

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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Introduction

Qualifications Pack- E-Waste Collector

SECTOR: TELECOM

SUB-SECTOR: Handset

OCCUPATION: E-waste Management

REFERENCE ID: TEL/Q2400

ALIGNED TO : NCO-2015/9611.0201

Brief Job Description: Individuals at this job are responsible to collect e-waste from retailers, repair shops and other unorganized stakeholders. Also responsible for promoting the importance of e-waste management and ill effects of improper handling of the e-waste and then collecting required information. The responsibility also encompasses the transportation of the collected e-waste to the central warehouse by packaging the e-waste, labeling and maintaining the log record.

Personal Attributes: This job requires the individual to be able to communicate clearly and convince and also be able to establish rapport with all the stakeholders.

Job Details	Qualifications Pack Code	TEL/Q2400		
	Job Role	E-Waste Collector		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Telecom	Drafted on	04/08/2014
	Sub-sector	Handset	Last reviewed on	21-06-2018
	Occupation	E- Waste management	Next review date	31-03-2019
	NSQC Clearance on	18/06/2015		

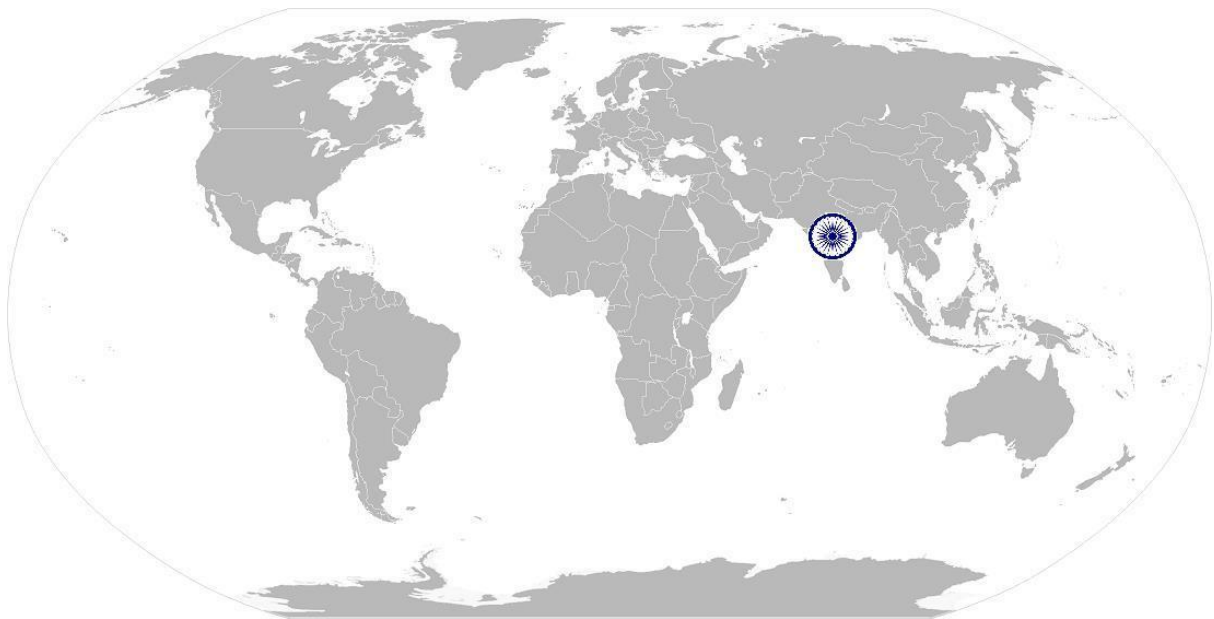
Job Role		E- Waste Collector
Role Description	The candidate in this role is primarily responsible to promote the importance of e-waste and convince the stakeholders to opt for an organized and safer ways of disposal. After convincing, he/she is supposed to collect the e-waste by proper packaging ensuring no damage during the transportation to the warehouse. Finally at the ware house the collected e-waste is segregated component wise while ensuring proper containerization and stacking. The candidate also requires knowledge on warehouse etiquettes and firefighting to avoid damage to the stored e-waste.	
NSQF level	3	
Minimum Educational Qualifications*	Preferably 5 th Standard Pass	
Maximum Educational Qualifications*		
Training (Suggested but not mandatory)	-NIL-	
Minimum Job Entry Age	11-12 Years	
Experience	-NIL-	
Applicable National Occupational Standards (NOS)	Compulsory: TEL/N2401 Promotion of e-waste disposal TEL/N2402 Collection, transportation & storage of e-waste	
Performance Criteria	As described in the relevant OS units	

Definitions

Keywords /Terms	Description
e-Waste	'e-waste' means waste electrical and electronic equipment, whole or in part included in, but not confined to equipment listed in schedule-I and scraps or rejects from their manufacturing process, which is intended to be discarded.
Hazardous waste	Hazardous waste is waste that is dangerous or potentially harmful to our health or the environment. Hazardous wastes can be liquids, solids, gases, or sludges. They can be discarded commercial products, like cleaning fluids or pesticides, or the by-products of manufacturing processes.
Degradable waste	Degradable waste is a type of waste which can be broken down, in a reasonable amount of time, into its base compounds by micro-organisms and other living things, regardless of what those compounds may be.
Dismantling	To disassemble the old electrical and electronic products into components.
CMOS Battery	Complimentary Metal- Oxide Semi-conductor battery, Typically the Type CR2032 is a button cell battery.
NOS (National Occupational Standards)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles under which role-holders perform similar/related set of functions in an industry
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
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 a set of statements specifying the range of variables that an individual may have to deal with, in carrying out the function which has a critical impact on the quality of performance required

Acronyms	Keywords /Terms	Description
	CRT	Cathode Ray Tube
	CFC	Chloro Floro Carbons
	HCFC	Hydro Chloro Floro Carbon
	PWB	Printed Wiring board
	PCB	Printed Circuit Board
	LED	Light Emitting Diode
	LCD	Liquid Crystal Display
	EPR	Extended Producer Responsibility
	BFR	Brominated Flame Retardant
	CMOS	Complimentary Metal –Oxide Semi-Conductor (Type CR2032 button cell)

National Occupational Standard



Overview

This unit is about interacting with various stakeholders from where the e-waste can be collected and promoting about the importance of e-waste disposal. The candidate has to manage their time without missing the appointments while record and comprehend the information collected.

TEL/N2401

Promotion of e-waste disposal

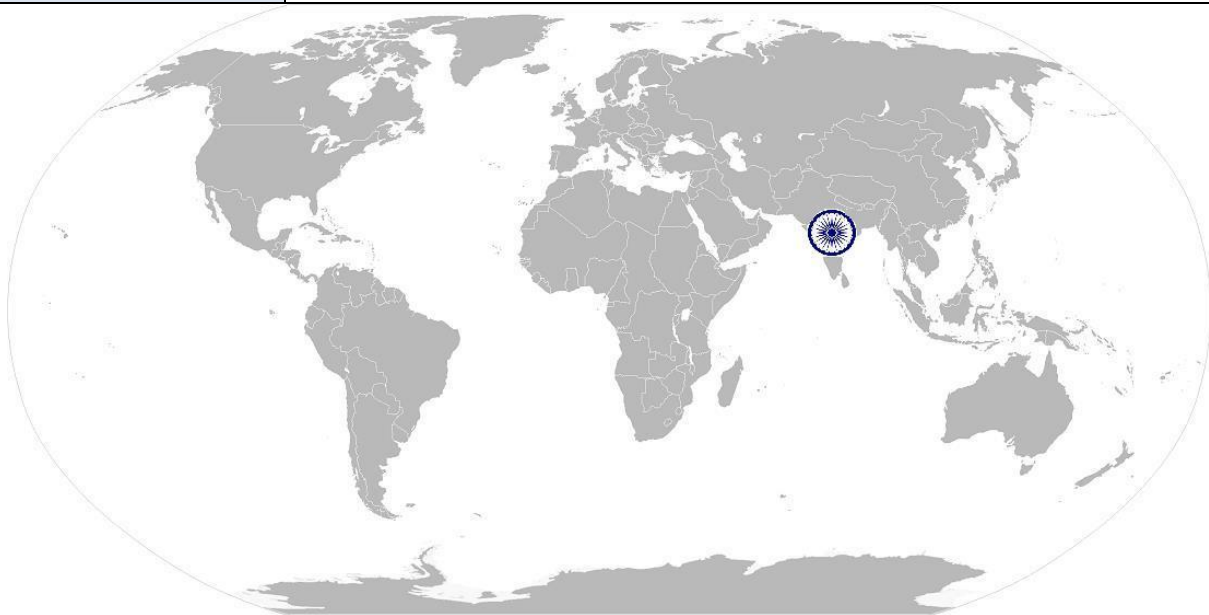
National Occupational Standard

Unit Code	TEL/N2401
Unit Title	Promotion of e-waste Disposal
Description	This OS unit covers knowledge on e-waste management and its hazardous Effects of improper disposal. This also encompasses skill on communication and time management. By the end of the training in this OS the candidate should be able to communicate about effects of improper e-waste disposal, record, manage time and comprehend the survey conducted.
Scope	This unit/task covers the following: 1. identifying the stakeholders in e-waste from where the waste can be collected. 2. importance of disposal of e-waste and promoting its awareness. 3. record and comprehend the impact of awareness. 4. comprehend the survey sheet from the promotional activities.
Performance Criteria(PC) w.r.t. the Scope:	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. interact with the stake holders such as retailers and refurbishers of IT & Telecom products and explain about the hazardous effects of improper disposal of e-waste Inform about the best practices to be followed inorder to dispose the e-waste and issual of certificate. PC2. time management without skipping the appointment. PC3. record and report the impact of the survey. PC4.comprehend the survey.
Knowledge and Understanding	
A. Organizational Context (Knowledge of the company / organization & its processes)	The user/individual on the job needs to know and understand: KA1. knowledge of occupational hazards and safety as it pertains to e-waste. KA2. knowledge about e-waste sources from where the waste can be accumulated. KA3. knowledge about conducting survey and collecting information. KA4. knowledge about the issuing a certificate once the waste is collected. KA5. record keeping & reporting
B. Technical Knowledge	KB1. understanding the ill effects of improper recycling / Treatment of E-waste. KB2. knowledge about Toxic & hazardous waste
Skills (S)	

TEL/N2401

Promotion of e-waste disposal

	Oral Communication (Listening and Speaking skills) & comprehending skills The user/individual on the job needs to know and understand how to: SA1. communicate with customers, dealers, retailers, refurbishers, repair shops & other unorganized stakeholders to move towards organized recycling. SA2. comprehend the survey and understand the responses. SA3. basic Reading and writing skills.
B. Professional Skills	Time Management The user/individual on the job needs to know and understand how to: SB1. manage their time without missing the appointments. SB2. communicating and convincing about e-waste message to the customer in short time.

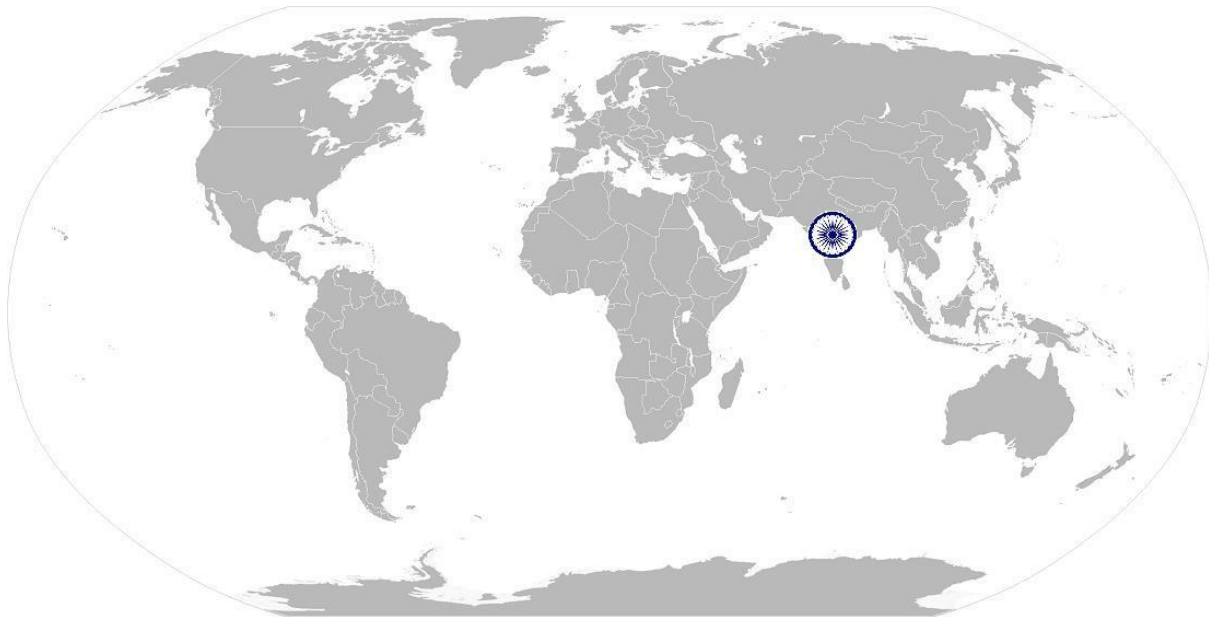


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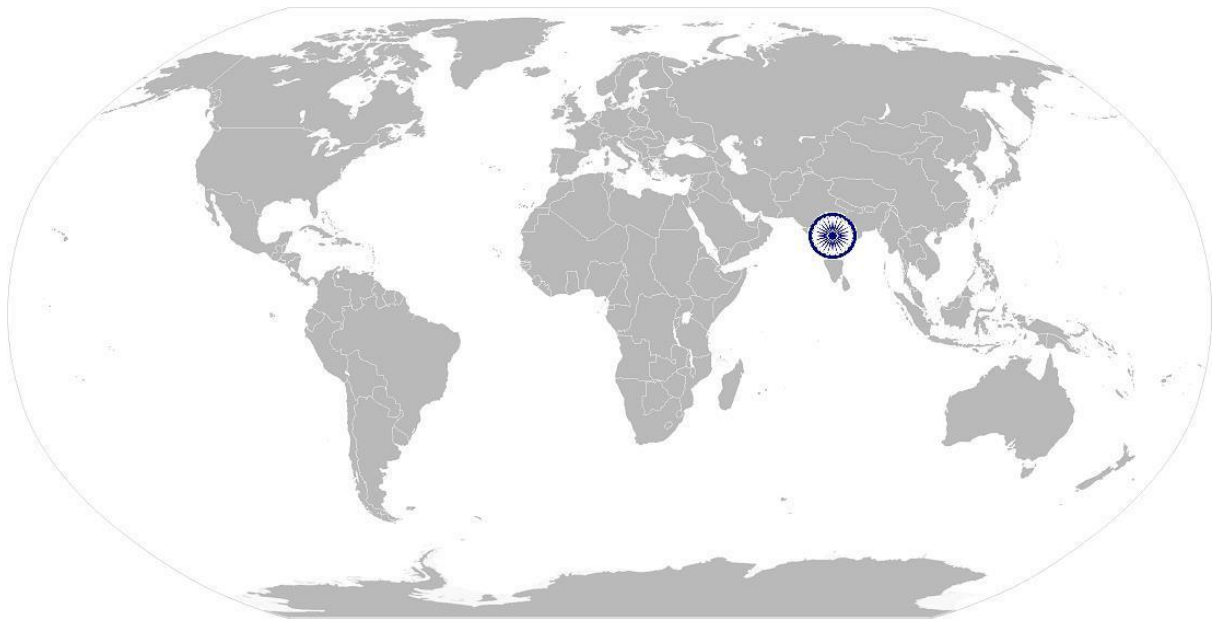
Promotion of e-waste disposal

NOS Version Control:

NOS Code	TEL/N2401		
Credits NSQF	TBD	Version number	1.0
Industry	Telecom	Drafted on	04/08/2014
Industry Sub-sector	Handset	Last reviewed on	21-06-2018
Occupation	e-waste Management	Next review date	31-03-2019



National Occupational Standard



Overview

This unit is about collection, safe transportation & storage of the e-waste ensuring no breakages or leakages. The candidate will learn to pack the segregated e-waste, weighing & labeling it and finally record. Training on warehouse etiquettes and basic firefighting techniques is imparted.

TEL/N2402

Collection, transportation & storage of e-waste

National Occupational Standard

Unit Code	TEL/N2402
Unit Title (Task)	Collection, transportation & storage of e-waste
Description	This OS unit is about Collection, transportation & storage of e-waste. By the end of the training in this OS the candidate should be able to collect, package and store the e-waste avoiding leakages or any further damage to the collected waste while knowing the warehouse etiquettes and basic firefighting technics
Scope	This unit/task covers the following: 1. procedures for packaging during transportation and storage. 2. warehouse etiquettes and firefighting. 3. usage of various containers for storage and transportation. 4. recording the e-waste collected per visit.
Performance Criteria(PC) w.r.t. the Scope:	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. manage collection from the sources in timely manner. PC2. Segregating product/type wise. PC3. ensure proper stacking, packaging /containerization (knowing which containers must be used appropriately for the type of e-waste) while ensuring physical integrity. PC4. ensure procedures such as weighing and labeling. PC5. follow warehouse etiquettes and implement firefighting techniques in case of an emergency.
Knowledge and Understanding	
A. Organizational Context (Knowledge of the company / organization & its processes)	The user/individual on the job needs to know and understand: KA1. basic knowledge to differentiate between IT/Telecom Products. KA2. knowledge about ware house etiquette's, do's & don'ts of storage. KA3. record Keeping

TEL/N2402

Collection, transportation & storage of e-waste

B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. knowledge on safe methods of transportation and packaging of collected e-waste. KB2. knowledge about the product/ type wise packaging KB3. weighing & Labeling.
Skills (S)	
A. Core Skills/ Generic Skills	Communication Skill The user/ individual on the job needs to know and understand how to: SA1. usage of safety equipment's in the storage area and Firefighting.
	Relationship Building The user/individual on the job needs to know and understand: SB1. communicating with all the participants in the eco-system.

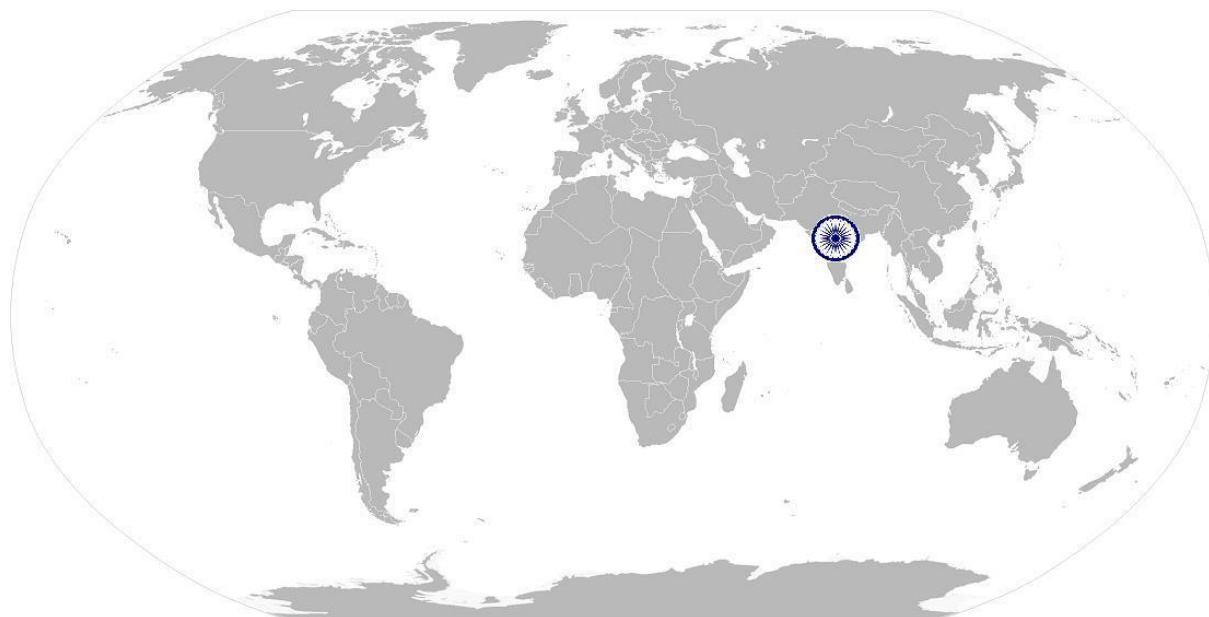


TEL/N2402

Collection, transportation & storage of e-waste

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Industry Sub-sector	Handset	Last reviewed on	21-06-2018
Occupation	e-waste Management	Next review date	31-03-2019



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role E-waste Collector

Qualification Pack TEL/Q2400

Sector Skill Council Telecom

- 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 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 (200)	Out Of	Theory	Skills Practical
TEL/N2401 Promotion of e-waste disposal	PC1. Interact with the stake holders such as retailers and refurbishes of IT & Telecom products and explain about the hazardous effects of improper disposal of e-waste. Inform about the best practices to be followed in order to dispose the e- waste and issue of certificate.	100	45	35	10
	PC2. Time management without skipping the appointment		25	15	10
	PC3. Record and report the impact of the survey		10	5	5
	PC4. Comprehend the survey		20	10	10
	TOTAL		100	65	35
TEL/N2402 Collection, transportation & storage of e-waste	PC1. Manage collection from the sources in timely manner	100	10	8	2
	PC2. Segregating product/type wise.		30	10	20
	PC3. Ensure proper stacking, packaging /containerization (knowing which containers must be used appropriately for the type)		30	10	20
	PC4. Ensure procedures such as weighing and labeling		10	2	8
	PC5. Follow warehouse etiquettes and implement firefighting techniques in case of an emergency		20	5	15
	TOTAL		100	35	65