

## Qualification Pack



# Light Motor Vehicle Driver Level 3

QP Code: ASC/Q9702

Version: 1.0

NSQF Level: 3

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building  
New Delhi - 110020

## Qualification Pack

### Contents

ASC/Q9702: Light Motor Vehicle Driver Level 3 .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
ASC/N0012: Practice HSE and security related guidelines .....	5
ASC/N9703: Assess and ensure road worthiness of the vehicle .....	10
ASC/N9704: Drive safely on the assigned route within limited geographies .....	14
Assessment Guidelines and Weightage .....	20
<i>Assessment Guidelines</i> .....	20
<i>Assessment Weightage</i> .....	20
Acronyms .....	21
Glossary .....	22

## Qualification Pack

### ASC/Q9702: Light Motor Vehicle Driver Level 3

#### Brief Job Description

This individual is called LMV Driver or simply Driver. Individuals at this job need to drive safely on the assigned route with or without company of a senior driver and will be in employment /or hired for a duration. This is also applicable to drivers commercially working in the employment of a car owner or commercial drivers pool. Individual needs to have a valid LMV Learners driving License or LMV driving license.

#### Personal Attributes

This job requires the individual to drive under tiring and demanding physical and traffic conditions. Individual must be dependable and able to take responsibility for the vehicle. The individual should be able to communicate effectively as he needs to deal with a variety of people every day.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [ASC/N0012: Practice HSE and security related guidelines](#)
2. [ASC/N9703: Assess and ensure road worthiness of the vehicle](#)
3. [ASC/N9704: Drive safely on the assigned route within limited geographies](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/8322.0501
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class with 0-6 months of experience Experience of driving a Light Motor Vehicle (LMV)
<b>Minimum Level of Education for Training in School</b>	

## Qualification Pack

<b>Pre-Requisite License or Training</b>	ASDC Commercial Vehicle Driving Assistant and preferably also ASDC Auto Service Technician L2or Some training in stress management like yoga is recommendedValid Driving license issued by RTO
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	15/07/2013
<b>Next Review Date</b>	31/03/2021
<b>Deactivation Date</b>	31/03/2021
<b>NSQC Approval Date</b>	28/09/2015
<b>Version</b>	1.0

## Qualification Pack

### ASC/N0012: Practice HSE and security related guidelines

#### Description

This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining a clean work environment

#### Elements and Performance Criteria

##### *Communicating potential accident points*

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

- PC1.** spot and report potential safety issues while driving
- PC2.** follow rules and regulations laid down by transport authorities
- PC3..** follow company policy and rules to avoid safety, health and environmental problems

##### *Cleanliness and hygiene*

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

- PC4..** ensure cleanliness of ambulance
- PC5.** escalate issues related to cleanliness and hygiene issues to concern department
- PC6..** escalate issues related to hazardous material to concerned authority internal and external

##### *Limit damage to people/client and public*

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

- PC7..** take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others
- PC8.** follow instructions or guidelines for limiting danger or damage in respect of equipment on board such as oxygen cylinders.
- PC9.** escalate the issue immediately if you cannot deal effectively with the danger
- PC10..** give clear information or instructions to others to allow them to take appropriate action
- PC11.** record and report details of the danger in line with operator guidelines
- PC12.** report any difficulties you have keeping to your organizations health and safety instructions or guidelines, giving full and accurate details
- PC13..** check the exhaust as per the recommended guideline and ensure the ambulance is meeting the emission norms. in case not get the ambulance retuned/ adjusted.
- PC14.** get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's instructions or guidelines relating to dealing with and reporting safety and emergency issues
- KU2.** what action you can take, and are authorized to take, to limit danger
- KU3.** methods of effective and appropriate communication to let others know about the safety, cleanliness and emergency situations

## Qualification Pack

- KU4.** where and how to get help in dealing with safety and emergency situations
- KU5.** how to use appropriate equipment and alarm systems to limit danger
- KU6.** alternate routes in case of natural calamity, road construction work etc.

## Generic Skills (GS)

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

- GS1.** to effectively communicate the safety, cleanliness and emergency issues
- GS2.** keep all the safety equipments in an organized manner so that there is no difficulty to find them
- GS3.** report potential sources of danger
- GS4.** follow prescribed procedure to address safety and emergency issues
- GS5.** learn from past mistakes regarding use of safety and emergency issues
- GS6.** spot safety and cleanliness issues
- GS7.** assess impact of hazardous material, activity, incident

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicating potential accident points</i>	<b>7</b>	<b>15</b>	-	-
<b>PC1.</b> spot and report potential safety issues while driving	3	5	-	-
<b>PC2.</b> follow rules and regulations laid down by transport authorities	2	5	-	-
<b>PC3..</b> follow company policy and rules to avoid safety, health and environmental problems	2	5	-	-
<i>Cleanliness and hygiene</i>	<b>7</b>	<b>15</b>	-	-
<b>PC4..</b> ensure cleanliness of ambulance	3	5	-	-
<b>PC5.</b> escalate issues related to cleanliness and hygiene issues to concern department	2	5	-	-
<b>PC6..</b> escalate issues related to hazardous material to concerned authority internal and external	2	5	-	-
<i>Limit damage to people/client and public</i>	<b>16</b>	<b>40</b>	-	-
<b>PC7..</b> take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others	2	5	-	-
<b>PC8.</b> follow instructions or guidelines for limiting danger or damage in respect of equipment on board such as oxygen cylinders.	2	5	-	-
<b>PC9.</b> escalate the issue immediately if you cannot deal effectively with the danger	2	5	-	-
<b>PC10..</b> give clear information or instructions to others to allow them to take appropriate action	2	5	-	-
<b>PC11.</b> record and report details of the danger in line with operator guidelines	2	5	-	-
<b>PC12.</b> report any difficulties you have keeping to your organizations health and safety instructions or guidelines, giving full and accurate details	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13..</b> check the exhaust as per the recommended guideline and ensure the ambulance is meeting the emission norms. in case not get the ambulance retuned/ adjusted.	2	5	-	-
<b>PC14.</b> get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0012
<b>NOS Name</b>	Practice HSE and security related guidelines
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/07/2013
<b>Next Review Date</b>	30/07/2013
<b>NSQC Clearance Date</b>	28/09/2015

## Qualification Pack

### ASC/N9703: Assess and ensure road worthiness of the vehicle

#### Description

This OS unit is about to ensure that the vehicle is road worthy for use. The individual is responsible to check the vehicle thoroughly before starting the trip.

#### Scope

This unit/ task covers the following: Assess the road worthiness of the vehicle as per the:

- Service Manual requirements
- CMVR guidelines
- Additional HSE requirements
- Technical requirements

#### Elements and Performance Criteria

##### *Vehicle road worthiness*

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

- PC1..** check that the vehicle meets basic legal and compliance related requirements as per : the organization guidelines erg rule books of STUs CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs any other safety, security and environmental guidelines
- PC2..** check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change
- PC3..** record any other deviations observed during the trip

##### *Basic technical check before the trip*

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

- PC4..** supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure

##### *Escalation of technical problem*

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

- PC5..** report actual or possible defects to the senior driver or owner or service supervisor in enough detail so they can diagnose the problem
- PC6..** In consultation with owner conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards
- KU2.** CMVR guidelines and other specific local regulations

**KU3.** organization structure

**KU4.** escalation procedure

### **Generic Skills (GS)**

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

**GS1.** Read and understand technical standards of vehicle operation in terms of fuel system and other control systems in vehicle.

**GS2.** document technical issues pertaining to vehicle

**GS3.** follow supervisors instructions

**GS4.** communicate with assistant and other personnel

**GS5.** when not to use the vehicle due to technical and/or compliance related issues

**GS6.** how to learn from past mistakes and identify potential problems

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Vehicle road worthiness</i>	<b>15</b>	<b>36</b>	-	-
<b>PC1..</b> check that the vehicle meets basic legal and compliance related requirements as per : the organization guidelines erg rule books of STUs CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs any other safety, security and environmental guidelines	5	12	-	-
<b>PC2..</b> check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change	5	12	-	-
<b>PC3..</b> record any other deviations observed during the trip	5	12	-	-
<i>Basic technical check before the trip</i>	<b>5</b>	<b>11</b>	-	-
<b>PC4..</b> supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure	5	11	-	-
<i>Escalation of technical problem</i>	<b>10</b>	<b>23</b>	-	-
<b>PC5..</b> report actual or possible defects to the senior driver or owner or service supervisor in enough detail so they can diagnose the problem	5	11	-	-
<b>PC6..</b> In consultation with owner conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.	5	12	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9703
<b>NOS Name</b>	Assess and ensure road worthiness of the vehicle
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/07/2013
<b>Next Review Date</b>	31/12/2015
<b>NSQC Clearance Date</b>	28/09/2015

## Qualification Pack

# ASC/N9704: Drive safely on the assigned route within limited geographies

## Description

This OS unit is about safe driving practice

## Scope

This unit/ task covers the following:

- driving practices to ensure safety of life and material
- traffic and regulatory norms
- dealing with people, challenging conditions

## Elements and Performance Criteria

### *Conformance to standard driving practices*

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

**PC1..** conform to standard driving practices covering such as Confirm all checks have been carried out for road worthiness of the vehicle. Confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available. Fasten seat belt start the vehicle and before moving re confirm all gauges are functioning. Afterstarting, but within few meters of moving, to check the brakes. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly monitor and respond correctly to gauges, warning lights and other aids when driving in case of any malfunctioning or breakdown, to immediately attend to the problem by : -stopping the vehicle at a safe place -carrying out a quick diagnostic check -carrying out minor adjustments or temporary repairs if possible -asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency. Non usage of mobile phones while driving

### *Conformance to traffic regulation*

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

## Qualification Pack

**PC2..** conform to state specific traffic regulations such as change lanes safely at appropriate speed and observing traffic conditions overtake other road users legally, safely and by using correct signaling At all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles. signal your intentions correctly to other road users within a safe, systematic routine respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman. use indicators and arm signals to signal intentions as per the traffic requirements Use the parking light when stationary, where needed select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke check for oncoming cyclists, pedestrians and other traffic before opening your door remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.

### *General conduct on the road, with owner*

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

- PC3..** give preference and right of road usage to children, elderly and differently abled.
- PC4..** comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.
- PC5..** be extra careful when negotiating traffic, slopes and when required to park in limited space.
- PC6..** take care of owners belongings in the vehicle and maintain the vehicle in neat and clean condition
- PC7..** be pleasant in dealing with the owner and the passengers.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys guidelines on safe driving practices; system and processes to ensure safe driving
- KU2.** reporting structure
- KU3.** problem escalation procedure
- KU4.** safe driving techniques such as avoid over speeding and follow prescribed limits maintain safe distance from other vehicles avoid pot holes, stones, other strewn objects in case of bridges and underpasses, observe and avoid driving when water level is above danger mark observe movement of pedestrians to avoid collision observe movement of stray animals to avoid collision
- KU5.** Alternate routes in case of natural calamity, road construction work etc.
- KU6.** troubleshooting techniques in the event of technical problems like changing wheels using jack
- KU7.** traffic regulations
- KU8.** elements of good driving habits for obtaining fuel efficiency : avoid clutch riding avoid frequent changing of gears avoid frequent braking avoid over speeding avoid idling of engine beyond reasonable limit avoid high idling speed setting in engine ensure there is no brake binding obtain right grade of fuel from authorized outlets only ensure correct quantity of fuel received as per bill

## Generic Skills (GS)

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

## Qualification Pack

- GS1.** to communicate effectively in local language.
- GS2.** communicate information in a format that meets the requirements
- GS3.** seamless coordination with colleagues
- GS4.** assist others who require help
- GS5.** keep oneself updated with the new vehicle technologies and functionalities
- GS6.** gain knowledge/ experience from working on different routes
- GS7.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS8.** for long routes, in order to avoid excessive fatigue the individual should plan duty handover schedule with fellow Drivers in coordination with depot/branch office
- GS9.** fitness of vehicle for safe driving
- GS10.** breakdown condition
- GS11.** accident and emergency situations
- GS12.** when to take an unscheduled break when self not feeling medically fit
- GS13.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS14.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS15.** manage children, aged and differently abled individuals
- GS16.** effective tackling of passengers and public who may be stressed, frustrated, confused, or angry
- GS17.** build passenger friendly work environment and use customer centric approach to resolve crisis
- GS18.** resolve conflict while dealing with public
- GS19.** how to learn from past mistakes to resolve technical and non-technical problems



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conformance to standard driving practices</i>	<b>5</b>	<b>11</b>	-	-
<b>PC1..</b> conform to standard driving practices covering such as Confirm all checks have been carried out for road worthiness of the vehicle. Confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available. Fasten seat belt start the vehicle and before moving re confirm all gauges are functioning. After starting, but within few meters of moving, to check the brakes. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly monitor and respond correctly to gauges, warning lights and other aids when driving in case of any malfunctioning or breakdown, to immediately attend to the problem by : -stopping the vehicle at a safe place -carrying out a quick diagnostic check - carrying out minor adjustments or temporary repairs if possible -asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency. Non usage of mobile phones while driving	5	11	-	-
<i>Conformance to traffic regulation</i>	<b>5</b>	<b>11</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<p><b>PC2..</b> conform to state specific traffic regulations such as change lanes safely at appropriate speed and observing traffic conditions overtake other road users legally, safely and by using correct signaling At all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles. signal your intentions correctly to other road users within a safe, systematic routine respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman. use indicators and arm signals to signal intentions as per the traffic requirements Use the parking light when stationary, where needed select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke check for oncoming cyclists, pedestrians and other traffic before opening your door remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.</p>	5	11	-	-
<i>General conduct on the road, with owner</i>	<b>20</b>	<b>48</b>	-	-
<p><b>PC3..</b> give preference and right of road usage to children, elderly and differently abled.</p>	4	10	-	-
<p><b>PC4..</b> comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.</p>	4	10	-	-
<p><b>PC5..</b> be extra careful when negotiating traffic, slopes and when required to park in limited space.</p>	4	10	-	-
<p><b>PC6..</b> take care of owners belongings in the vehicle and maintain the vehicle in neat and clean condition</p>	4	9	-	-
<p><b>PC7..</b> be pleasant in dealing with the owner and the passengers.</p>	4	9	-	-
<b>NOS Total</b>	-	-	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9704
<b>NOS Name</b>	Drive safely on the assigned route within limited geographies
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/07/2013
<b>Next Review Date</b>	31/12/2015
<b>NSQC Clearance Date</b>	

## 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 % : 65**

#### Assessment Weightage

##### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0012.Practice HSE and security related guidelines	30	70	-	-	100	10
ASC/N9703.Assess and ensure road worthiness of the vehicle	30	70	-	-	100	25
ASC/N9704.Drive safely on the assigned route within limited geographies	30	70	-	-	100	65
<b>Total</b>	<b>90</b>	<b>210</b>	<b>-</b>	<b>-</b>	<b>300</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.