



PwD Assistive Aids Repair Technician

Options: Self Employment and Entrepreneurship Skills

QP Code: PWD/Q0301

Version: 1.0

NSQF Level: 3

Skill Council for PwD || 501, City Centre, 5th Floor, 12/5, Plot 5, Sector 12, Dwaraka
New Delhi 110076

Contents

PWD/Q0301: PwD Assistive Aids Repair Technician.....	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS).....	3
<i>Compulsory NOS</i>	3
<i>Option: Self Employment and Entrepreneurship Skills</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
PWD/N0301: Assemble, repair and maintain a hand propelled tricycle (HPT).....	5
PWD/N0302: Assemble, repair and maintain the folding wheelchair	9
PWD/N0303: Assemble, repair and maintain the battery-operated motorized tricycle/ wheelchair	14
PWD/N0304: Repair and maintain Hearing aids (Digital)	19
PWD/N9901: Follow health, safety and hygiene practices	23
PWD/N9902: Communicate effectively with others	28
MEP/N9996: Plan for basic entrepreneurial activity	32
Assessment Guidelines and Weightage.....	37
<i>Assessment Guidelines</i>	37
<i>Assessment Weightage</i>	38
Acronyms	40
Glossary	41

PWD/Q0301: PwD Assistive Aids Repair Technician

Brief Job Description

A PwD Assistive Aids Repair Technician is responsible to assemble, service and repair the assistive aids/equipment in a timely manner. They diagnose the defect in the equipment and repair it.

Personal Attributes

They should have sound vision, fine motor movement, and excellent listening and communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [PWD/N0301: Assemble, repair and maintain a hand propelled tricycle \(HPT\)](#)
2. [PWD/N0302: Assemble, repair and maintain the folding wheelchair](#)
3. [PWD/N0303: Assemble, repair and maintain the battery-operated motorized tricycle/ wheelchair](#)
4. [PWD/N0304: Repair and maintain Hearing aids \(Digital\)](#)
5. [PWD/N9901: Follow health, safety and hygiene practices](#)
6. [PWD/N9902: Communicate effectively with others](#)

Options(Not mandatory):

Option : Self Employment and Entrepreneurship Skills

This unit is about identifying opportunities and developing plans for basic entrepreneurial activity.

1. [MEP/N9996: Plan for basic entrepreneurial activity](#)

Qualification Pack (QP) Parameters

Sector	PwD
Sub-Sector	Service & Repair
Occupation	Assistive Aid Service & Repair
Country	India

NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7234
Minimum Educational Qualification & Experience	12th Class/I.T. I with 2 Years of experience in experience in Electrical, Electronic, or Mechanical Sector
Minimum Level of Education for Training in School	12th Class
Pre-Requisite License or Training	Valid Disability certificate having mention of Minimum 40% Locomotor disability of Divyangjan, issued by the Competent Medical Board / District Authority
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	1.0

Remarks:

N/A

PWD/N0301: Assemble, repair and maintain a hand propelled tricycle (HPT)

Description

Carry out assembly, service and repair of HPT.

Scope

The scope covers the following :

- Assemble a HPT and demonstrate its function
- Maintenance and repair of HPT

Elements and Performance Criteria

Assemble a HPT and demonstrate its function

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

- PC1. check availability of standardized components/ fittings and the tools & equipment required for assembly
- PC2. carry out fixing of Pedal crank and brake assembly
- PC3. carry out sub assembly of components of the HPT
- PC4. carry out final assembly of HPT as per the manufacturer's instructions
- PC5. demonstrate the function of the HPT

Maintenance and repair of HPT

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

- PC6. identify the problems in the HPT
- PC7. select, calibrate, and use the appropriate tools and equipment for the repair for HPT
- PC8. carry out the realignment of the panels and components
- PC9. adjust the braking system
- PC10. perform alignment of wheels
- PC11. inflate tyres and complete lubrication of operating mechanisms
- PC12. inspect functioning of repaired HPT after completion of work and conduct a test drive

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. how to identify components of HPT
- KU2. sources for obtaining parts, materials and other consumables necessary for the assembling and servicing activities
- KU3. operation of HPT and its components
- KU4. common problems associated with different components of HPT
- KU5. standard operating procedures and checklists for servicing and repair

- KU6. correct and appropriate tools and equipment to assemble/ service assistive aids
- KU7. safety requirements prescribed for equipment and components
- KU8. grading of replacement components required for specification/operating condition
- KU9. the importance of test drives to ensure proper functioning of the equipment

Generic Skills (GS)

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

- GS1. read and write documents required for each procedure carried out
- GS2. communicate effectively, both oral and written
- GS3. manage time, resources and cost effectively
- GS4. practice professional code of ethics and standards
- GS5. build a rapport with team members and clients

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assemble a HPT and demonstrate its function</i>	10	24	2	4
PC1. check availability of standardized components/ fittings and the tools & equipment required for assembly	2	4	-	-
PC2. carry out fixing of Pedal crank and brake assembly	2	4	-	-
PC3. carry out sub assembly of components of the HPT	3	6	-	1
PC4. carry out final assembly of HPT as per the manufacturer's instructions	3	6	2	1
PC5. demonstrate the function of the HPT	-	4	-	2
<i>Maintenance and repair of HPT</i>	14	28	4	4
PC6. identify the problems in the HPT	3	4	-	1
PC7. select, calibrate, and use the appropriate tools and equipment for the repair for HPT	3	4	2	-
PC8. carry out the realignment of the panels and components	2	4	2	1
PC9. adjust the braking system	2	4	-	-
PC10. perform alignment of wheels	2	4	-	-
PC11. inflate tyres and complete lubrication of operating mechanisms	-	4	-	1
PC12. inspect functioning of repaired HPT after completion of work and conduct a test drive	2	4	-	1
NOS Total	24	52	6	8

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N0301
NOS Name	Assemble, repair and maintain a hand propelled tricycle (HPT)
Sector	PwD
Sub-Sector	Service & Repair
Occupation	Assistive Aid Service & Repair
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

PWD/N0302: Assemble, repair and maintain the folding wheelchair

Description

Carry out assembly, service and repair of a folding wheelchair.

Scope

The scope covers the following :

- Assemble a folding wheelchair and demonstrate its function
- Maintenance and repair of the folding wheelchair

Elements and Performance Criteria

Assemble a folding wheelchair and demonstrate its function

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

- PC1. check for availability of all the components of folding wheelchair as per specified standards
- PC2. check for availability of the required tools, equipment and hardware fittings for assembly
- PC3. carry out fitting of strip folding and its fasteners on a wheelchair
- PC4. assemble the cloth guard using the side frame and self tapping screw
- PC5. carry out the fixing of side frame assembly with strip holding
- PC6. fit the rim assembly, axle and mount the tyres
- PC7. fix the castor wheel with stem, fork and plate bearings
- PC8. carry out seat and back rest assembly with appropriate self-tapping screw
- PC9. assemble the foot rest along with rubber pad
- PC10. demonstrate functioning of the folding wheelchair

Maintenance and repair of the folding wheelchair

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

- PC11. identify the problems in the folding wheelchair
- PC12. select, calibrate and use the appropriate tools and equipment for repair
- PC13. replace parts of the wheelchair, if required
- PC14. repair different parts of the wheelchair such as cloth guard, strip etc; as per requirement
- PC15. check proper alignment of the wheels and correct any errors as per the procedure
- PC16. adjust the foot rest, seat and backrest assembly
- PC17. check for smooth functioning of the wheelchair after completion of work

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. sources for obtaining parts, materials and other consumables necessary for the assembling and servicing activities
- KU2. operation of the folding wheelchair and its components being assembled/ serviced

- KU3. standard operating procedures and checklists for servicing and repair
- KU4. correct and appropriate tools and equipment to assemble/ service assistive aids
- KU5. safe operating tools for drilling and fitting purpose to ensure smooth functioning of the wheelchair after completion of work
- KU6. safety requirements prescribed for equipment and components
- KU7. grading of replacement components required for specification/operating condition
- KU8. the importance of test drives to ensure proper functioning of the equipment

Generic Skills (GS)

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

- GS1. read or write documentation required for each procedure carried out
- GS2. communicate effectively , both oral and written
- GS3. manage time, resources and cost effectively
- GS4. practice professional code of ethics and standards
- GS5. build a rapport with team members and clients

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assemble a folding wheelchair and demonstrate its function</i>	20	40	6	3
PC1. check for availability of all the components of folding wheelchair as per specified standards	2	4	-	-
PC2. check for availability of the required tools, equipment and hardware fittings for assembly	2	4	-	-
PC3. carry out fitting of strip folding and its fasteners on a wheelchair	2	4	-	1
PC4. assemble the cloth guard using the side frame and self tapping screw	2	4	-	-
PC5. carry out the fixing of side frame assembly with strip holding	2	4	-	1
PC6. fit the rim assembly, axle and mount the tyres	2	4	2	-
PC7. fix the castor wheel with stem, fork and plate bearings	2	4	2	-
PC8. carry out seat and back rest assembly with appropriate self-tapping screw	2	4	-	-
PC9. assemble the foot rest along with rubber pad	2	4	2	-
PC10. demonstrate functioning of the folding wheelchair	2	4	-	1
<i>Maintenance and repair of the folding wheelchair</i>	11	14	2	4
PC11. identify the problems in the folding wheelchair	2	2	-	1
PC12. select, calibrate and use the appropriate tools and equipment for repair	2	2	-	1
PC13. replace parts of the wheelchair, if required	2	2	2	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. repair different parts of the wheelchair such as cloud guard, strip etc; as per requirement	1	2	-	-
PC15. check proper alignment of the wheels and correct any errors as per the procedure	2	2	-	-
PC16. adjust the foot rest, seat and backrest assembly	-	2	-	-
PC17. check for smooth functioning of the wheelchair after completion of work	2	2	-	2
NOS Total	31	54	8	7

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N0302
NOS Name	Assemble, repair and maintain the folding wheelchair
Sector	PwD
Sub-Sector	Service & Repair
Occupation	Assistive Aid Service & Repair
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

PWD/N0303: Assemble, repair and maintain the battery-operated motorized tricycle/ wheelchair

Description

Carry out assembly, service and repair of the battery-operated motorized tricycle/ wheelchair.

Scope

The scope covers the following :

- Assemble the battery-operated motorized tricycle and demonstrate its function
- Maintenance and repair of the battery-operated motorized tricycle/ wheelchair

Elements and Performance Criteria

Assemble the battery-operated motorized tricycle/wheelchair and demonstrate its function

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

- PC1. assemble the various components of the battery-operated motorized tricycle/ wheelchair such as controller, accelerator, headlights, seat, and wheels
- PC2. check that the motorized tricycle/ wheelchair is fully charged using the digital multi-meter
- PC3. follow the do's and don'ts of using the tricycle/ wheelchair
- PC4. demonstrate the functioning of the battery - operated motorized tricycle

Maintenance and repair of the battery-operated motorized tricycle/ wheelchair

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

- PC5. employ a check of the battery status indicator
- PC6. verify speed of the vehicle for any changes (if slowed)
- PC7. check for lack of movement or emanating sounds after acceleration is applied
- PC8. check horn, light and indicator
- PC9. carry out repair or replacement of components, if required
- PC10. select, calibrate and use the appropriate tools and equipment for repair
- PC11. check the battery and replace, if required
- PC12. inspect the motor for any physical damage or any loose or wrong connections
- PC13. seek assistance for any defects, that are outside the scope of personal capabilities
- PC14. carry out reassembly of battery-operated motorized tricycle after repairing/replacing

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. sources for obtaining parts, materials and other consumables necessary for the assembling and servicing activities
- KU2. operation of the battery-operated motorized tricycle/wheelchair and its components being assembled/ serviced
- KU3. standard operating procedures and checklists for servicing and repair

- KU4. correct and appropriate tools and equipment to assemble/ service assistive aids
- KU5. application and maintenance of electronic tools like digital multi-meter, chargers etc
- KU6. safety requirements prescribed for equipment and components
- KU7. grading of replacement components required for specification/operating condition
- KU8. safety procedures while working with electronic equipment

Generic Skills (GS)

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

- GS1. read and write documentation required for each procedure carried out
- GS2. communicate effectively both oral and written
- GS3. manage time, resources and cost effectively
- GS4. practice professional code of ethics and standards
- GS5. develop a rapport with team members and clients

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assemble the battery-operated motorized tricycle/wheelchair and demonstrate its function</i>	8	16	8	4
PC1. assemble the various components of the battery-operated motorized tricycle/ wheelchair such as controller, accelerator, headlights, seat, and wheels	2	4	2	2
PC2. check that the motorized tricycle/ wheelchair is fully charged using the digital multi-meter	2	4	2	-
PC3. follow the do's and don'ts of using the tricycle/ wheelchair	2	4	2	-
PC4. demonstrate the functioning of the battery - operated motorized tricycle	2	4	2	2
<i>Maintenance and repair of the battery-operated motorized tricycle/ wheelchair</i>	15	30	9	10
PC5. employ a check of the battery status indicator	2	2	-	-
PC6. verify speed of the vehicle for any changes (if slowed)	2	2	-	2
PC7. check for lack of movement or emanating sounds after acceleration is applied	2	2	-	2
PC8. check horn, light and indicator	1	3	-	-
PC9. carry out repair or replacement of components, if required	1	4	2	1
PC10. select, calibrate and use the appropriate tools and equipment for repair	2	4	2	1
PC11. check the battery and replace, if required	2	3	2	1
PC12. inspect the motor for any physical damage or any loose or wrong connections	1	4	1	1
PC13. seek assistance for any defects, that are outside the scope of personal capabilities	1	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. carry out reassembly of battery-operated motorized tricycle after repairing/replacing	1	4	2	1
NOS Total	23	46	17	14

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N0303
NOS Name	Assemble, repair and maintain the battery-operated motorized tricycle / wheelchair
Sector	PwD
Sub-Sector	Service & Repair
Occupation	Assistive Aid Service & Repair
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

PWD/N0304: Repair and maintain Hearing aids (Digital)

Description

Carry out service and repair of hearing aids (Digital).

Scope

The scope covers the following :

- Maintain and repair hearing aids (Digital)

Elements and Performance Criteria

Maintain and repair hearing aids (Digital)

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

- PC1. select and use electronic tools (like multimeters, soldering equipment etc.) to repair electronic circuits and systems
- PC2. select and use the appropriate method for repair of the hearing aids (Digital)
- PC3. carry out maintenance of the hearing aid, if required (for e.g. clean the hearing aid, replace the battery or tube etc.)
- PC4. seek assistance for any defects outside the scope of personal capabilities
- PC5. carry out reassembly of the components of the hearing aid after repair/replacement and check for proper functioning

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the basics of electronic circuits, testing and measuring parameters like current, voltage, frequency etc
- KU2. sources for obtaining parts, materials and other consumables necessary for the assembling and servicing activities
- KU3. operation of the Hearing Aid (Digital) and its components being assembled/ serviced
- KU4. standard operating procedures and checklists for servicing and repair
- KU5. correct and appropriate tools and equipment to assemble/ service assistive aids
- KU6. electrical components like Active/Passive Electronic Components
- KU7. application and maintenance of electronic tools (digital multi-meter, chargers etc.) and assembling of electronic kits
- KU8. safety requirements prescribed for equipment and components
- KU9. grading of replacement components required for specification/operating condition
- KU10. safety procedures while working with electronic equipment
- KU11. how to identify types, styles, parts, and function of the hearing aid

Generic Skills (GS)

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

- GS1. read or write documentation required for each procedure carried out
- GS2. communicate effectively both oral and written
- GS3. manage time, resources and cost effectively
- GS4. practice the professional code of ethics and standards
- GS5. develop a rapport with team members and clients

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain and repair hearing aids (Digital)</i>	14	24	6	6
PC1. select and use electronic tools (like multimeters, soldering equipment etc.) to repair electronic circuits and systems	3	4	2	2
PC2. select and use the appropriate method for repair of the hearing aids (Digital)	3	4	-	-
PC3. carry out maintenance of the hearing aid, if required (for e.g. clean the hearing aid, replace the battery or tube etc.)	2	6	2	2
PC4. seek assistance for any defects outside the scope of personal capabilities	3	4	-	-
PC5. carry out reassembly of the components of the hearing aid after repair/replacement and check for proper functioning	3	6	2	2
NOS Total	14	24	6	6

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N0304
NOS Name	Repair and maintain Hearing aids (Digital)
Sector	PwD
Sub-Sector	Service & Repair
Occupation	Assistive Aid Service & Repair, Assistive Aid Service & Repair
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

PWD/N9901: Follow health, safety and hygiene practices

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Elements and Performance Criteria

Maintain personal and workplace hygiene

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

- PC1. wash and sanitize hands at regular intervals using hand wash and alcohol-based sanitizers
- PC2. clean the workplace with an appropriate cleaning solution and disinfectants as recommended
- PC3. sanitize all tools and equipment requiring touch points at regular intervals
- PC4. check that the trash cans are cleared regularly following the cleanliness and maintenance schedule
- PC5. use appropriate Personal Protective Equipment (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC6. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc

Take precautionary health measures

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

- PC7. attend regular health check-ups organized by the management
- PC8. report personal health issues related to injury, food, air and infectious disease
- PC9. report to the concerned authority in case any coworker is unwell

Follow standard safety procedure

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

- PC10. follow safety procedures while handling materials, tools, equipment etc
- PC11. follow first aid procedures appropriately
- PC12. identify hazards at the workplace and report to the concerned person in time

Follow effective waste management

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

- PC13. identify and segregate recyclable, non-recyclable and hazardous waste at workplace
- PC14. segregate waste into different coloured dustbins
- PC15. recycle waste wherever applicable
- PC16. dispose off the waste as per the prescribed standards

PC17. dispose off PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisation's policy on reporting and managing safety issues
- KU2. procedure to maintain cleanliness standards at workplace
- KU3. SOP on personal hygiene
- KU4. importance of preventive health checkup and healthy living
- KU5. procedure to report health issues
- KU6. instructions for operating and handling equipment as per standard
- KU7. purpose and usage of PPE
- KU8. basic first-aid procedures
- KU9. standard waste management policy

Generic Skills (GS)

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

- GS1. listen carefully the orally communicated information
- GS2. verbally report safety hazards
- GS3. work within a team in collaboration and co-ordination
- GS4. be punctual and complete tasks within stipulated time

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	8	10	-	-
PC1. wash and sanitize hands at regular intervals using hand wash and alcohol-based sanitizers	2	4	-	-
PC2. clean the workplace with an appropriate cleaning solution and disinfectants as recommended	1	2	-	-
PC3. sanitize all tools and equipment requiring touch points at regular intervals	1	2	-	-
PC4. check that the trash cans are cleared regularly following the cleanliness and maintenance schedule	1	-	-	-
PC5. use appropriate Personal Protective Equipment (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	1	2	-	-
PC6. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc	2	-	-	-
<i>Take precautionary health measures</i>	2	6	-	-
PC7. attend regular health check-ups organized by the management	-	2	-	-
PC8. report personal health issues related to injury, food, air and infectious disease	1	2	-	-
PC9. report to the concerned authority in case any coworker is unwell	1	2	-	-
<i>Follow standard safety procedure</i>	3	6	-	-
PC10. follow safety procedures while handling materials, tools, equipment etc	1	2	-	-
PC11. follow first aid procedures appropriately	1	2	-	-
PC12. identify hazards at the workplace and report to the concerned person in time	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow effective waste management</i>	7	8	-	-
PC13. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	2	-	-	-
PC14. segregate waste into different coloured dustbins	-	2	-	-
PC15. recycle waste wherever applicable	1	2	-	-
PC16. dispose off the waste as per the prescribed standards	2	2	-	-
PC17. dispose off PPEs in a plastic bag, sealed and labelled as infectious waste	2	2	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N9901
NOS Name	Follow health, safety and hygiene practices
Sector	PwD
Sub-Sector	Persons with Disability
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

PWD/N9902: Communicate effectively with others

Description

This unit is about communicating effectively with others to achieve a smooth workflow.

Scope

The scope covers the following :

- Work effectively with colleagues and superiors
- Practice inclusive behaviour

Elements and Performance Criteria

Work effectively with colleagues and superiors

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

- PC1. follow job order and instructions received from reporting superior
- PC2. deliver quality work and report reasons for delay
- PC3. escalate unresolved problems or complaints to the relevant senior
- PC4. incorporate feedback to improve the performance
- PC5. trust, support and respect to colleagues and superiors
- PC6. seek assistance from colleagues and superior when required
- PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined
- PC8. offer friendly, courteous and hospitable service to others
- PC9. provide assistance whenever required with a sincere attitude
- PC10. use standard phrases in appropriate situations
- PC11. avoid interrupting others while they talk

Practice inclusive behaviour

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

- PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive
- PC13. report incidents of harassment and discrimination to appropriate authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the meaning of body language and its importance at the workplace
- KU2. greeting style and use of greetings in accordance with the timing of the day and occasion
- KU3. what is a courtesy and its importance
- KU4. different types of roles in a department
- KU5. how a person gets promoted to the next role

- KU6. how to discuss problems with superiors and resolve the same
- KU7. the difference between positive and negative feedback
- KU8. how to work on positive and negative feedback
- KU9. basic concepts of Prevention of Sexual Harassment Act (POSH) 2013
- KU10. how to respect gender differences and gender diversity

Generic Skills (GS)

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

- GS1. listen carefully the orally communicated information
- GS2. work within a team in collaboration and co-ordination
- GS3. verbally report safety hazard
- GS4. be punctual and complete tasks within the stipulated time

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work effectively with colleagues and superiors</i>	14	26	-	5
PC1. follow job order and instructions received from reporting superior	1	3	-	-
PC2. deliver quality work and report reasons for delay	2	2	-	-
PC3. escalate unresolved problems or complaints to the relevant senior	1	2	-	-
PC4. incorporate feedback to improve the performance	2	2	-	-
PC5. trust, support and respect to colleagues and superiors	2	3	-	-
PC6. seek assistance from colleagues and superior when required	2	2	-	-
PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined	2	3	-	-
PC8. offer friendly, courteous and hospitable service to others	-	3	-	-
PC9. provide assistance whenever required with a sincere attitude	-	2	-	-
PC10. use standard phrases in appropriate situations	2	2	-	-
PC11. avoid interrupting others while they talk	-	2	-	-
<i>Practice inclusive behaviour</i>	6	4	-	5
PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	3	2	-	-
PC13. report incidents of harassment and discrimination to appropriate authority	3	2	-	-
NOS Total	20	30	-	10

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N9902
NOS Name	Communicate effectively with others
Sector	PwD
Sub-Sector	Persons with Disability
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

MEP/N9996: Plan for basic entrepreneurial activity

Description

This unit is about identifying opportunities and developing plans for basic entrepreneurial activity

Scope

This unit/ task covers the following:

Elements and Performance Criteria

Identify and assess Entrepreneurial opportunity

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

- PC1. identify different types of Entrepreneurship and Enterprises For-Profit/Business Entrepreneurship, Social Entrepreneurship, etc. Types of firms/types of Enterprises - Small, Medium, Large
- PC2. use various techniques and approaches to discover opportunities for potential business
- PC3. develop and assess ideas and opportunities for potential viable business, suited to own capabilities
- PC4. undertake competition analysis to assess business opportunities

Develop a Basic Rudimentary Business Plan

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

- PC5. create a basic, rudimentary business plan involving 4 Ps of marketing - product, price, place, & promotion
- PC6. research and identify sources of funding for the proposed business Sources: eg. formal schemes, loans and micro-loans, personal borrowings, etc.
- PC7. identify risks related to the business and develop plans to minimize risk
- PC8. identify regulatory/statutory and other rules or guidelines applicable to proposed line of business and include in the basic business plan
- PC9. develop a resource plan for the business and estimate costs for the same Resources: eg. human resources, raw materials, machinery, equipment and tools
- PC10. define customer base, key value proposition and targeted customer experience
- PC11. use success and failure stories of other Entrepreneurs and ventures to extract relevant lessons for self-development as an Entrepreneur

Use effective approaches to acquire knowledge and develop skills for Entrepreneurship

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

- PC12. identify avenues for relevant skills and knowledge development for oneself, in preparation for entrepreneurial activity
- PC13. identify personnel who can support own development, by providing guidance and feedback

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. purpose of the proposed organization
- KU2. key value proposition and offering of the proposed organization
- KU3. targeted customer segments
- KU4. organization capabilities and resources
- KU5. capital sources of the organization and quantum of capital that is accessible through these
- KU6. the concept of entrepreneurship
- KU7. types of entrepreneurship and enterprises
- KU8. difference between self-employment and entrepreneurship
- KU9. techniques and methods to discover, develop and evaluate opportunities for potential business
- KU10. purpose, requirements, tools and techniques and importance of competition analysis
- KU11. 4 Ps of Marketing - Product, Price, Place, & Promotion
- KU12. purpose, importance and elements of a good Business Plan
- KU13. sources of information on various schemes for funding and other support
- KU14. various sources of capital and related considerations
- KU15. importance, elements of, and tools and techniques for - risk analysis and minimisation
- KU16. sources of learning and developing own skills and knowledge for entrepreneurship
- KU17. basic business terminologies
- KU18. fundamentals of accounting
- KU19. various types and categories of costs Costs: Fixed vs Variable
- KU20. concept, purpose and use of Balance sheet, P&L, working capital, etc
- KU21. concept of regulatory compliances (income tax, Goods and Sales Tax (GST), shop & establishment act/ Employees State Insurance (ESI)/labour act, etc.)
- KU22. concept, importance and principles of Customer Relationship Management and related good practice

Generic Skills (GS)

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

- GS1. write paragraphs in a coherent and logical manner
- GS2. prepare a professional CV
- GS3. fill forms and applications accurately
- GS4. read information on websites and in advertisements to extract relevant information correctly
- GS5. read stories and news items to extract relevant meaning and information correctly
- GS6. speak in a respectable pitch and tone
- GS7. collect relevant information within a time frame to make an informed decision
- GS8. use prioritisation based on importance and urgency to make timely decisions
- GS9. create short and focused personal development and learning plans for oneself
- GS10. use time management principles, goal setting and to do lists to create action plans for days, weeks, months and years
- GS11. identify customer need that is proposed to be met by product or service offering
- GS12. identify sources of support that can be useful in resolution of problems

GS13. breakdown relevant a process into its constituent activities/stages for ease of analysis

GS14. evaluate own strengths and areas of improvement by accurately matching results of own efforts to actions/approaches taken

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and assess Entrepreneurial opportunity</i>	14	20	-	-
PC1. identify different types of Entrepreneurship and Enterprises For-Profit/Business Entrepreneurship, Social Entrepreneurship, etc. Types of firms/types of Enterprises - Small, Medium, Large	2	4	-	-
PC2. use various techniques and approaches to discover opportunities for potential business	4	4	-	-
PC3. develop and assess ideas and opportunities for potential viable business, suited to own capabilities	4	6	-	-
PC4. undertake competition analysis to assess business opportunities	4	6	-	-
<i>Develop a Basic Rudimentary Business Plan</i>	22	36	-	-
PC5. create a basic, rudimentary business plan involving 4 Ps of marketing - product, price, place, & promotion	4	6	-	-
PC6. research and identify sources of funding for the proposed business Sources: eg. formal schemes, loans and micro-loans, personal borrowings, etc.	4	6	-	-
PC7. identify risks related to the business and develop plans to minimize risk	4	6	-	-
PC8. identify regulatory/statutory and other rules or guidelines applicable to proposed line of business and include in the basic business plan	4	6	-	-
PC9. develop a resource plan for the business and estimate costs for the same Resources: eg. human resources, raw materials, machinery, equipment and tools	2	4	-	-
PC10. define customer base, key value proposition and targeted customer experience	2	4	-	-
PC11. use success and failure stories of other Entrepreneurs and ventures to extract relevant lessons for self-development as an Entrepreneur	2	4	-	-
<i>Use effective approaches to acquire knowledge and develop skills for Entrepreneurship</i>	4	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. identify avenues for relevant skills and knowledge development for oneself, in preparation for entrepreneurial activity	2	2	-	-
PC13. identify personnel who can support own development, by providing guidance and feedback	2	2	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9996
NOS Name	Plan for basic entrepreneurial activity
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	09/04/2018
Next Review Date	24/09/2021
Deactivation Date	24/09/2021
NSQC Clearance Date	19/12/2018

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 the proportion of marks for Theory and Skills Practical for each PC.

The assessment for the theory part will be based on the 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 the 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 these criteria.

To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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.)

Minimum Passing % at NOS Level: 70

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PWD/N0301.Assemble,Repair and Maintain a Hand propelled tricycle	22	56	4	8	90	20
PWD/N0302.N0302 Repair and Maintain Folding Wheelchair	26	50	12	5	93	20
PWD/N0303.Repair and Maintain Battery-Operated Motorized Tricycle/ Wheelchair	22	44	20	14	100	20
PWD/N0304.N0304 Repair and maintain Hearing Aids (Digital)	24	48	18	5	95	16
PWD/N9901.Follow Health, Safety and Hygiene Practices	20	30	-	-	50	12
PWD/N9902.Communicate effectively with others	20	30	-	10	60	12
Total	134	258	54	42	488	100

Optional: 1 Self Employment and Entrepreneurship Skills

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N9996.Plan for basic entrepreneurial activity	40	60	-	-	100	10
Total	40	60	0	0	0	10

Acronyms

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