

# Model Curriculum

## Field Technician – Network and Storage

**SECTOR: ELECTRONICS**  
**SUB-SECTOR: IT HARDWARE**  
**OCCUPATION: AFTER SALES SERVICE**  
**REF ID: ELE/Q4606 VERSION 1.0**  
**NSQF LEVEL: 4**



## Certificate

**COMPLIANCE TO  
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARD**

Is hereby issued by the

**Electronics Sector Skills Council of India**

for

**Skilling Content : Field Technician – Network and Storage**

Complying to National Occupational Standards of

**Job Role/QP : Field Technician – Network and Storage , QP No : ELE/Q4606 Level 4**

Date of Issuance : 08<sup>th</sup> May 2017

Valid up to\* : 07<sup>th</sup> May 2018

\*Valid upto the next QP Review Date or the date mentioned above (whichever is earlier)



Authorized Signatory  
Electronics Sector Skills Council of India

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# FIELD TECHNICIAN – NETWORK AND STORAGE

## CURRICULUM / SYLLABUS

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Field Technician – Network And Storage” Qualification Pack issued by “Electronic Sector Skill Council”.

<b>Program Name</b>	<b>Field Technician – Network and Storage</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	ELE/Q4606 VERSION 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	07-May-2017
<b>Pre-requisites to Training</b>	12th Standard pass / Diploma Graduate		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Ability to build interpersonal relationships, and have a customer centric approach</li> <li>• Develop critical thinking and conduct root cause analysis – Problem solving</li> <li>• Business Communication, email etiquette</li> <li>• Working with office package for reporting and documentation – MS-Word, Excel, PowerPoint</li> <li>• Installing and configuring the networking, servers and storage systems</li> <li>• Attending to field calls from client and Handle Complaints for system trouble shooting and repairs</li> <li>• Knowing the importance of SLAs and Company Processes</li> </ul>		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Hardware Essentials</b></p> <p><b>Theory Duration</b> (hh:mm) 22:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4602 ELE/N4603 ELE/N0009</p>	<ul style="list-style-type: none"> <li>• Understanding the different component of computer , Assembly of system               <ul style="list-style-type: none"> <li>○ Troubleshooting of the system</li> <li>○ To understand layout, Components and from factors of mother board.</li> <li>○ To understand the form factors ,slot types and different memory types</li> <li>○ To identify the types of Storage and To Recognize the methods of storage and different hardware components used storage.</li> </ul> </li> <li>• To identify the types of hardware components in the computer and differentiate it.</li> <li>• To understand the methods of troubleshooting storage, power supplies</li> <li>• To understand types of printer and scanner To recognize features used</li> <li>• Recognize the types of laptop devices and to understand note book concepts.</li> <li>• Recognize of the component of computer, troubleshooting and installing and configuring of operating system and it drives.</li> <li>• To understand importance of work etiquette. To understand the methods safety measure to be used</li> <li>• This will be Multiple question types.</li> <li>• Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Desktops</li> <li>• Laptops</li> <li>• Netbooks and Notebooks</li> <li>• Laser Printers</li> <li>• Ink Jet Printers</li> <li>• Dot Matrix Printers</li> <li>• Power adapters for each</li> <li>• Scanner</li> <li>• Soldering Iron</li> <li>• Multimeter</li> <li>• Repairing tools</li> </ul>
2	<p><b>Network Essentials</b></p> <p><b>Theory Duration</b> (hh:mm) 22:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4601 ELE/N4612 ELE/N4613 ELE/N0009</p>	<ul style="list-style-type: none"> <li>• To understand the networking, OSI Concepts</li> <li>• Recognize the Network technologies.</li> <li>• To understand the types of application functionality</li> <li>• To understand the colour coding for the Ethernet cable to be crimping. Recognize network adaptor configuration</li> <li>• Recognize the network designed structure.</li> <li>• To understand the different configuration methods of device</li> <li>• To understand method of self-motivation, self confidence.</li> <li>• This will be Multiple question type.</li> </ul>	<ul style="list-style-type: none"> <li>• Post cards</li> <li>• Screw Driver</li> <li>• Cables (RJ45)</li> <li>• Network switch</li> <li>• Routers</li> <li>• Server</li> <li>• LAN Tester</li> <li>• Crimping tool</li> </ul>

<p>3</p>	<p><b>Windows 7/10 Essentials</b></p> <p><b>Theory Duration</b> (hh:mm) 22:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4612 ELE/N4613</p>	<ul style="list-style-type: none"> <li>• Presenting their learnt knowledge</li> <li>• To understand features of windows client ,performance information ,tool configuration</li> <li>• To understand the methods of installation, upgrading and its features</li> <li>• To understand the method Configuring, maintaining, backup and recovery</li> <li>• Recognize the methods of installation, configuration, system security, maintaining of backup, recovery and backup.</li> <li>• To understand the method basic functions to be done, service to be provided, communicate effectively in formal situations.</li> <li>• This will be Multiple question type.</li> <li>• Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> </ul>
<p>4</p>	<p><b>Windows Server</b></p> <p><b>Theory Duration</b> (hh:mm) 22:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4612 ELE/N4613</p>	<ul style="list-style-type: none"> <li>• To understand Directory services and different functional levels</li> <li>• To understand methods of installing configuring Directory services.</li> <li>• To understand the methods of disaster recovery and backup.</li> <li>• Recognize the method of implementing secure domain, administrating and creation of user, maintaining group policies.</li> <li>• To understand the goals set, improving the reading skills</li> <li>• This will be multiple question type.</li> <li>• Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> </ul>
<p>5</p>	<p><b>Linux Server</b></p> <p><b>Theory Duration</b> (hh:mm) 22:00</p> <p><b>Practical Duration</b> (hh:mm) 22:00</p> <p><b>Corresponding NOS Code</b> ELE/N4612 ELE/N4613</p>	<ul style="list-style-type: none"> <li>• Recognize the Linux features, basic commands</li> <li>• To understand the methods of installing, configuring server and services</li> <li>• To understand the method of fault analysis, filesystem corruption.</li> <li>• To understand method of installing, configuring network adaptor, basic services, managing of storage.</li> <li>• To understand the impact, body language, verbal communication, comprehension.</li> <li>• This will be Multiple question type.</li> <li>• Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> </ul>
<p>6</p>	<p><b>IT Security fundamentals</b></p> <p><b>Theory Duration</b> (hh:mm) 25:00</p> <p><b>Practical Duration</b></p>	<ul style="list-style-type: none"> <li>• To understand the method of installing, configuring, outlook and concepts of anti-virus.</li> <li>• To understand the methods of identifying types and indication of virus, worms, Trojan etc.</li> <li>• To understand the compatibility</li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> </ul>

	(hh:mm) 25:00  <b>Corresponding NOS Code</b> ELE/N4612 ELE/N4613	issues and common errors. Recognize basic security risks <ul style="list-style-type: none"> <li>To understand methods of system vulnerability and fixing them and methods of measure to prevent them.</li> <li>To understand methods of having positive attitude, awareness, prioritize.</li> <li>This will be Multiple question type.</li> <li>Presenting their learnt knowledge</li> </ul>	
7	<b>Concepts of ITIL v3</b>  <b>Theory Duration</b> (hh:mm) 22:00 <b>Practical Duration</b> (hh:mm) 22:00  <b>Corresponding NOS Code</b> ELE/N0009 ELE/E4612 ELE/E4613	<ul style="list-style-type: none"> <li>To understand the method of monitoring,</li> <li>measuring and reporting</li> <li>To understand the Method of CSF, KPIs and Activity.</li> <li>To understand the methods of SLA, timeliness, response and resolution data</li> <li>To understand the problem management process flow, Determination resolution</li> <li>To Understand the methods Problem management, tracking report and control measures</li> <li>To understand the methods for learning new things at your work.</li> <li>This will be Multiple question type.</li> <li>Presenting their learnt knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Videos</li> <li>Powerpoint</li> <li>Laptop</li> <li>Projector</li> <li>Projector Screen</li> <li>White Board</li> </ul>
8	<b>Final Assessment</b>  <b>Theory Duration</b> (hh:mm) 22:00 <b>Practical Duration</b> (hh:mm) 22:00  <b>Corresponding NOS Code</b> ELE/N4601 ELE/N4612 ELE/N4613 ELE/N0009	<ul style="list-style-type: none"> <li>There will be two types of assessment             <ul style="list-style-type: none"> <li>Multiple choice</li> <li>Scenario based</li> </ul> </li> </ul>	
	<b>Total Duration</b>  <b>Theory Duration</b> <b>180:00</b>  <b>Practical Duration</b> <b>180:00</b>	<b>Unique Equipment Required:</b> <ul style="list-style-type: none"> <li>Cable</li> <li>Crimping Tool</li> <li>Desktop</li> <li>Digital Multimeter</li> <li>Dot Matrix Printer</li> <li>Ink Jet Printer</li> <li>Lan Tester</li> <li>Laptop</li> <li>Multi-Function Laser Printer</li> <li>Network Switch</li> <li>Post Cards</li> <li>Router</li> </ul>	

		<ul style="list-style-type: none"><li>• Scanner</li><li>• Screw Driver Set</li><li>• Soldering Iron</li></ul>
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Grand Total Course Duration: **360 Hours 00 Minutes**

(This syllabus/ curriculum has been approved **Electronics Sector Skills Council of India**)



## ANNEXURE A: TRAINER Pre-Requisites

### Trainer Prerequisites for Job role: “Field Technician – Network and Storage” mapped to Qualification Pack: “ELE/ Q4606 Version1.0”

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>ELE/Q4606 version 1.0</u> ”.
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for Earn and keep oneself updated with the latest in the mentioned field quality and for developing others; well-organised and focused, eager to learn.
3	<b>Minimum Educational Qualifications</b>	Degree with one year experience or Diploma with two years experience
4a	<b>Domain Certification</b>	Certified for Job Role: “Field Technician – Networking and Storage” mapped to QP: “ <u>ELE/Q4606</u> ”. Minimum accepted score 70 %
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/1402”. Minimum accepted score =70%
5	<b>Experience</b>	2 year of relevant Industrial and Trainer Exp.

## Annexure B: ASSESSMENT Criteria

<b>Assessment Criteria for Field Technician – Network and Storage</b>	
<b>Job Role</b>	<b>Field Technician – Network and Storage</b>
<b>Qualification Pack</b>	<b>ELE/ Q4606 version1.0</b>
<b>Sector Skill Council</b>	<b>Electronic</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
1	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.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 70% in every NOS
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Element	Performance Criteria	Total Marks (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
<b>1.ELE/N46 01 Engage with customers</b>	PC1. call the customer based on inputs logged into customer care	<b>100</b>	3	1	2
	PC2. greet the customer and listen to their problem attentively		3	1	2
	PC3. check with customer about time for visit, field work and confirm location		4	2	2
	PC4. follow etiquette when interacting with customers as per company policy such as politeness and patience		6	2	4
	PC5. seek feedback from the customers on completion of work		4	2	2
	PC6. understand location requirement for placement of system during and after installation		2	1	1
	PC7. seek inputs to understand symptoms for the problem faced		4	2	2
	PC8. ask open and close-ended questions to understand the specific problem		4	2	2
	PC9. inform customer about the replacement or repair process		4	2	2
	PC10. enquire about warranty coverage		3	1	2
	PC11. educate about other useful products and annual maintenance contract		3	1	2
	PC12. summarise the problem to customer and suggest the possible solutions		5	2	3
	PC13. inform customers on whether the module has to be replaced or repaired with reasons		5	2	3
	PC14. explain the customers on time taken, repair process and possible cost for the service or inclusion under warranty		5	2	3
	PC15. seek customer's approval for further service		5	2	3
	PC16. provide note to customers about the problem(s), actions taken and the cost associated and retain a copy		5	2	3
	PC17. provide appropriate invoice for any purchase of module or parts by customer		5	2	3
	PC18. interact with customer in time and within the specified Service Level Agreement (SLA) time		3	1	2
	PC19. identify the customer's requirement and available the resources and record		3	1	2
	PC20. accurately assess the problem and suggest		3	1	2

	appropriate solutions				
	PC21. offer the 100% service as per customer's requirements		3	1	2
	PC22. communicate problem effectively in order to secure customer's confidence		4	2	2
	PC23. gauge customer satisfaction with the installation and placement of device		4	2	2
	PC24. Achieve zero repeat or second escalation from customer		4	1	3
	PC25. achieve customer satisfaction on engagement behaviour such as listening to complaints or appropriate dressing		3	1	2
	PC26. achieve 100% customer satisfaction and positive feedback		3	1	2
		<b>TOTAL</b>	<b>100</b>	<b>40</b>	<b>60</b>
<b>2.</b>		<b>100</b>			
<b>ELE/N4612</b>	PC1. check site conditions		1	0	1
<b>Install,</b>	PC2. check and ensure any tailor-made system as required by the customer		1	0	1
<b>configure</b>	PC3. understand the system design		1	1	0
<b>and setup</b>	PC4. open the packaging of new product and take out the hardware carefully		1	0	1
<b>the</b>	PC5. connect all the hardware devices such as servers, storage device, networking devices		1	0	1
<b>networkin</b>	PC6. connect battery, plug in and switch on the system		1	0	1
<b>g and</b>	PC7. follow standard operating procedure while handling hardware modules with recommended material handling procedure		1	1	0
<b>storage</b>	PC8. follow the standard operating procedure for installation of each model of hardware devices and comply with them		1	1	0
<b>system</b>	PC9. place the system at a location as preferred by customer		1	0	1
	PC10. understand any temperature requirement for the servers and ensure compliance		1	1	0
	PC11. install the servers / storage equipment as per standard operating procedure		1	0	1
	PC12. install the networking device as per standard operating procedure		1	0	1
	PC13. ensure that appropriate device and model specific procedure is followed as per installation manual		1	0	1
	PC14. maintain zero-material defect during material handling by following standard operating procedure		1	0	1
	PC15. carry tools and manuals as per installation manual		1	1	0
	PC16. understand the system design requirements of customers and ensure all hardware equipment are		2	1	1

available			
PC17. understand the type of design architecture to be used in the system integration	2	1	1
PC18. configure networking device such as router by building a configuration file	2	1	1
PC19. log and upload the configuration of networking equipment	2	1	1
PC20. ensure all the computing system are connected with the storage equipment	2	1	1
PC21. follow the safety procedures while handling and installing the equipment	2	1	1
PC22. install and configure peripherals as standard operating procedure	2	1	1
PC23. ensure the placement of all hardware equipment are as per customer requirement	2	1	1
PC24. install the appropriate application software as per the server and storage requirement	3	1	2
PC25. load the appropriate networking device driver and set the device in the system	3	1	2
PC26. install ERP related software package as per client requirement	3	1	2
PC27. install additional software as per customer requirement	3	1	2
PC28. ensure that only authorised and licensed version of software is installed	3	1	2
PC29. connect the networking device, servers or storage and check system functions	3	1	2
PC30. perform unit and integration testing as per design requirement	4	2	2
PC31. ensure product functions are tested and demo given to the customer after hardware, software, and peripheral integration with reference to the installation manual	4	2	2
PC32. ensure that client is satisfied	3	1	2
PC33. measure and meet multipart calls norm against benchmark	2	1	1
PC34. complete the installation within the agreed Turn Around Time (TAT)	2	1	1
PC35. complete the call closure / installation in single visit	2	1	1
PC36. complete the task with the quality benchmark of the company	2	1	1
PC37. understand the customer requirement and queries on the hardware	2	1	1
PC38. educate customer on use of and procedures to be followed in operation of hardware	2	1	1
PC39. inform customer about warranty and other terms and conditions on the hardware devices	2	1	1

	PC40. provide adequate information about the hardware devices, operating procedure, maintenance, temperature control, etc., to the customer		2	1	1
	PC41. address the queries and issues raised by the customer on device		2	0	2
	PC42. inform customers clearly about warranty, and product terms and conditions		1	0	1
	PC43. provide customers on all the appropriate documents including invoice		1	0	1
	PC44. understand the work requirement from superior, periodically		2	1	1
	PC45. report to superior on the work completed		2	1	1
	PC46. escalate the customer issues and problems that cannot be handled at field level		2	1	1
	PC47. document the work completed on the company ERP software for tracking and future references		2	1	1
	PC48. achieve 100% on-time completion of field installation with reference to agreed target and time		3	1	2
	PC49. submit feedback form on customer satisfaction level with respect to the product installation		3	1	2
	PC50. find solutions to customer complaints and queries unresolved in the field		3	1	2
	PC51. report work status and prepare documentation as per company standards		3	1	2
			<b>100</b>	<b>40</b>	<b>60</b>
<b>3. ELE/N4613 Troubleshoot and fix equipment</b>	PC1. listen carefully to concerns registered by customer at customer care	<b>100</b>	2	1	1
	PC2. interact with customer on telephone for better understanding of concern before the visit		2	1	1
	PC3. commence field trip based on type of complaint		2	1	1
	PC4. understand the Turn Around Time (TAT) as per the Service Level Agreement (SLA)		2	1	1
	PC5. carry the troubleshooting instructions sheets		2	1	1
	PC6. understand the warranty, terms and conditions with relation to the product		2	1	1
	PC7. identify the type of problem and carry relevant tools and equipment based customer complaint and standard operating procedure		2	1	1
	PC8. assess whether replacement or repair of module may be required		1	0	1
	PC9. ensure timely reporting and maintain punctuality		2	1	1
	PC10. carry only 100% approved and verified field replaceable parts for repairing or replacing		2	1	1
	PC11. decide on whether it can be repaired in field or at company's test centre		1	0	1

PC12. understand the frequently encountered problems in the storage system and solution for them	2	1	1
PC13. understand the problems experienced by the customer	2	1	1
PC14. conduct root-cause analysis and identify the likely problem area	2	1	1
PC15. diagnose the issue in networking device	2	1	1
PC16. confirm all the issues in the storage by conducting standard diagnostics procedure	2	1	1
PC17. coordinate with remote technical team to diagnose and confirm the issues faced in the storage system	2	1	1
PC18. disassemble and check each part of networking, servers / storage system to isolate the failed module	2	1	1
PC19. follow standard operating procedure while handling hardware modules such as handling PCB with ESD standards	2	1	1
PC20. make decision on whether the part can be replaced or component should be repaired	1	0	1
PC21. identify the solution design where the module to be replaced or software to be installed or updated	2	1	1
PC22. decide on whether to replace module or send to repair centre	1	0	1
PC23. if the module has to be replaced, disassemble the system, remove and replace and re-assemble the system	2	1	1
PC24. if soldering needs to be done, use manual hand soldering iron unit to solder the components or parts	2	1	1
PC25. if there is any operating system error, software related issues, reinstall the software or fix the issues	2	1	1
PC26. fix the common problems faced with peripherals and networking devices	2	1	1
PC27. escalate the problems which cannot be addressed at field level to the superior for servicing at company's repair stations	2	1	1
PC28. coordinate with remote technical helpdesk to seek technical assistance in the field	2	1	1
PC29. explain clearly the symptoms in the system to the remote technical helpdesk and perform the work as per their instructions	2	1	1
PC30. perform diagnosis and troubleshooting as per remote technical helpdesk instructions	2	1	1
PC31. follow appropriate safety procedures while handling tools such as soldering iron	2	1	1
PC32. ensure system function is tested after new hardware modules or software is installed	2	1	1
PC33. understand clearly the requirement before field visit	2	1	1
PC34. report percentage of call closure in multiple visits	2	1	1

	against benchmark			
	PC35. ensure no sub-standard or unverified parts are used in replacing	2	1	1
	PC36. attend to the client location as per the time decided in the service level agreement with the client	2	1	1
	PC37. complete the function within the agreed Turn Around Time (TAT) and as per the Service level agreement with the client	2	1	1
	PC38. complete the call closure in single visit	2	1	1
	PC39. complete the task with the quality benchmark of the company	2	0	2
	PC40. meet monthly or daily target given	1	0	1
	PC41. inform customer about the problem, action to be taken	2	1	1
	PC42. inform customer on adequate information about hardware device or software	2	1	1
	PC43. instruct customer on use of and procedures to be followed for operating the system or hardware	2	1	1
	PC44. confirm acceptance before replacing module or sending for repairs to company	2	1	1
	PC45. inform customer about warranty and other terms and conditions on the replaced or repaired hardware devices	2	1	1
	PC46. provide relevant documents to customers on completion of work	2	1	1
	PC47. achieve 100% satisfaction with customer on post sales service	2	0	2
	PC48. receive the work order from the superior or customer care about the complaint registered	1	0	1
	PC49. report on the work load and completion status	2	0	2
	PC50. find solutions to customer complaints and queries that are unresolved in the field	2	0	2
	PC51. escalate the problems that cannot be resolved at field level with reason	2	0	2
	PC52. report 100% on time completion of field repair or hardware replacement with reference to agreed target and time or reasons for not meeting target	1	0	1
	PC53. submit the feedback form on customer satisfaction level with respect to the product repair	1	0	1
	PC54. accurately report work status through proper documentation as per company's standards	1	0	1
	PC55. create knowledge bank on the complex repairs made through documentation	1	0	1
	<b>TOTAL</b>	<b>100</b>	<b>40</b>	<b>60</b>



<b>4. ELE/N9909 Coordinate with colleagues and co- workers</b>	PC1. understand and assess work requirements	<b>100</b>	5	2	3
	PC2. understand the targets and incentives		5	2	3
	PC3. understand new operating procedures and constraints		5	2	3
	PC4. report problems in the field		5	2	3
	PC5. resolve personnel issues		5	2	3
	PC6. receive feedback on work standards and customer satisfaction		5	2	3
	PC7. communicate any potential hazards at a particular location		5	2	3
	PC8. meet given targets		5	2	3
	PC9. deliver work of expected quality despite constraints		5	2	3
	PC10. receive positive feedback on behaviour and attitude shown during interaction		5	2	3
	PC11. interact with colleagues from different functions and understand the nature of their work		10	4	6
	PC12. receive spares from tool room or stores; deposit faulty modules and tools to stores		10	4	6
	PC13. pass on customer complaints to colleagues in a respective geographical area		10	4	6
	PC14. assist colleagues with resolving field problems, conflicts and achieve smooth workflow		10	4	6
	PC15. follow the company policy during cross functional interaction		10	4	6
	<b>TOTAL</b>	<b>100</b>	<b>40</b>	<b>60</b>	