

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

NSDA Reference

*To be added by
NSDA*

Revised by NSDA 25 May, 2015

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Aerospace & Aviation Sector Skill Council (AASSC)

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List of documents submitted in support of the Qualifications File

1. Career Map/ Progression of **Technical Services Engineer**–
Refer Career Paths – 8 MRO Job Roles : Annexure 1
<C:\Users\Chetan-AASSC\Desktop\8 MRO Job Roles>
2. QP - **AAS/Q2101**– [Annexure 2](#)
3. Skill Reports within the Aviation sector – [Annexure 3](#)

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

SUMMARY

Qualification Title	Technical Services Engineer
Qualification Code	AAS/Q2101
Nco code and occupation	NCO-2015/Nil
Industry as per NIC	NIL
Nature and purpose of the qualification	<p>Nature of the qualification</p> <ul style="list-style-type: none">- a Qualification Pack (QP) <p>The main purpose of the qualification</p> <ul style="list-style-type: none">- A Technical Services Engineer is responsible for assisting the Marketing Department in analysing major engineering projects for future contracts, maintenance and control of Contracted customers' Maintenance Schedules, control and distribution of all technical information received by Airline/MRO, establishing technical standards for maintenance, repair and overhaul of aircraft structures, engines and components etc
Body/bodies which will award the qualification	AASSC (Aerospace and Aviation Sector Skill Council)
Body which will accredit providers to offer courses leading to the qualification	AASSC (Aerospace and Aviation Sector Skill Council)
Body/bodies which will carry out assessment of learners	<ol style="list-style-type: none">1. Skills mantra edutech consulting India Pvt.Ltd2. India Skills Pvt Ltd3. Cocubes technologies Private Limited4. Asipring Minds Assessments Pt.Ltd5. Mettl India Pvt Ltd/Induslynk Training Services Pvt Ltd6. Formac Software Services Pvt. Ltd.
Occupation(s) to which the qualification gives access	Technical Services Engineer -Technical Services
Licensing requirements	-
Level of the qualification in the NSQF	5
Anticipated volume of training/learning required to complete the qualification	384 hours
Entry requirements and/or recommendations	<p>Minimum Educational Qualifications: Graduate (B.E/B.Tech)</p> <p>Minimum Job Entry Age- 21years</p>
Progression from the qualification	Manager Technical Services (level 7)

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Planned arrangements for the Recognition of Prior learning (RPL)	RPL arrangements and policies are under development
International comparability where known	International comparability and country specific studies will be done at a later stage
Date of planned review of the qualification.	March 2020

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Formal structure of the qualification			
Title of component and identification code.	Mandatory/ Optional	Estimated size (learning hours)	Level
1. AAS/N0502 Follow safety and security procedures	Mandatory	48	3
2. AAS/N2101 Provide technical services to the maintenance team	Mandatory	336	5
Add boxes as required for alignment.			

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum Document or a Qualification Pack.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 1 ASSESSMENT

Body/Bodies which will carry out assessment:

If there will be more than one assessment body for this qualification, give details.

- From the list of empanelled assessment bodies reviewed over a period of time.

How will RPL assessment be managed and who will carry it out?

- AASSC recognises that there may be candidates who have prior learning experience in the Aviation and Aerospace sector and are desirous of being certified. Such candidates can apply to AASSC for testing and certification of their skills, and they will be allotted a training provider/TC for being tested. Documentation for such candidates will be done by the Training provider / TC. Certificates of successful candidates will be despatched to the TP/TC for distribution to them.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

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Assessment will be based on the concept of Independent Assessors empanelled with Assessment Agencies, identified, selected, trained and certified on Assessment techniques. The assessors would be aligned to assess as per the laid down criteria.

Assessment Agency would conduct assessment only at the training centres of the Training Partner or designated testing centers authorised by AASSC.

Ideally, the assessment will be a continuous process comprising of two assessments:

1. A Mid- term assessment
2. Final / Term assessment.

Each National Occupational Standard (NOS) in the respective QPs will be assigned weightage. Therein each Performance Criteria in the NOS will be assigned marks for theory and / or practical based on relative importance and criticality of function.

This will facilitate preparation of question bank / paper sets for each of the QPs. Each of these papers sets / question bank so created by the Assessment Agency will be validated by the industry subject matter experts through FICSI, especially with regard to the practical test and the defined tolerances, finish, accuracy etc.

The following tools are proposed to be used for final assessment:

i. **Written Test:** This will comprise of (i) True / False Statements (ii) Multiple Choice Questions (iii) Matching Type Questions. Online system for this will be preferred.

ii. **Practical Test:** This will comprise a test job to be prepared as per project briefing following appropriate working steps, using necessary tools, equipment and instruments. Through observation

it will be possible to ascertain candidate's aptitude, attention to details, quality consciousness etc. The end product will be measured against the pre-decided MCQ filled by the Assessor to gauge the level of his skill achievements.

iii. **Structured Interview:** This tool will be used to assess the conceptual understanding and the behavioral aspects as regards the job role and the specific task at hand.

- The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria.
 - The assessment papers are developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment sets will be then reviewed by AASSC official for consistency.
 - The assessments are designed so as to assess maximum parts during the practical hands on work. The technical limitations at the training centres are taken care in theory and viva.
 - The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments. The assessment agencies are instructed to ideally have assessor with minimum 15 years industry experience as an ITI graduate / minimum 10 years' industry experience as diploma engineer and minimum 5 years' industry experience as graduate engineer.
 - The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to AASSC Assessment Framework, competency based assessments, assessors guide etc.
 - The assessors are provided with assessors guide developed by the Subject Matter Expert of the assessment agency as per the assessment framework. The assessment guides are developed to ensure the maximum possible consistency in the assessment by different assessors and elaborate on the following
1. Qualification Pack Structure
 2. Guidance for the assessor to conduct theory, practical and viva assessments
 3. Guidance for trainees to be given by assessor before the start of the assessments.
 4. Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
 5. Viva guidance for uniformity and consistency across the batch.
- The assessment by assessment agency will be completely based on the assessment criteria as mentioned in the Qualification Pack. Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function and training infrastructure..

Please attach any documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Job Role: Technical Services Engineer

Qualification Pack: AAS/Q2101

Sector Skill Council: Aerospace and Aviation Sector Skill Council

Guidelines for Assessment
<p>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</p> <p>2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC</p> <p>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)</p> <p>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria</p> <p>5. To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate</p> <p>6. The marks are allocated PC wise, however, every NOS will carry a weightage in the total marks allocated to the specific QP</p>

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. AAS/N0502 Follow safety and security procedures	PC 1. comply with the organization's safety and security policies and procedures	100	10	5	5
	PC 2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference		10	5	5
	PC 3. report any identification breaches of safety, and security policies and procedures to the designated person		10	5	5
	PC 4. coordinate with other resource at the workplace (within and outside the organization) to achieve safe and secure environment		20	10	10
	PC 5. identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limit of individual's authority		10	5	5

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

	PC 6. report any hazards outside the individual's authority to the relevant person in line with organizational procedures and regulatory guidelines	20	10	10
	PC 7. follow organization's emergency procedures for accidents, fires or acts of unlawful interference	5	2	3
	PC 8. identify and recommend opportunities for improving health, safety, and security to the designated person	10	8	2
	PC 9. ensure all health and safety records are updated and procedures well defined	5	2	3
	Total	100	52	48

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
2. AAS/N2101 Provide technical services to the maintenance team	PC1. compile the Technical Standards of all aircraft operated by Contracted customers	100	5	2	3
	PC2. Provide the technical support of all aircraft being maintained by airline/MRO		5	2	3
	PC3. liaise with aircraft manufactures vendors, overhaul agencies and other airlines on behalf of Contracted customers and airline/MRO Departments to achieve its objective		5	2	3
	PC4. provide technical support to all departments in airline/MRO, and all it's Contracted customers and to design facilities, access equipment, test stands etc.		5	2	3
	PC5. assist the Marketing Department in analysing major engineering projects for future contracts		5	2	3
	PC6. undertake the maintenance and control of Contracted customers' Maintenance Schedules		5	2	3
	PC7. undertake the control and distribution of all technical information received by airline/MRO		5	2	3

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

	PC8. optimize maintenance and overhaul costs of all Contracted customers, airborne equipment and servicing/ overhaul equipment whilst meeting airworthiness standard	5	2	3
	PC9. establish technical standards for maintenance, repair and overhaul of aircraft structures, engines and components	4	2	2
	PC10. provide guidance to other airline/MRO departments on all matters relating to maintenance, repair, overhaul, replacement and modification of aircraft and equipment, including purchase of new equipment	4	2	2
	PC11. maintain regular contact with all Technical departments in airline/MRO, Contracted customers' flight Operations, Customer Services Departments etc.	4	2	2
	PC12. maintain and develop contacts with aircraft and component manufacturers and overhaul/ maintenance agencies	4	2	2
	PC13. evaluate technical requirements of major projects as requested by Contracted customers	4	2	2
	PC14. support Contracted customers' Condition Monitoring Programme	4	2	2
	PC15. process all applicable technical documents and literature through the Technical Publications Systems	4	2	2
	PC16. support the Contracted customers maintenance programmes by attendance at various meetings	4	2	2
	PC17. attend conferences, workshops etc. as necessary to remain abreast of technical advances in the aviation field with respect to Contracted customers' aircraft	4	2	2
	PC18. initiate of modification to improve performance and reliability and reduce costs of maintenance and overhaul, without compromising airworthiness	4	2	2

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

	standards			
	PC19. assess and evaluate manufacturers' and regulatory authorities' technical data and recommend appropriate action to meet the above objectives. Negotiating with manufacturers' as necessary, and reproducing manufacturers Service Bulletins or other technical literature as airline/MRO Documentation	4	2	2
	PC20. raise in-house modifications and repair schemes etc. including any specialized tools or equipment required	4	2	2
	PC21. assist all Contracted customers Operations Dept. in all technical matters, including amendments to the Minimum Equipment List and the Operations Manual/ Aircraft Flight Manual. Liaise with them on changes and modifications to aircraft and procedures	4	2	2
	PC22. investigate incidents and accidents (ASR), initiate follow up action as required. Investigate component and system and system failure and initiate follow up remedial action as requested by QA	4	2	2
	PC23. approve within the scope of delegated authority or raise for approval by the regulatory authorities technical drawings of modifications and repair schemes for aircraft structures/ engines or components, design deviations on aircraft/ engines, components, parts etc., which are outside the defined manual limits but are considered safe to operate	4	2	2
	Total	100	46	54

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Means of assessment 1 Written/ Viva Exam
Means of assessment 2 On the Job Observation/ work deliverables/ record sheets for practicals
Pass/Fail Practical: 70% Theory: 70%

Complete a grid for each component as listed in “Formal structure of the the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Title of Component:

Outcomes to be assessed	Assessment criteria for the outcome
Means of assessment 1	
Means of assessment 2 Add boxes as required.	
Pass/Fail	

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

SECTION 2

EVIDENCE OF LEVEL

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

OPTION A

Title/Name of qualification/component: Technical Services Engineer		Level: 5	
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

OPTION B

Title/Name of qualification/component: Technical Services Engineer		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	A Technical Services Engineer is responsible for assisting the Marketing Department in analysing major engineering projects for future contracts, maintenance and control of Contracted customers' Maintenance Schedules, control and distribution of all technical information received by Airline/MRO, establishing technical standards for maintenance, repair and overhaul of aircraft structures, engines and components etc	<p>The job holder is responsible for carrying out activities such as that requires well developed skill, with clear choice of procedures in a familiar context and also have skills in handling situations when problems arise. The job holder is responsible for the provide service for assisting the Marketing Department in analysing major engineering projects for future contracts, maintenance and control of Contracted Customers' Maintenance Schedules, control and distribution of all technical information received by Airline/MRO.</p> <p>Hence, it qualifies as a Level 5 Role.</p> <p>Since it does involve to choose from several choices to be made in the context in broad range of activity involving standard and non-standard practises, role does not qualify for Level 6.</p> <p>At the same time, the job holder is not required to work in familiar, predictable and routine situations. He is also not a 'skilled' worker, the job role cannot be pegged at level 4.</p> <p>For ex: Control and distribution of all technical information received by Airline/MRO, provide technical support of all aircraft being maintained by airline/MRO, establishing technical standards for maintenance, repair and overhaul of aircraft structures as mentioned in the adjacent cell, Hence NSQF level</p>	5

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Technical Services Engineer		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		should be 5.	
Professional knowledge	The user/individual on the job needs to know and understand how to: comprehend the organisation's safety and security policies and procedures, comprehend the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference, report any identified breaches of safety, and security policies and procedures to the designated person, coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment, identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual's authority, report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines, follow organisation's emergency procedures for accidents, fires or acts of unlawful interference, identify and recommend opportunities for improving health, safety, and security to the designated person, complete all health and safety records are updates and procedures well defined, set the Technical Standards of all aircraft operated by Contracted customers, Airlines/ MRO.	<p>The job holder is to have knowledge of facts, principles, processes and the general concepts in the field of Technical Services for an Airline / MRO.</p> <p>For ex: Knowledge in the organisation quality management system, organisation policies and procedures regarding update process of technical manuals, the organisation's emergency procedures for different emergency situations and the importance of following these etc.,</p> <p>Since all the above mentioned areas are related have knowledge of facts, principles, processes and the general concepts in the field of Technical Services Engineering, the role qualifies for Level 5.</p> <p>As the job holder required to possess professional knowledge higher than factual knowledge in the field therefore it cannot be pegged at level 4.</p> <p>For ex: different configuration of aircraft fleet in the organisation, the various applicable chapters for systems in an aircraft, how to use maintenance ERP system, the regulatory approval process for any design/modifications on aircraft, regulatory guidelines on dealing with safety and security emergencies etc.,</p> <p>Therefore, it cannot be pegged at level 4 and ideally fit as a level 5 Job Role.</p>	5
Professional skill	The user/individual on the job needs to know and understand how to: make decisions on a suitable course of action or response if permitted by the authority matrix,	The job holder is expected to have a range of cognitive and practical skills required to accomplish tasks and solve problems by applying basic methods, tools, materials and information.	5

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Technical Services Engineer		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>monitor efficient functioning of all activities, plan and organise work to achieve targets and deadlines, communicate with stakeholders in a courteous manner, maintain cordial working relationship, identify trends/common causes for errors and suggest possible solutions to the supervisor / management, identify and correct errors, analyse best possible solutions (cost, time, effort, etc.) suited for operations, concentrate on task at hand and complete it without errors, apply balanced judgments to different situations.</p>	<p>For ex: Make decisions on a suitable course of action or response if permitted by the authority matrix, monitor efficient functioning of all activities, plan and organise work to achieve targets and deadlines etc.,</p> <p>These activities require a range of cognitive and practical skills required to accomplish tasks by selecting basic and applying methods and tools, hence qualifying the role for a Level 5.</p> <p>As the job does not require to recall and demonstrate practical skill, routine and repetitive in narrow range application using appropriate rule and tools using quality concepts.</p> <p>For ex: Communicate with stakeholders in a courteous manner, maintain cordial working relationship, identify trends/common causes for errors and suggest possible solutions to the supervisor / management, identify and correct errors, etc., Here the job holder has to use a range of cognitive and practical skills required to accomplish tasks and solve problems by applying basic methods, tools, materials and information to perform his role, this role does not fit at level 4 but at level 5.</p>	
Core skill	<p>The individual on the job needs to know and understand how to:</p> <p>complete accurately well written report in English language detailing the situations of emergency with attention to</p>	<p>The job holder is expected to have desired mathematical skills, understanding of some skill of collecting and organising information, communication.</p> <p>The job holder is expected to complete accurate, well written</p>	5

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Technical Services Engineer		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	detail, read instructions/guidelines/procedures/rules, listen to and orally communicate information with all concerned.	<p>reports in English language, read instructions/ guidelines/ procedures/rules, listen to and orally communicate information with all concerned. For ex: Maintain regular contact with all Technical departments in airline/MRO, evaluate technical requirements of major projects as requested by Contracted customers, support Contracted Customers' Condition Monitoring Programme, process all applicable technical documents and literature through the Technical Publications Systems, assess and evaluate manufacturers' and regulatory authorities' technical data and recommend appropriate action to meet the above objectives. Negotiating with manufacturers' as necessary, and reproducing manufacturers Service Bulletins or other technical literature as airline/MRO Documentation etc, thus it qualifies for Level 5.</p> <p>As the job holder requires core desired mathematical skills , skill of organising information and communication higher than requiring core skills of language, written and oral to communicate with minimum clarity, therefore it cannot be pegged at level 4.</p>	
Responsibility	<p>The Technical Service Engineer is responsible for</p> <ul style="list-style-type: none"> • Follow safety and security procedures • Provide technical services to the maintenance team 	<p>The job holder is responsible for only own work and learning and some responsibilities of others' work and learning. S/he is a 'Supervisor' or 'fully skilled' worker who carries out work activities of Follow safety and security procedures, and providing technical services to the maintenance team</p>	5

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Technical Services Engineer		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		<p>For ex: Provide technical services to the maintenance team, assist all Contracted Customers Operations Dept. in all technical matters, including amendments to the Minimum Equipment List and the Operations Manual/ Aircraft Flight Manual. Liaise with them on changes and modifications to aircraft and procedures, approve within the scope of delegated authority or raise for approval by the regulatory authorities technical drawings of modifications and repair schemes for aircraft structures/ engines or components, design deviations on aircraft/ engines, components, parts etc., which are outside the defined manual limits but are considered safe to operate, raise in-house modifications and repair schemes etc. including any specialized tools or equipment required etc.,</p> <p>Hence, this role qualifies for Level 5. Therefore, it cannot be pegged at level 4.</p>	

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

SECTION 3

EVIDENCE OF NEED

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

What evidence is there that the qualification is needed?

- Feedback from the industry was collected with respect to the past and projected industry growth, projected employee growth and Industry requirement 7.
- During the industry interactions carried out while creating occupational maps and prioritisation of job roles for QP development, the mentioned qualification was indicated as a key requirement by the industry. The expert group / Subcommittee of QP-NOS shared the final approval for the development of the role. The Qualification has been validated by leading associations and companies like such as MRO Association of India , Air India Engineering Services Ltd, Hindustan Aeronautics Ltd. GMR Aero Technic Ltd, Airworks, Aman Aviation , Varman Aviation, Haveus Aerotech.
- In addition, various skill reports project the demand of the skilled workforce and the projected industry growth of the Aviation industry in India.
- Demand assessed through Industry – Stakeholder interaction.
- Evidence of the qualification is supported by validations. The complete list of validating companies has been enclosed as an annexure to the Q- File.

What is the estimated uptake of this qualification and what is the basis of this estimate?

- Occupation Map and Industry feedback for the skill gap between the industry demand and institutional supply provide the basis for estimated uptake. This is the basis for planning training with the industry and training providers.
- Estimated No. of people for this job role is 408 until the year 2025

What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF?

- The qualification discussed above is checked for any duplication across sectors. Given the qualification is niche to Airline sector, there is no duplication or pre-existing qualifications.
- The QP has been compiled keeping in mind the industry requirements and review existing QP-NOS

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Employee & employer feedback will be sought after placement.
- A review will happen after three-year period, the comments and feedback after which will be incorporated in the next/updated QP NOS.

NSQF QUALIFICATION FILE GUIDANCE

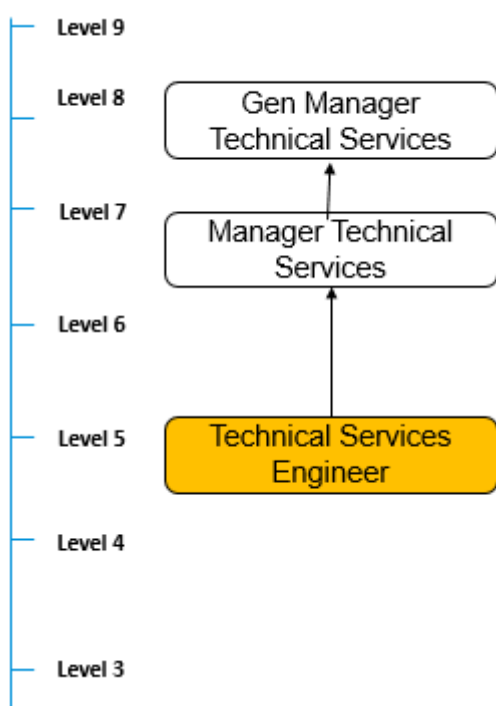
Version 6: Draft of 08 March 2016

SECTION 4

EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

While designing the National Occupational Standards, occupational mapping was done on a large sample size and validated across the country. The career progression for roles in each occupation was also analysed and decided, based on industry validation across the country. The current challenges faced by the industry, at large was also kept in mind.



Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

Give details of the document(s) here:

Annexure 1 : Career path of Technical Services Engineer in **AASSC_QRC presentation_final_MRO.ppt**

Annexure 2: QP- NOS : **AAS/Q2101_ Technical Services Engineer**

Annexure 3 : Refer Folder- **Skill Demand Reports.**

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