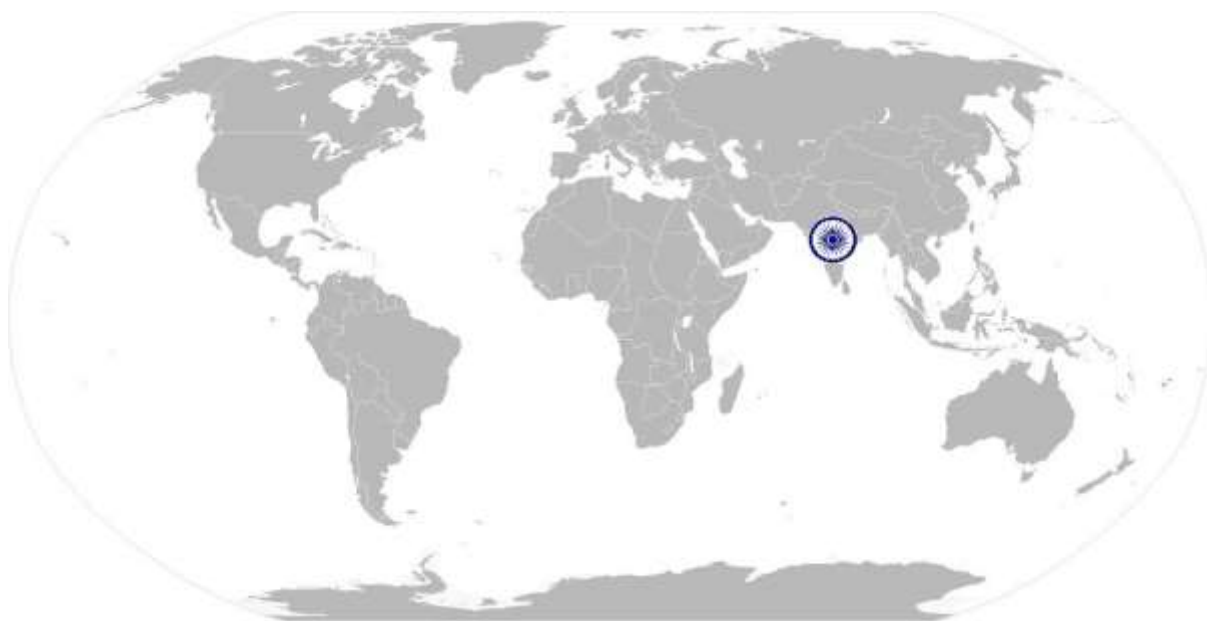
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. navigation of intranet tools, if any, for obtaining report of newly hired employees KB2. latest technologies and equipments like AC, DG, PIU, SMPS, battery bank etc.
Skills (S)	
A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. converse in regional dialect with vendors and technicians
	Reading and Communication Skills
	The user/individual on the job needs to know and understand how to: SA2. read and comprehend reporting and data capturing formats to identify performance related gaps and communicate the same to the team
B. Professional Skills	Planning and Organizing Skills
	The user/individual on the job needs to know and understand how to: SB1. perform root cause analysis to identify performance related gaps and take remedial action SB2. prioritize and execute tasks in a high-pressure environment
	Relationship Building Skills
	The user/individual on the job needs to know and understand how to: SB3. co-ordinate with central team to assure that all nominees attend training sessions
	Team Building Skills
	The user/individual on the job needs to know and understand how to: SB3. conduct activities and training programs for overall team development

TEL/N4114

Team development

NOS Version Control:

NOS Code	TEL/N4114		
Credits NSQF	TBD	Version number	1.0
Industry	Telecom	Drafted on	01/07/2013
Industry Sub-sector	Passive infrastructure	Last reviewed on	21/06/2018
Occupation	Operation & Maintenance	Next review date	31/03/2019



Job Role CLUSTER MANAGER
Qualification Pack TEL/Q4102
Sector Skill Council Telecom

Guidelines for Assessment

- 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.
- The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
- Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
- Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center. (as per assessment criteria below).
- Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
- To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
- In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Assessment Outcome	Assessment Criteria	Total Mark (600)	Out Of	Theory	Skills Practical
1. TEL/N4109 (Reduce repair, maintenance and service cost per cell site)	PC1. obtain monthly repair/maintenance budget per site from regional office	100	10	10	0
	PC2. obtain vendor and technician preventive maintenance report		10	10	0
	PC3. validate monthly preventive maintenance report of vendor and technician		10	10	0
	PC4. regulate maintenance cost (diesel consumption, DG running hours) and expenses (electricity bill) per site as per monthly budget		20	10	10
	PC5. obtain report requesting site infrastructure repair		5	5	0
	PC6. evaluate actual cost for repair vis-à-vis allocated monthly budget		10	10	0
	PC7. seek approval for extra budget per site, if required		5	5	0
	PC8. validate and approve repair cost per site		10	10	0
	PC9. devise methods to reduce the repair and maintenance cost per mobile tower		10	5	5
	PC10. co-ordinate with central team for driving penalty reduction plans on hub sites		10	5	5
Total		Total	100	80	20
2. TEL/N4110 (Maintain cell site up-time & alarm automation)	PC1. obtain pre-defined SLA and and maintain up-time as per all mobile operators	100	20	20	0
	PC2. design a plan to reduce outage of passive infrastructures/equipments basis outage history and current health of equipments		30	15	15
	PC3. review site-wise alarm functioning report		20	20	0
	PC4. co-ordinate between estate and security team on ground		10	0	10
	PC5. obtain daily/weekly/monthly outage report for all hub sites		10	10	0
	PC6. review and maintain daily/weekly/monthly outage report of entire hub sites		10	5	5
Total		Total	100	70	30
3. TEL/N4111 (Quality assurance and cell site audit compliance)	PC1. monitor asset replacement requests	100	10	10	0
	PC2. assure compliance through CIs, vendors and technicians		10	10	0
	PC3. update material requirement to SCM and assure timely repair/ replacement of assets		10	10	0
	PC4. assure quality material is supplied at the site		10	0	10
	PC5. raise PR for repairable assets and assure work order is released for the same		10	10	0
	PC6. inform vendor to repair or replace assets		10	0	10
	PC7. co-ordinate with CIs for timely preventive maintenance		5	5	0
	PC8. visit all hub sites after outage to assure safety and material availability		10	0	10
	PC9. regular training on fire and electrical safety on ground		5	5	0
	PC10. adhere to SOPs (standard operating procedures)		20	20	0
Total		Total	100	70	30

4. TEL/N4103 (Task reporting)	PC1. obtain and validate vendors' monthly PM report	100	10	10	0
	PC2. obtain periodic site' outage/breakdown report		20	20	0
	PC3. monitor each site outage report to perform root cause analysis		20	20	0
	PC4. obtain periodic site penalty reports		10	10	0
	PC5. devise strategies and consult vendors to rectify reasons for site outage		20	0	20
	PC6. calculate periodic vendor reward and penalties as per SLA		20	20	0
		Total	100	80	20
5.TEL/N4113 (Employee Health & Safety)	PC1. co-ordinate with central team to get health check up for equipments and approve budget for the same, if required	100	30	20	10
	PC2. seek approval of the seniors for extra budget to get the health check up for all equipments		30	20	10
	PC3. adherence to EHS norms and processes as per the SOP for employees, equipments and site		40	40	0
		Total	100	80	20
6.TEL/N4114 (Team development)	PC1. obtain list of newly hired CIs and technicians from HR/peers	100	10	10	0
	PC2. split monthly hub sites' outage/breakdown report employee wise and vendor wise		10	10	0
	PC3. monitor employee wise and vendor wise outage/breakdown report		10	10	0
	PC4. perform root cause analysis of all outage/breakdown report		20	10	10
	PC5. divide employees into groups as per identified reasons/gaps		10	0	10
	PC6. identify training needs of field staff, technicians and supervisors		10	5	5
	PC7. organize training programs to bridge identified gaps		10	0	10
	PC8. facilitate regular training on fire and electrical safety on ground		10	0	10
	PC9. facilitate reward and recognition programs		10	5	5
		Total	100	50	50