

Sales Manager

QP Code: ASC/Q1009

NSQF Level: 8

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Qualification Pack

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ASC/Q1009: Sales Manager

Brief Job Description

A Sales Manager is responsible for supporting sales function of the assigned area at the dealership including planning and analysing annual sales targets given by the OEM to the dealership. Managing personnel and assisting in interoperability of various dealer-OEM functions are also some of the other responsibilities.

Personal Attributes

This job requires individual to work as a part of a team and requires the ability to get the work done from subordinates including stretches especially during month-end. The individual should have good understanding of the vehicles, vehicle loans and general credit and risk policies and programs thereto. Knowledge about statutory compliance and local market procedures, customer preferences and sales nuances is also required. The individual should depict customer centricity in daily behaviour and should be able to talk and convince customers and other stake holders. The individual should ideally have excellent communication and

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N0001: Plan and organise work to meet expected outcomes](#)
2. [ASC/N0002: Work effectively in a team](#)
3. [ASC/N0003: Maintain a healthy, safe and secure working environment](#)
4. [ASC/N0004: Manage customer relationship and quality service](#)
5. [ASC/N0005: Supervise and evaluate performance](#)
6. [ASC/N1008: Manage OEM relationship](#)
7. [ASC/N1009: Supervise administrative & sales operations](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Dealer)
Occupation	Vehicle Sales
Country	India

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NSQF Level	8
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.1301
Minimum Educational Qualification & Experience	Certificate (ASDC Sales Manager Level 8 certificate) with 5-10 Years of experience For other qualifications OR Certificate (ASDC Sales Manager Level 8 certificate) with 1-2 years of experience Not applicable OR Certificate (ASDC Sales Manager Level 8 certificate) with 1-2 years of experience Not applicable
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	On the job training Desirable for ASDC Sales Manager Level 8 certificate OR Post graduate degree/Diploma in Business Administration Compulsory for all other qualifications
Minimum Job Entry Age	18 Years
Last Reviewed On	10/06/2013
Next Review Date	31/03/2020
NSQC Approval Date	20/07/2015
Version	1.0

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ASC/N0001: Plan and organise work to meet expected outcomes

Description

This NOS unit is about planning and organising an individuals work in order to complete it to the required standards on time.

Scope

This unit/task covers the following:

- work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards
- appropriate use of resources (both material / equipments and manpower)

Elements and Performance Criteria

Work requirements including various activities within the given time and set quality standards

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

- PC1.** keep immediate work area clean and tidy
- PC2.** treat confidential information as per the organisations guidelines
- PC3.** work in line with organisations policies and procedures
- PC4.** work within the limits of job role
- PC5.** obtain guidance from appropriate people, where necessary
- PC6.** ensure work meets the agreed requirements

Appropriate use of resources

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

- PC7.** establish and agree on work requirements with appropriate people
- PC8.** manage time, materials and cost effectively
- PC9.** use resources in a responsible manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
- KU2.** the limits of responsibilities and when to involve others
- KU3.** specific work requirements and who these must be agreed with
- KU4.** the importance of having a tidy work area and how to do this
- KU5.** how to prioritize workload according to urgency and importance and the benefits of this
- KU6.** the organisations policies and procedures for dealing with confidential information and the importance of complying with these
- KU7.** the purpose of keeping others updated with the progress of work

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- KU8.** who to obtain guidance from and the typical circumstances when this may be required
- KU9.** the purpose and value of being flexible and adapting work plans
- KU10.** how to complete tasks accurately by following standard procedures
- KU11.** technical resources needed for work and how to obtain and use these

Generic Skills (GS)

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

- GS1.** write in at least one language
- GS2.** read instructions, guidelines/procedures
- GS3.** ask for clarification and advice from appropriate persons
- GS4.** communicate orally with colleagues
- GS5.** make a decision on a suitable course of action appropriate for accurately completing the task within resources
- GS6.** agree objectives and work requirements
- GS7.** plan and organise work to achieve targets and deadlines
- GS8.** deliver consistent and reliable service to customers
- GS9.** check own work and ensure it meets customer requirements
- GS10.** anomalies to the concerned persons
- GS11.** analyse problems and identify work-arounds taking help from
- GS12.** apply own judgement to identify solutions in different situations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work requirements including various activities within the given time and set quality standards</i>	16	47	-	-
PC1. keep immediate work area clean and tidy	2	9	-	-
PC2. treat confidential information as per the organisations guidelines	2	6	-	-
PC3. work in line with organisations policies and procedures	3	8	-	-
PC4. work within the limits of job role	3	6	-	-
PC5. obtain guidance from appropriate people, where necessary	3	7	-	-
PC6. ensure work meets the agreed requirements	3	11	-	-
<i>Appropriate use of resources</i>	9	28	-	-
PC7. establish and agree on work requirements with appropriate people	3	9	-	-
PC8. manage time, materials and cost effectively	3	11	-	-
PC9. use resources in a responsible manner	3	8	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0001
NOS Name	Plan and organise work to meet expected outcomes
Sector	Automotive
Sub-Sector	Manufacturing and R&D, Sales and Service, Road Transportation
Occupation	Auto Components /Aggregates Repair
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	10/06/2013
Next Review Date	10/06/2015
NSQC Clearance Date	20/07/2015

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ASC/N0002: Work effectively in a team

Description

This NOS unit is about working effectively with colleagues, either in individuals own work group or in other work groups within organisation

Scope

This unit/task covers the following: Colleagues: Superiors Members of own work group People in other work groups within or outside the organisation Communicate: Face-to-face By telephone In writing

- Superiors
- Members of own work group
- People in other work groups within or outside the organisation
- Face-to-face
- By telephone
- In writing

Elements and Performance Criteria

Effective communication

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

- PC1.** maintain clear communication with colleagues
- PC2.** work with colleagues
- PC3.** pass on information to colleagues in line with organisational requirements
- PC4..** work in ways that show respect for colleagues
- PC5.** carry out commitments made to colleagues
- PC6.** let colleagues know in good time if cannot carry out commitments, explaining the reasons
- PC7.** identify problems in working with colleagues and take the initiative to solve these problems
- PC8.** follow the organisations policies and procedures for working with colleagues
- PC9.** ability to share resources with other members as per priority of tasks

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies and procedures for working with colleagues, role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** benefits of developing productive working relationships with colleagues
- KU5.** the importance of creating an environment of trust and mutual respect

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- KU6.** whether not meeting commitments, will have implications on individuals and the organisation
- KU7.** different types of information that colleagues might need and the importance of providing this information when it is required
- KU8.** the importance of problems, from colleagues perspective and how to provide support, where necessary, to resolve these

Generic Skills (GS)

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

- GS1.** complete well written work with attention to detail
- GS2.** read instructions, guidelines/procedures
- GS3.** listen effectively and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** check that the work meets customer requirements
- GS7.** deliver consistent and reliable service to customers
- GS8.** apply problem solving approaches in different situations
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective communication</i>				
PC1. maintain clear communication with colleagues	4	10	-	-
PC2. work with colleagues	2	7	-	-
PC3. pass on information to colleagues in line with organisational requirements	3	8	-	-
PC4.. work in ways that show respect for colleagues	3	8	-	-
PC5. carry out commitments made to colleagues	2	8	-	-
PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons	2	8	-	-
PC7. identify problems in working with colleagues and take the initiative to solve these problems	4	9	-	-
PC8. follow the organisations policies and procedures for working with colleagues	3	9	-	-
PC9. ability to share resources with other members as per priority of tasks	2	8	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0002
NOS Name	Work effectively in a team
Sector	Automotive
Sub-Sector	Manufacturing and R&D, Sales and Service, Road Transportation
Occupation	Maintenance
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	23/09/2013
Next Review Date	30/09/2015
NSQC Clearance Date	28/09/2015

Qualification Pack

ASC/N0003: Maintain a healthy, safe and secure working environment

Description

This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security

Scope

This unit/task covers the following:

- Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises

Elements and Performance Criteria

Resources needed to maintain a safe, secure working environment

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

- PC1.** comply with organisations current health, safety and security policies and procedures
- PC2.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC3..** Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.
- PC4.** identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority
- PC5.** report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected
- PC6.** follow organisations emergency procedures for accidents, fires or any other natural calamity
- PC7.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC8.** complete all health and safety records are updates and procedures well defined

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organisations procedures for health, safety and security and individuals role and responsibilities in relation to this
- KU2.** what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
- KU3.** how and when to report hazards
- KU4.** the limits of responsibility for dealing with hazards

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- KU5.** the organisations emergency procedures for different emergency situations and the importance of following these
- KU6.** the importance of maintaining high standards of health, safety and security
- KU7.** implications that any non-compliance with health, safety and security may have on individuals and the organisation
- KU8.** different types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these

Generic Skills (GS)

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

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines/procedures/rules
- GS3.** listen and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** build and maintain positive and effective relationships with colleagues and customers
- GS7.** apply problem solving approaches in different situations
- GS8.** analyse data and activities
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Resources needed to maintain a safe, secure working environment</i>				
PC1. comply with organisations current health,safety and security policies and procedures	3	9	-	-
PC2. report any identified breaches in health,safety, and security policies and procedures to the designated person	3	10	-	-
PC3.. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires,earthquakes etc.	3	10	-	-
PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	5	10	-	-
PC5. report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected	3	9	-	-
PC6. follow organisations emergency procedures for accidents, fires or any other natural calamity	3	10	-	-
PC7. identify and recommend opportunities for improving health,safety, and security to the designated person	3	8	-	-
PC8. complete all health and safety records are updates and procedures well defined	2	9	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0003
NOS Name	Maintain a healthy, safe and secure working environment
Sector	Automotive
Sub-Sector	Manufacturing and R&D, Sales and Service, Road Transportation
Occupation	Auto Components/Aggregates Repair
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	10/06/2013
Next Review Date	10/06/2015
NSQC Clearance Date	20/07/2015

Qualification Pack

ASC/N0004: Manage customer relationship and quality service

Description

This NOS unit is about an individual managing relationship with customers, providing quality service and ensuring complete satisfaction.

Scope

This unit/task covers the following:

- understand complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching and pleasant customer experience
- resolve complete customer queries, issues & complaints timely including settlement of warranty claims and other performance related issues as per the various terms & conditions and guidelines

Elements and Performance Criteria

Manage the total customer satisfaction with enriching & pleasant customer experience

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

- PC1.** . analyse and comprehend all customer requirements and needs
- PC2.** . document complete customer requisites and assess them
- PC3.** . deliver and assist in delivering as per the noted requirements
- PC4.** . understand complete customer queries and complaints
- PC5.** . document all customer queries in the prescribed format of the organisation
- PC6.** ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues
- PC6..** ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues
- PC7.** . maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework
- PC8.** . document feedbacks and reviews from the customers & implement within the framework of the organization
- PC9.** . maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures within ones own organisation
- KU2.** standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation
- KU3.** framework and guidelines as prescribed by the organisation for query and complaint redressal

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- KU4.** customer Relationship Management (CRM) related framework provided by the organisation
- KU5.** terms & conditions agreed between the respective auto component/ aggregate and the various OEMs/ OEM channel partners for supply, procurement of the various auto components/ aggregates
- KU6.** documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines
- KU7.** organisational and professional code of ethics and standards of practice
- KU8.** safety and health policies and regulations for the workplace
- KU9.** the technical specifications of various OEM vehicles and the different variant/ model of auto components/ aggregates used along with those of the competitor auto component manufacturer
- KU10.** detailed technical and performance specifications of the auto component for various OEM vehicles
- KU11.** how to collaborate with the organizational manufacturing engineering, product management teams along with the service team of the respective OEM vehicle and local channel partner service team
- KU12.** documentation requirements from the customers with respect to warranty claims and other performance related feedback on the for respective OEM vehicle
- KU13.** requirements of the customers and suggest delivery accordingly
- KU14.** software or format such as MS word, excel, PowerPoint and Management Information System (MIS)
- KU15.** software or format used to capture for Customer Relationship Management (CRM) within the organisation
- KU16.** how to capture customer voice/ feedback on the auto components/ aggregates for various OEM vehicles on price, performance, availability of spares, warranty & other service-related aspects etc.

Generic Skills (GS)

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

- GS1.** create documents required on the job (including database on key customers/ accounts and major retailers, response or feedback forms, customer-query sheets, response or feedback sheets etc.)
- GS2.** either write or get it done from subordinates, a detailed failure report analysis in case of a failed component/ aggregate escalating to the auto component manufacturer
- GS3.** write in at least one language
- GS4.** read feedback from customers on warranty and other performance related aspects
- GS5.** read the specific requirements, queries that the customer may have on various auto components including any specific technical query
- GS6.** read brochures and technical specifications of the vehicle provided by the OEM and channel partner (Dealership)
- GS7.** read policies and regulations pertinent to the job
- GS8.** interact with the customers for getting their requirements, queries and feedbacks

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- GS9.** interact with organisations internal stakeholders for efficient customer relationship management interact with team members to work efficiently
- GS10.** analyse information and evaluate results to choose the best solution and solve problems
- GS11.** analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner
- GS12.** plan work assigned on a daily basis
- GS13.** follow up regularly on potential complaints, issues raised by the customer
- GS14.** ensure that customer needs are assessed and satisfactory service is provided
- GS15.** ensure that performance of the auto component is up to the mark and any pending issues or complaints are resolved in a timely manner according to the terms & conditions mandated by either the OEM or the auto component manufacturer
- GS16.** analyse all the complaints, queries or issues raised by the customers to either the OEM channel partner/ auto component dealer/ retailer in the market
- GS17.** deliver and act as per the organisation provided/guided resolutions
- GS18.** liaise with all stakeholders to ensure hassle-free resolution of the complaints by the concerned customer in a timely fashion
- GS19.** evaluate and identify areas of complaints from the customer affecting the performance of his vehicle
- GS20.** assess time and cost required for customer resolution based on complaints, problems or queries identified
- GS21.** evaluate and identify key customer experience enhancing areas
- GS22.** evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions
- GS23.** evaluate the information gathered from the market (including retail segment, key accounts/ customers and OEM along with the OEM channel partners) and use it to ensure higher customer satisfaction

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the total customer satisfaction with enriching & pleasant customer experience</i>				
PC1. . analyse and comprehend all customer requirements and needs	5	8	-	-
PC2. . document complete customer requisites and assess them	2	7	-	-
PC3. . deliver and assist in delivering as per the noted requirements	3	8	-	-
PC4. . understand complete customer queries and complaints	3	8	-	-
PC5. . document all customer queries in the prescribed format of the organisation PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues	2	7	-	-
PC6.. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues	5	9	-	-
PC7. . maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework	5	9	-	-
PC8. . document feedbacks and reviews from the customers & implement within the framework of the organization	2	7	-	-
PC9. . maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market	3	7	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0004
NOS Name	Manage customer relationship and quality service
Sector	Automotive
Sub-Sector	Auto Finance and Insurance
Occupation	Vehicle Sales
NSQF Level	5
Credits	NA
Version	1.0
Last Reviewed Date	17/07/2013
Next Review Date	17/07/2015
NSQC Clearance Date	20/07/2015

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ASC/N0005: Supervise and evaluate performance

Description

This NOS unit is about an individual who supervise and evaluate the performance of subordinates to ensure higher levels of motivation.

Scope

This unit/task covers the following:

- supervise all activities performed by subordinates and reporting executives and evaluate their performance
- ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines

Elements and Performance Criteria

Supervise & evaluate performance of all subordinates and reporting executives

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

- PC1..** set goals and targets as per organisational directives for all reporting executives
- PC2..** create quantified measures and metrics to analyse the performance delivered by subordinates
- PC3..** set tangible and achievable incentives for subordinates as per the goals and targets assigned
- PC4..** ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines
- PC5..** monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals
- PC6.** evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization
- PC7..** assist and support reporting executives whenever necessary or applicable
- PC8..** document all performance indicators and metrics of subordinates in the prescribed format of organisation
- PC9..** perform all appraisal related process flow for subordinates, as per respective performance documents
- PC10.** handover all the documents and appropriate support measures to human resources department for official records
- PC11.** ensure and implement proper process flow for feedbacks and queries received from subordinates

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** standard operating procedures of the organisation for appraisals, incentives, promotions and performance evaluation
- KU2.** operating procedures for query and problem reporting and their redressal in the organisation
- KU3.** framework and guidelines prescribed by the organisation for query and problem redressal
- KU4.** framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of it
- KU5.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU6.** institutional and professional code of ethics and standards of practice
- KU7.** safety and health policies and regulations for the workplace
- KU8.** documentation requirements for appraisals and other performance evaluations of various subordinate positions
- KU9.** process flow for performance evaluation, documentation and appraisals related with them
- KU10.** subordinate and reporting executives problems and queries and documenting it in the organisations prescribed format
- KU11.** redressal documentations mechanisms available in the organization and acting accordingly in a timely manner
- KU12.** software or Format such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization

Generic Skills (GS)

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

- GS1.** communicate information and ideas in writing so that the subordinates and peers can understand
- GS2.** create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)
- GS3.** write at least one local language
- GS4.** read reviews from subordinates in terms of their requirements, queries and feedbacks
- GS5.** read appraisal documents related with any of subordinating position
- GS6.** read policies and regulations pertinent to the job
- GS7.** interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation
- GS8.** interact with organisations internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation
- GS9.** analyse information and evaluate results amongst the various available options or metrics on the performance indicators to choose best way to motivate subordinates through: rewards and recognition schemes promotion transfer to other work stream nominate for an executive training any other monetary or non-monetary benefits
- GS10.** plan work on a daily basis to ensure higher levels of motivated within the teams supervising wherever required and giving freedom and independence to the subordinates to ensure high quality work output with minimum superior guidance leading to holistic development of the subordinate

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- GS11.** ensure all activities performed by subordinates and reporting executives is in sync with broader organisational goals to ensure higher customer satisfaction
- GS12.** analyse all the queries or problems posted by subordinates and find an appropriate solution acceptable to the subordinates
- GS13.** deliver and act as per the organisation provided/guided resolutions
- GS14.** evaluate and identify all key requirements of the subordinates and try to solve various issues to ensure higher motivational levels
- GS15.** assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation
- GS16.** assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise & evaluate performance of all subordinates and reporting executives</i>				
PC1.. set goals and targets as per organisational directives for all reporting executives	4	7	-	-
PC2.. create quantified measures and metrics to analyse the performance delivered by subordinates	4	7	-	-
PC3.. set tangible and achievable incentives for subordinates as per the goals and targets assigned	3	8	-	-
PC4.. ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines	3	8	-	-
PC5.. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals	3	8	-	-
PC6. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the Organization	3	7	-	-
PC7.. assist and support reporting executives whenever necessary or applicable	2	5	-	-
PC8.. document all performance indicators and metrics of subordinates in the prescribed format of organisation	2	5	-	-
PC9.. perform all appraisal related process flow for subordinates, as per respective performance documents	2	5	-	-
PC10. handover all the documents and appropriate support measures to human resources department for official records	1	5	-	-
PC11. ensure and implement proper process flow for feedbacks and queries received from subordinates	3	5	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0005
NOS Name	Supervise and evaluate performance
Sector	Automotive
Sub-Sector	Auto Components (Manufacturers & Dealers)
Occupation	Auto Components After Market Sales & Service
NSQF Level	7
Credits	TBD
Version	1.0
Last Reviewed Date	26/07/2013
Next Review Date	26/07/2015
NSQC Clearance Date	

Qualification Pack

ASC/N1008: Manage OEM relationship

Description

This NOS unit is about an individual managing relationship and liaising with various external automotive stakeholders like OEM / Banks & NBFCs to ensure prompt resolution to the issues which cant be resolved at the dealers end

Scope

This unit/task covers the following:

- manage & build relationships with the various stakeholders in the OEM in the sales, service, marketing and finance vertical
- manage & build relationships with the Finance and Insurance companies including various Banks /NBFCs
- resolve complete customer queries and problems promptly by involving the OEMs / Banks & NBFCs

Elements and Performance Criteria

Manage & build relationships with OEM, Finance & Insurance companies

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

- PC1..** analyse & comprehend all customer requirements and needs and ensure least turnaround time for any customer query which has to be escalated to oem / banks & nbfc
- PC2..** follow-up with customers for their feedbacks and reviews
- PC3..** establish smooth system for gathering customer information / voice on technical performance of the vehicle and escalate to appropriate oem department
- PC4..** establish good contacts with the various external stakeholders in quick resolution of the technical issues faced by the customer
- PC5..** manage the availability of spare parts through oem or auto components spare distributors
- PC6..** ensure quick sanction of loans at attractive rates from various financiers and in case of any additional documents required, getting them quickly to ensure timely sanction of loans (for e.g. some areas may be negative areas for a few financiers, getting the additional guarantees in such cases to ensure quick sanction of loans)
- PC7..** ensure that bulk / corporate deals are concluded by getting the required approvals / discounts in time (for e.g. in case of bulk commercial vehicles, an additional subvention may be required to have a differential rates which should be concluded in time before the customer starts approaching a rival dealer / competitor oem)
- PC8..** plan & implement various local promotional activities to achieve salesvolumelevel in coordination with the marketing manager from the oem and banks / nbfc (in case the activity is to held jointly) such as:- road shows mall activations exchange melas canopy promotions local contests loan melas promotional test-drives tie-ups with various body-builders (only in case of commercial vehicles) any other local activities jointly done with other agencies/ organization (banks & nbfc) to push sales in rural / semi-urban area

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** standard operating procedures for service, repair and replacement of vehicles within the warranty periods per the oem service guidelines
- KU2.** standard operating procedures for query and problem reporting and their redressal in the organisation, oem and banks / nbfc
- KU3.** framework and guidelines prescribed by the organisation for query and problem redressal
- KU4.** customer relationship management (crm) related framework provided by the organisation
- KU5.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU6.** organisational and professional code of ethics and standards of practice
- KU7.** safety and health policies and regulations for the work place as well as for automotive trade in general
- KU8.** the technical specifications of various oem vehicular products as well as those manufactured by the competitors
- KU9.** how to allocate funds across various product portfolio of the oem to ensure profitability of the channel partner
- KU10.** financial management facing the channel partner (dealer/ distributor) including budgeting, forecasting, calculations related to bid
- KU11.** customer problems and queries and documenting it in the prescribed format of the oem / bank & nbfc
- KU12.** the required technical information on various components/ aggregates and the attached information regarding the finance / insurance of these vehicles
- KU13.** warranty policies and terms and conditions by various oems and ensure that its is communicate that to the customer by the sales team in advance and in case of any disagreement, get it clarified from the oem / dealership service team
- KU14.** the resolution/ redress mechanism for the technical issues pertaining to repeated customer complaints (which may be affecting the repeat sales esp.in the case of commercial vehicles)
- KU15.** how to monitor product performance against the competitor, gather feedbacks and convey them to the concerned external agencies
- KU16.** software or format used for customer relationship management (crm) and monitoring of the pending cases in finance & insurance
- KU17.** how to liaise and coordinate with spare parts manager & service department to ensure sales is not hampered as a result of poor service esp. in case of the commercial vehicles

Generic Skills (GS)

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

- GS1.** complete and maintain workplace records
- GS2.** write in at least one language
- GS3.** read and interpret workplace related documentation
- GS4.** read instructions from customers in terms of their requirements, queries and feedbacks
- GS5.** read and understand the various warranty manuals

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- GS6.** clearly communicate workplace information and ideas with workplace colleagues (verbal and non-verbal), including use of automotive terms
- GS7.** communicate with colleagues and customers to handle verbal enquiries, such as clarifying instructions and responding to requests for information and communicate it to oem / banks & nbfc in case the escalation is desired for resolution
- GS8.** interact with organisations internal stakeholders for efficient customer relationship management
- GS9.** decide the nature of the complaint / query and proper escalation mechanism as mandated by organisational guidelines
- GS10.** analyse information desired from oem / banks & nbfc to escalate it to the correct person / department for an early resolution (for e.g. in case the case is struck in finance due to negative track record and addition subvention is required to clear the case, communicate to oem sales person and the concerned bank / nbfc to get an early resolution for the issue)
- GS11.** decide the training needs (especially on newly launched vehicles) with the concerned oem training school to get the sales team trained on the technical aspects of the vehicle
- GS12.** plan work according to the required schedule and location of work
- GS13.** use forecasting techniques to analyse sales trends and plan for future primary sales during the month-end and ensure that only those vehicles are billed as primary off take to the dealer which are required as sometimes in the monthend some vehicle variant / colours are billed which may be difficult to sell in the market (for e.g. in the car segment sometimes the high-end hatchback is priced almost at the medium-end sedan and hence is not selling, yet during the month-end it gets billed to the dealer)
- GS14.** ensure that customer needs are assessed and satisfactory service is provided both in sales and service post sales
- GS15.** ensure that the customer has agreed with all the work performed
- GS16.** ensure that the customer provides constructive feedback and reviews which is then highlighted to the concerned oem / banks & nbfc field force
- GS17.** ensure that the schemes / discounts by the oems are passed on to the customers (for e.g. getting additional discounts on previous year vehicle models are passed on from oem to the end customer which are then sold in the months of january to march)
- GS18.** analyse all the queries or problems posted by the customers
- GS19.** liaise to get the issues/ problems of the customer solved in a time bound manner
- GS20.** ensure that the pending insurance claims / finance cases are resolved promptly with escalation to the concerned person with the bank / nbfc
- GS21.** analyse unique selling points of the vehicle based on potential customer requirements in each of the micro markets
- GS22.** analyse unique forecasting tools available for planning both primary & secondary sales as well the market penetration
- GS23.** evaluate and identify key customer satisfaction areas
- GS24.** evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage & build relationships with OEM, Finance & Insurance companies</i>				
PC1.. analyse & comprehend all customer requirements and needs and ensure least turnaround time for any customer query which has to be escalated to oem / banks & nbfc	4	9	-	-
PC2.. follow-up with customers for their feedbacks and reviews	3	8	-	-
PC3.. establish smooth system for gathering customer information / voice on technical performance of the vehicle and escalate to appropriate oem department	4	8	-	-
PC4.. establish good contacts with the various external stakeholders in quick resolution of the technical issues faced by the customer	4	9	-	-
PC5.. manage the availability of spare parts through oem or auto components spare distributors	3	9	-	-
PC6.. ensure quick sanction of loans at attractive rates from various financiers and in case of any additional documents required, getting them quickly to ensure timely sanction of loans (for e.g. some areas may be negative areas for a few financiers, getting the additional guarantees in such cases to ensure quick sanction of loans)	4	9	-	-
PC7.. ensure that bulk / corporate deals are concluded by getting the required approvals / discounts in time (for e.g. in case of bulk commercial vehicles, an additional subvention may be required to have a differential rates which should be concluded in time before the customer starts approaching a rival dealer / competitor oem)	4	9	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<p>PC8.. plan & implement various local promotional activities to achieve sales volume level in coordination with the marketing manager from the oem and banks / nbfc (in case the activity is to held jointly) such as:- road shows mall activations exchange melas canopy promotions local contests loan melas promotional test-drives tie-ups with various body-builders (only in case of commercial vehicles) any other local activities jointly done with other agencies/ organization (banks & nbfc) to push sales in rural / semi-urban area</p>	4	9	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1008
NOS Name	Manage OEM relationship
Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Dealer)
Occupation	Vehicle Sales
NSQF Level	8
Credits	TBD
Version	1.0
Last Reviewed Date	10/06/2013
Next Review Date	31/12/2015
NSQC Clearance Date	20/07/2015

Qualification Pack

ASC/N1009: Supervise administrative & sales operations

Description

This NOS unit is about an individual to supervise sales operations.

Scope

This unit/task covers the following:

- monitor sales planning & operations driving sales as per the business targets and the manage backend operations to support the overall sales process
- ensure proper systems, processes and automotive best practices are followed including those related to vehicle sales as specified by the respective OEM

Elements and Performance Criteria

Manage the overall sales planning and Operations& administrative process at the dealership

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

- PC1..** ensure proper application of office funds and manage the overall administrative expenses and logistical needs
- PC2..** ensure proper and smoother audits of assigned area or territory office as per the oem norms
- PC3..** establish a robust sales process for the complete range of vehicles including the sales as well as the vehicle delivery process
- PC4..** devise secondary sales strategy in coordination with the oem sales person for the various oem vehicle products which includes:- territory & product portfolio allocation to the sales force at the channel partner (dealer / distributor) recruiting and managing sales executives for various vehicle productlines of the oem ensure training needs assessment & actual training for all the sales executives including technical aspects and usp of the vehicles over the competitor both for newly launched vehicles / upgraded vehicle range timely communication of incentive schemes for sales representatives and ensure proper distribution of the rewards / incentives to maintain higher levels of motivation regular communication of various schemes announced by the oems / financiers at the zonal / area level and the channel partner at a local level ensure and supervise database management for all customer information
- PC5..** supervise liaising with executives from banks and insurance companies for hassle free loan approvals and escalate to oem / banks & nbfc in case of any delay
- PC6..** plan & implement various local promotional activities to achieve sales volume level in coordination with the marketing manager such as:- road shows mall activations exchange melas canopy promotions local contests loan melas promotional test-drives tie-ups with various body-builders (only in case of commercial vehicles) any other local activities jointly done with other agencies/ organization (banks & nbfc) to push sales in rural / semi-urban areas
- PC7..** ensure that service, repair and maintenance of the vehicles sold from the dealership is done and in case of adverse performance of vehicles, early resolution is done by the oem / dealer service team as it might affect the future sales of the vehicle

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- PC8..** prepare regular reports /updates on sales performance of the against the competitor determine lead and lag sales performance indicators and take corrective steps post the analysis
- PC9..** manage availability of all variants of vehicles at the dealership
- PC10..** facilitate audit by external or internal agents of all accounts of all stakeholders of the assigned area for clear process flow

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the oem related with the overall sales process and financing, insurance and registration of the vehicles
- KU2.** promotions, discounts, freebies offered by the oem to either the end customer (to push secondary sales) or to the channel partner (dealer/ distributor to push primary sales)
- KU3.** prices, taxes and other applicable cost elements for the vehicle and the overall and process flow of financing or loaning and timelines involved for the company
- KU4.** documentation requirements for vehicle finance and insurance
- KU5.** process flow of billing of vehicles to the customers at the dealership
- KU6.** process flow for conducting and facilitating audits by external or internal oem and dealer appointed agencies
- KU7.** documentation requirements for each procedure carried out as part of roles and responsibilities as per the oem guidelines
- KU8.** organisational and professional code of ethics and standards of practice
- KU9.** safety and health policies and regulations for the workplaces as well as for automotive trade in general
- KU10.** the technical specifications of various oem vehicular products as well as those manufactured by the competitors
- KU11.** how to allocate funds across various product portfolio of the oem to ensure profitability of the channel partner
- KU12.** financial management facing the channel partner (dealer/ distributor) including budgeting, forecasting, calculations related to bids
- KU13.** how to conduct market research and surveys to analyse current trends in the market and develop counter strategies
- KU14.** the following appropriate local promotional activities required for attracting potential customers: road shows mall activations exchange melas canopy promotions local contests loan melas promotional test-drives tie-ups with various body-builders (only in case of commercial vehicles) any other local activities jointly done with other agencies/ organization (banks & nbfc) to push sales in rural / semi-urban areas
- KU15.** the competitive landscape including: vehicles (models/ variants) offered by competitors features & functions available in the competitor vehicle usp of the vehicle vis--vis those offered by competitors price differentials with competitors products both in the same territory and that across the adjoining territory
- KU16.** documents required for processing of loan / finance along with the credit and risk policies or guidelines of the oem / bank or nbfc

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- KU17.** statutory compliance of the government and legal aspects and various local / regional peculiarities
- KU18.** documents required for processing of the audits at the dealership

Generic Skills (GS)

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

- GS1.** create documentation required on the job (including reports, work sheets, etc.)
- GS2.** prepare estimate sheets for loaning or financing activities proposed
- GS3.** write in at least one language
- GS4.** read & understand technical terminologies used in the automotive industry, financial reports, and basic legal documents related to contracts
- GS5.** maintain updated knowledge on the evolving trends cutting edge developments in the automotive industry
- GS6.** read general instructions or guidelines for customers, mandatory for loans or financing along with the detailed application forms
- GS7.** read policies and regulations pertinent to the job
- GS8.** read the overall lead capturing document, delivery orders after the approval of loans, final bills and other details associated with final billing of financed or loaned vehicles
- GS9.** read audit reports prepared by executives and validated by agencies
- GS10.** read various bills and other details associated with expenses incurred for administrative purposes
- GS11.** interact with the sales team (including both front-end and back-end team) to plan annual sales targets and analyse the periodic performance vis--vis the assigned targets
- GS12.** interact with the customers to understand their requirements including the bulk deal / corporate or fleet customer to help close the deal
- GS13.** interact with the other support staff function (including the service people) to resolve any pending issues which may affect the overall sales
- GS14.** analyse the market potential for various models across the product portfolio to distribute the overall sales target across various sales executives
- GS15.** take data-backed decisions through the various sales trends available for a particular micro-market in the allocated area
- GS16.** increase primary sales through orders placed for specific variants/ colour of a particular vehicle model basis the forecasted sales in the future in the particular territory/ area
- GS17.** decide the training needs (especially on newly launched vehicles to understand the technical aspects, existing product refreshes or any new technologies like cng, bs-3/4 etc.) along with soft skills training to handle customers required to improve the performance
- GS18.** plan work according to the required schedule and location
- GS19.** plan sales targets assigned on a periodical basis and achieve the estimated business targets
- GS20.** use forecasting techniques to analyse sales trends and plan for future primary & secondary sales
- GS21.** resolve all the factors associated with the pendency of the vehicle deliveries on a case to case basis

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- GS22.** ensure that customer requirements and financial status are assessed and satisfactory service is provided
- GS23.** ensure that the schemes / discounts by the oems are passed on to the customers
- GS24.** ensure that prompt post-sale service is provided to the customer esp. during the warranty period and in case of any issue, it is escalated to the superiors and resolved
- GS25.** clarify and solve all customer queries generated due to any kind of anomalies and take appropriate actions, as required
- GS26.** ensure that the sales plan is coherent with the overall sales function
- GS27.** liaison with oem service support or auto component field service functions to ensure any service related issue is resolved promptly
- GS28.** analyse unique selling points of the vehicle based on potential customer requirements in each of the micro markets
- GS29.** analyse unique forecasting tools available for planning both primary & secondary sales as well the market penetration
- GS30.** evaluate the information gathered from the potential customer and utilise it to ensure a smooth sales process
- GS31.** use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the overall sales planning and Operations & administrative process at the dealership</i>				
PC1.. ensure proper application of office funds and manage the overall administrative expenses and logistical needs	3	7	-	-
PC2.. ensure proper and smoother audits of assigned area or territory office as per the oem norms	3	7	-	-
PC3.. establish a robust sales process for the complete range of vehicles including the sales as well as the vehicle delivery process	3	7	-	-
PC4.. devise secondary sales strategy in coordination with the oem sales person for the various oem vehicle products which includes:- territory & product portfolio allocation to the sales force at the channel partner (dealer / distributor) recruiting and managing sales executives for various vehicle productlines of the oem ensure training needs assessment & actual training for all the sales executives including technical aspects and usp of the vehicles over the competitor both for newly launched vehicles / upgraded vehicle range timely communication of incentive schemes for sales representatives and ensure proper distribution of the rewards / incentives to maintain higher levels of motivation regular communication of various schemes announced by the oems / financers at the zonal / area level and the channel partner at a local level ensure and supervise database management for all customer information	4	8	-	-
PC5.. supervise liaising with executives from banks and insurance companies for hassle free loan approvals and escalate to oem / banks & nbfc in case of any delay	3	7	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC6.. plan & implement various local promotional activities to achieve sales volume level in coordination with the marketing manager such as:- road shows mall activations exchange melas canopy promotions local contests loan melas promotional test-drives tie-ups with various body-builders (only in case of commercial vehicles) any other local activities jointly done with other agencies/ organization (banks & nbfc) to push sales in rural / semi-urban areas	3	7	-	-
PC7.. ensure that service, repair and maintenance of the vehicles sold from the dealership is done and in case of adverse performance of vehicles, early resolution is done by the oem / dealer service team as it might affect the future sales of the vehicle	3	7	-	-
PC8.. prepare regular reports /updates on sales performance of the against the competitor determine lead and lag sales performance indicators and take corrective steps post the analysis	3	6	-	-
PC9.. manage availability of all variants of vehicles at the dealership	2	7	-	-
PC10.. facilitate audit by external or internal agents of all accounts of all stakeholders of the assigned area for clear process flow	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1009
NOS Name	Supervise administrative & sales operations
Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Dealer)
Occupation	Vehicle Sales
NSQF Level	8
Credits	TBD
Version	1.0
Last Reviewed Date	10/06/2013
Next Review Date	31/12/2015
NSQC Clearance Date	20/07/2015

Qualification Pack

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % aggregate for QP : 75

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0001.Plan and organise work to meet expected outcomes	25	75	-	-	100	10
ASC/N0002.Work effectively in a team	25	75	-	-	100	10
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	5

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0004.Manage customer relationship and quality service	30	70	-	-	100	15
ASC/N0005.Supervise and evaluate performance	30	70	-	-	100	5
ASC/N1008.Manage OEM relationship	30	70	-	-	100	20
ASC/N1009.Supervise administrative & sales operations	30	70	-	-	100	35
Total	195	505	-	-	700	100

Qualification Pack

Acronyms

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

Qualification Pack

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.

Qualification Pack

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.