Model Curriculum

QP Name: Grass Root Telecom Provider

QP Code: TEL/Q6207

QP Version: 4.0

NSQF Level: 4

Model Curriculum Version: 1.0

Telecom Sector Skill Council
Estel House, 3rd Floor, Plot No:- 126, Sector 44
Gurugram, Haryana 122003

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Training Parameters

Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network Operation and Maintenance
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7422.0202
Minimum Educational Qualification & Experience	11th grade pass **OR** Completed 1st year of 3- year diploma (after 10th) and pursuing regular diploma **OR** 10th grade pass and pursuing continuous schooling **OR** 10th Grade Pass with 2-year relevant experience **OR** Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass with 2-year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	17 Years
Last Reviewed On	27/01/2022
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
QP Version	4.0
Model Curriculum Creation Date	27/01/2022
Model Curriculum Valid Up to Date	27/01/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	540 Hours, 0 Minutes
Maximum Duration of the Course	540 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Maintain site hygiene
- Implement site security measures
- Perform preventive maintenance
- Promote use of telecom devices
- Provide basic telecom services
- Organize work and resources as per health and safety standards
- Interact effectively with others while being sensitive of gender and persons with disabilities

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	**20:00**	**10:00**	**00:00**	**-**	**30:00**
Role and Responsibilities of a Grass Root Telecom Provider *Bridge Module*	20:00	10:00	00:00	-	30:00
TEL/N6226 – Maintain site security and hygiene **NOS Version No. 1.0** **NSQF Level 4**	**50:00**	**60:00**	**40:00**	**-**	**150:00**
Maintain site hygiene and implement security	50:00	60:00	40:00	-	150:00
TEL/N6227 – Perform preventive maintenance of Optical Network Terminal (ONT) components **NOS Version No. 1.0** **NSQF Level 4**	**30:00**	**50:00**	**40:00**	**-**	**120:00**
Perform preventive maintenance	30:00	50:00	40:00	-	120:00
TEL/N6228 – Promote use of Devices and Provide Services **NOS Version No. 1.0** **NSQF Level 4**	**30:00**	**50:00**	**40:00**	**-**	**120:00**

Promote usage of devices and provide services	30:00	50:00	40:00	-	120:00
TEL/N9101 – Organise work and resources as per health and safety standards **NOS Version No. 1.0** **NSQF Level 4**	**10:00**	**20:00**	**00:00**	-	**30:00**
Plan Work Effectively, Optimise Resources and Implement Safety Practices	10:00	20:00	00:00	-	30:00
TEL/N9102 – Interact effectively with team members and customers **NOS Version No. 1.0** **NSQF Level 4**	**10:00**	**20:00**	**00:00**	-	**30:00**
Communication and interpersonal skills	10:00	20:00	00:00	-	30:00
DGT/VSQ/N0102 Employability Skills (60 Hours)	60:00	00:00	00:00	-	60:00
Total Duration	**210:00**	**210:00**	**120:00**	-	**540:00**

Module Details

Module 1: Role and Responsibilities of a Grass Root Telecom Provider
Mapped to Bridge Module

Terminal Outcomes:

- Identify work requirements of grass root telecom provider.

Duration: *20:00*	Duration: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the role and responsibilities of grass root telecom provider. - Describe the size and scope of the Telecom industry and its various sub-sectors. - Discuss the various opportunities for a grass root telecom provider in the Telecom industry. - Recognize the organisational policies on incentives, delivery standards, personnel management and public relations (PR) pertinent to the job role. - Identify the documentation involved in the different processes of maintaining Optical Network Terminal (ONT) sites. - Identify the standard checklists and schedules recommended by the operating companies (OPCOs). - Appreciate and follow the safety, health and environmental policies and regulations for the workplace as well as for telecom sites in general.	- Monitoring equipment and record keeping. - Coordinating activities for site security and hygiene. - Performing maintenance and repairs at the ONT site. - Demonstrate how to verify cables for damage and replace if required.
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Documents of standard operating procedures, code of conduct, checklists, installation and troubleshooting tools/equipment's, status report	

Module 2: Maintain Site Hygiene and Implement Security
Mapped to TEL/N6226, v2.0

Terminal Outcomes:

- Maintain site hygiene
- Implement site security measures

Duration: 50:00	**Duration**: 60:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Outline the standard organisational guidelines with respect to upkeep and preventive maintenance of Optical Network Terminal (ONT) • Explain the standard operating procedure maintaining hygiene at the Optical Network Terminal (ONT) site • Discuss the procedure to be followed for reporting any problems/faults associated with equipment • Explain functionality of various equipment used at the site such as Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB), battery bank and fire extinguisher • Describe the wiring set up at the site for efficient maintenance and repair • Explain the type, functionality and working of a fire extinguisher	• Perform all functions necessary to maintain site and equipment hygiene and implement security measures • Illustrate how to interact with supervisors to resolve issues and implement technology up gradation • Maintain proper coordination with Gram Panchayat for smooth operations • Demonstrate how to check functionality of various equipment/components such as Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB), battery bank and fire extinguisher as well as cable connectors • Repair any damage associated with equipment and cables and report to supervisor in case of any issue • Demonstrate the usage of fire extinguisher for controlling fire • Maintain records of various activities as well as repair/replacement in proper format
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Product Manuals, Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB), battery bank and fire extinguisher Laptop with site maintenance software	

Module 3: Perform Preventive Maintenance
Mapped to TEL/N6227, v2.0

Terminal Outcomes:
- Perform preventive maintenance

Duration: *30:00*	Duration: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Outline the guidelines to be followed for preventive maintenance of equipment • Describe importance of keeping the Optical Network Terminal(ONT) operational • Explain the necessity to adhere to the preventive maintenance schedule • Discuss the various troubleshooting procedures for Optical Network Terminal (ONT) • Explain functionality of various equipment used at the site such as Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB), battery bank and fire extinguisher • Discuss the specifications of wiring patch cords and pigtails • Explain the organizational guidelines for reporting and documentation procedure	• Infer the given preventive maintenance schedule, ensure availability of equipment to be maintained • Create reports and maintain records of maintenance performed in prescribed formats • Observe the parameters of the CCU panel and interpret alarms • Demonstrate an examination and replacement of patch cords, pigtails, battery bank and SPV panels • Demonstrate the procedure to report to the supervisor in case of any issue

Classroom Aids:

Laptop, white board, marker, projector

Tools, Equipment and Other Requirements

Complete range of accessories, equipment repairing tool kit,

Product Manuals, Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB), battery bank

Laptop with MS Office

Module 4: Promote usage of devices and provide services
Mapped to TEL/N6228, v2.0

Terminal Outcomes:
- Promote use of telecom devices
- Provide basic telecom services

Duration: *30:00*	Duration: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe importance of making people aware of the services being provided • Explain broadband and its applications • Describe the features of various local devices • Explain functionality of various equipment such as laptop, smartphones, tablets, modem, routers, UPS, cables and e-terminals • Describe the hardware and software configuration of the device • Summarize common problems and solutions for users/customers using telecom devices	• Demonstrate how to make people aware of the range of products as well as need and usage of local devices • Demonstrate the installation and configuration of personal telecom devices such as smartphone, tablets etc. • Operate and troubleshoot various telecom devices • Collect fees/bill from users after distributing the bill • Exhibit the maintenance of all records and documentation (like rent agreements, utility bills, etc.) and reporting to the supervisor punctually.

Classroom Aids:
Laptop, white board, marker, projector

Tools, Equipment and Other Requirements
Complete range of accessories, equipment repairing tool kit,
Product Manuals, Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB), battery bank
Laptop with MS Office

Module 5: Plan Work Effectively, Optimise Resources and Implement Safety Practices
Mapped to TEL/N9101, v1.0

Terminal Outcomes:

- Explain how to plan work effectively, implement safety practices and optimise use of resources.

Duration: *10:00*	Duration: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• List the recent skills and technologies prevalent in the telecom industry. • Discuss the commonly occurring problems with their causes and solutions. • State the importance of keeping the workplace clean, safe and tidy. • List different types of hazards and the procedure to report it to the supervisor. • List the precautionary steps one needs to follow while handling hazardous materials. • State the importance of participating in fire drills and other safety workshops. • Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers. • List the different methods of cleaning, disinfection, sanitization, etc. • Discuss the importance of self-quarantine or self-isolation. • Explain the path of disease transmission. • Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps, if any. • Explain the ways to optimize usage of resources. • Discuss various methods of waste management and disposal. • List the different categories of waste for the purpose of segregation. • Differentiate between recyclable and non-recyclable waste. • State the importance of using appropriate color dustbins for different types of waste. • Discuss the common sources of pollution and ways to minimize it.	• Prepare a time schedule to complete the tasks on the given time. • Demonstrate the use of safety equipment such as goggles, gloves, ear plugs, shoes, etc. • Demonstrate the correct postures while working and handling hazardous materials at the workplace. • Demonstrate how to evacuate the workplace in case of an emergency. • Show how to sanitize and disinfect one's work area regularly. • Demonstrate the correct way of washing hands using soap and water. • Demonstrate the correct way of sanitizing hands using alcohol-based hand rubs. • Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc. • Demonstrate warning labels, symbols and other related signages. • Perform basic checks to identify any spills and leaks and that need to be plugged /Stopped. • Demonstrate different disposal techniques depending upon different types of waste. • Employ different ways to clean and check if equipment/machines are functioning as per requirements and report malfunctioning, if observed. • Demonstrate ways for efficient utilization of material and water.
Classroom Aids	
White board/ black board marker / chalk, Duster, Computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher and First aid kit	

Module 6: Communication and interpersonal skills
Mapped to TEL/N9102, v1.0

Terminal Outcomes:

- Discuss how to communicate effectively and develop interpersonal skills
- Explain the importance of developing sensitivity towards differently abled people

Duration: *10:00*	**Duration**: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of following the standard operating procedures of the company w.r.t priority, confidentiality and security. - Explain the standard procedure of communication and escalations of issues at the workplace. - Discuss the importance of timely rectification of issues. - State the importance of coordinating and resolving conflicts with the team members to achieve smooth workflow. - Discuss about the different types of disabilities with their respective issues. - List health and safety requirements for persons with disability. - Describe the rights, duties and benefits available at workplace for person with disability. - Explain the process of recruiting people with disability for a specific job. - Discuss the specific ways to help people with disability to overcome the challenges.	- Use different modes of communication as per requirement and need. - Prepare a sample report of the commonly occurring errors and their solutions. - Demonstrate the use of gender and PwD (Person with Disability) inclusive language. - Prepare a list of institutes and government schemes that help PwD in overcoming challenges. - Demonstrate the ideal behavior with a PwD in an organization.
Classroom Aids	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, organization structure	

Module 7: On-the-Job Training
Mapped to Grass Root Telecom Provider

Mandatory Duration: *120:00*	Recommended Duration: *00:00*
Location: On-Site	

Terminal Outcomes

1. Perform functional testing of the installed system.

2. Conduct various tests such as speed test, ping test, trace routes, etc.

3. Troubleshoot faults or other service-related issues.

4. Demonstrate how to re-connect/crimp cable pairs with connector.

5. Perform appropriate steps to connect CPE to laptop/CPU/portable device.

6. Check the functioning of the system on all devices and rectify issues, if any.

7. Ensure to record test readings and observations as per prescribed format.

8. Monitor the system to check drop connectivity or in-house signal leakage, if any.

9. Troubleshoot and repair the system and again check for signal strength and functioning.

10. Report all tasks and their status to supervisor.

Module 8: DGT/VSQ/N0102 Employability Skills (60 hours)
Mapped to Grass Root Telecom Provider

Mandatory Duration: *60:00*			
Location: On-Site			

S.No.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	• Discuss the Employability Skills required for jobs in various industries. • List different learning and employability related GOI and private portals and their usage.	1.5
2.	Constitutional values - Citizenship	• Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen. • Show how to practice different environmentally sustainable practices.	1.5
3.	Becoming a Professional in the 21st Century	• Discuss importance of relevant 21st century skills. • Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. • Describe the benefits of continuous learning.	2.5
4.	Basic English Skills	• Show how to use basic English sentences for every day. conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English • Write a short note/paragraph / letter/e -mail using basic English.	10
5.	Career Development & Goal Setting	• Create a career development plan with well-defined short- and long-term goals.	2
6.	Communication Skills	• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. • Explain the importance of active listening for effective communication. • Discuss the significance of working collaboratively with others in a team.	5
7.	Diversity & Inclusion	• Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD. • Discuss the significance of escalating sexual harassment issues as per POSH act.	2.5
8.	Financial and Legal Literacy	• Outline the importance of selecting the right financial institution, product, and service. • Demonstrate how to carry out offline and online financial transactions, safely and securely. • List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids.	5
9.	Essential Digital Skills	• Describe the role of digital technology in today's life. • Demonstrate how to operate digital devices and use the	10

S No.			Quantity
		associated applications and features, safely and securely.	
		• Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely.	
		• Create sample word documents, excel sheets and presentations using basic features.	
		• Utilize virtual collaboration tools to work effectively.	
10.	Entrepreneurship	• Explain the types of entrepreneurship and enterprises.	7
		• Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan.	
		• Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement.	
		• Create a sample business plan, for the selected business opportunity.	
11	Customer Service	• Describe the significance of analyzing different types and needs of customers.	5
		• Explain the significance of identifying customer needs and responding to them in a professional manner.	
		• Discuss the significance of maintaining hygiene and dressing appropriately.	
12	Getting Ready for Apprenticeship & Jobs	• Create a professional Curriculum Vitae (CV).	8
		• Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively.	
		• Discuss the significance of maintaining hygiene and confidence during an interview.	
		• Perform a mock interview.	
		• List the steps for searching and registering for apprenticeship opportunities.	

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS		
S No.	**Name of the Equipment**	**Quantity**
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required

Note: Above Tools &Equipment not required, if Computer LAB is available in the institute.

Annexure

Trainer Requirements (*Grass Root Telecom Provider*)

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	*Specialization*	*Years*	*Specialization*	
Diploma	Science/Electronics/ Telecom/IT and other related domains	2	Optical Fiber/ Broadband Domain	0	NA	Eligible for ToT program
Graduate	Science/Electronics/ Telecom/IT and other relevant domains	1	Optical Fiber/ Broadband Domain	0	NA	Eligible for ToT program

Trainer Certification	
Domain Certification	**Platform Certification**
Job Role: "Grass Root Telecom Provider Level 4" "TEL/Q6207 v2.0", Minimum accepted score is 80%	Job Role: "Trainer", "MEP/Q2601 v1.0", Minimum Accepted score is 80%

Assessor Requirements (*Grass Root Telecom Provider*)

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	*Specialization*	*Years*	*Specialization*	
Diploma	Science/Electronics/ Telecom/IT and other related domains	2	Optical Fiber/ Broadband Domain	0	NA	Eligible for ToA program
Graduate	Science/Electronics/ Telecom/IT and other relevant domains	1	Optical Fiber/ Broadband Domain	0	NA	Eligible for ToA program

Assessor Certification	
Domain Certification	**Platform Certification**
Job Role: "Grass Root Telecom Provider Level 4" "TEL/Q6207 v2.0", Minimum accepted score is 80%	Job Role: "Assessor", "MEP/Q2701 v1.0", Minimum Accepted score is 80%

Trainer Requirements (Employability Skills 60 hours)

Trainer Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Graduate/CITS	Any discipline			2	Teaching experience	Prospective ES trainer should:
Current ITI trainers	Employability Skills Training (3 days full-time course done between 2019-2022)					• have good communication skills
Certified current EEE trainers (155 hours)	from Management SSC (MEPSC)					• be well versed in English • have digital skills • have attention to detail • be adaptable
Certified Trainer	Qualification Pack: Trainer (MEP/Q0102)					• have willingness to learn

Trainer Certification	
Domain Certification	**Platform Certification**
Certified in 60-hour Employability NOS (2022), with a minimum score of 80% OR Certified in 120-, 90-hour Employability NOS (2022), with a minimum score of 80%	NA

Master Trainer Requirements (Employability Skills 60 hours)

Master Trainer Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate/CITS	Any discipline			3	Employability Skills curriculum training experience with an interest to train as well as orient other peer trainers	Prospective ES Master trainer should: • have good communication skills • be well versed in English • have basic digital skills • have attention to detail • be adaptable • have willingness to learn • be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others
Certified Master Trainer	Qualification Pack: Master Trainer (MEP/Q2602			3	EEE training of Management SSC (MEPSC) (155 hours)	

Master Trainer Certification	
Domain Certification	**Platform Certification**
Certified in 60-hour Employability NOS (2022), with a minimum score of **90%.** **OR** Certified in 120-, 90-hour Employability NOS (2022), with a minimum score of **90%**	NA

Assessment Strategy

1. Assessment System Overview:

   - Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
   - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
   - Assessment agency deploys the ToA certified Assessor for executing the assessment
   - SSC monitors the assessment process & records

2. Testing Environment:

   - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
   - Check the duration of the training.
   - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
   - If the batch size is more than 30, then there should be 2 Assessors.
   - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
   - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
   - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
   - Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

   - Question papers created by the Subject Matter Experts (SME)
   - Question papers created by the SME verified by the other subject Matter Experts
   - Questions are mapped with NOS and PC
   - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
   - Assessor must be ToA certified & trainer must be ToT Certified
   - Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:
   - Time-stamped & geotagged reporting of the assessor from assessment location
   - Center photographs with signboards and scheme specific branding
   - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
   - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:
   - Surprise visit to the assessment location
   - Random audit of the batch
   - Random audit of any candidate

6. Method for assessment documentation, archiving, and access
   - Hard copies of the documents are stored
   - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
   - Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

Assessment Strategy (Employability Skills 60 hours)

The trainee will be tested for the acquired skill, knowledge and attitude through formative/summative assessment at the end of the course and as this NOS and MC is adopted across sectors and qualifications, the respective AB can conduct the assessments as per their requirements.

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
SOP	Standard Operating Procedures
OLT	Optical Line Terminal
NOC	Network Operation Centre
ONT	Optical Network Terminal
CCU	Charge Controller Unit
SPV	Solar Photo Voltaic
TJB	Telephone Junction Box
ES	Employability Skills