

Qualification Pack



Forklift Operator (Driver)

QP Code: ASC/Q9707

Version: 1.0

NSQF Level: 4

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

Qualification Pack

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ASC/Q9707: Forklift Operator (Driver)

Brief Job Description

Individuals at this job need to operate a forklift for loading and unloading heavy raw materials, parts, assemblies and finished goods within the shop floor and in stores/warehouse for various Manufacturing and R&D processes of an organization.

Personal Attributes

This job requires the individual to drive continuously for long hours in physically demanding conditions on the shop floor. Individual must be physically fit and have a good sense of balance, ability to judge distances and good eye-hand-foot coordination. The individual should also be able to demonstrate skills for information ordering, oral expression and comprehension.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9712: Ensure that the forklift is fit for use](#)
2. [ASC/N9713: Load / unload the materials safely](#)
3. [ASC/N9714: Ensure safe and healthy working practices](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/9122.0301
Minimum Educational Qualification & Experience	8th Class with 0-6 Months of experience ASDC Driving Level 4 Certificate OR 8th Class with 2-3 years of experience driving any vehicle/forklift
Minimum Level of Education for Training in School	

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Pre-Requisite License or Training	ASDC Forklift Driver module Compulsory: laws and regulations related to warehouse safety standards, training certificate in forklift driving
Minimum Job Entry Age	18 Years
Last Reviewed On	14/04/2014
Next Review Date	31/03/2021
Deactivation Date	31/03/2021
NSQC Approval Date	20/07/2015
Version	1.0

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ASC/N9712: Ensure that the forklift is fit for use

Description

This OS unit is about the driver ensuring that the forklift is fit and ready for use on shop floor. He is responsible to check thoroughly before starting the daily work.

Scope

This unit/ task covers the following:

- technical inspection of forklift
- basic operational check before start of work
- Additional HSE requirements

Elements and Performance Criteria

Pre-drive inspection

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

PC1.. visually check the forklift before starting for: Engine oil level, fuel level, radiator water level (LPG, gas and diesel forklifts). Battery is fully charged; check cables for exposed wires; battery plug connections not loose, worn or dirty; vent caps not clogged;(battery operated FLT) electrolyte levels in cells; hold-downs or brackets to keep battery securely in place Bolts, nuts, guards, chains, or hydraulic hose reels are not damaged, missing or loose Wheels and tyres for wear, damage and air pressure, if pneumatic tyres Forks are not bent; no cracks present; positioning latches are in good working condition; carriage teeth not broken, chipped or worn Chain anchor pins are not worn, loose or bent Fluid Leaks - no damp spots or drips Hoses are held securely; not loose, crimped, worn or rubbing Horn is working and loud enough to be heard in working environment; other warning devices operational Lights - head lights and warning lights operational

Basic operational check before the start of work

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

PC2.. check the following components of forklift for operational ease: Foot Brake that pedal holds and unit stops smoothly Parking Brake that brake holds against slight acceleration Seat Brake that brake holds when operator rises from seat Clutch and Gearshift shifts smoothly with no jumping or jerking Dash Control Panel that all lights and gauges are operational Steering moves smoothly Lift Mechanism operates smoothly (check by raising forks to maximum height then lowering forks completely) Tilt Mechanism moves smoothly and holds (check by tilting mast all the way forward and backward) Cylinders and Hoses not leaking after above checks Listen for any unusual sounds or noises

PC3.. start the forklift and check for the following once again: check that all warning devices operate (horn, indicator lights, rear and brake lights and the reverse alarm) check that the mast tilts forward and back correctly and that the mast extends ensure following preventive maintenance schedules as per laid down guidelines.

Escalation of technical problem

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

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- PC4..** report actual or possible defects to the supervisor in enough detail so they can diagnose the problem
- PC5..** in consultation with superiors conclude about the fitness of forklift and if found unfit to decide to use another forklift.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on: safety policies and procedures; warehouse safety standards; basic compliance to technical requirements and standards; safety and hazards
- KU2.** organization structure
- KU3.** escalation procedure

Generic Skills (GS)

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

- GS1.** read and understand technical standards of forklift operation in terms of safety precautions to be taken for driving with unladen/ laden condition, in narrow aisles, congested environment & for loading/unloading material using hoist/ forks
- GS2.** follow supervisors instructions while using the forklift
- GS3.** when not to use the forklift due to technical and/or compliance related issues
- GS4.** how to learn from past mistakes and identify potential problems

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre-drive inspection</i>	6	14	-	-
PC1.. visually check the forklift before starting for: Engine oil level, fuel level, radiator water level (LPG, gas and diesel forklifts). Battery is fully charged; check cables for exposed wires; battery plug connections not loose, worn or dirty; vent caps not clogged;(battery operated FLT) electrolyte levels in cells; hold-downs or brackets to keep battery securely in place Bolts, nuts, guards, chains, or hydraulic hose reels are not damaged, missing or loose Wheels and tyres for wear, damage and air pressure, if pneumatic tyres Forks are not bent; no cracks present; positioning latches are in good working condition; carriage teeth not broken, chipped or worn Chain anchor pins are not worn, loose or bent Fluid Leaks - no damp spots or drips Hoses are held securely; not loose, crimped, worn or rubbing Horn is working and loud enough to be heard in working environment; other warning devices operational Lights - head lights and warning lights operational	6	14	-	-
<i>Basic operational check before the start of work</i>	12	28	-	-
PC2.. check the following components of forklift for operational ease: Foot Brake that pedal holds and unit stops smoothly Parking Brake that brake holds against slight acceleration Seat Brake that brake holds when operator rises from seat Clutch and Gearshift shifts smoothly with no jumping or jerking Dash Control Panel that all lights and gauges are operational Steering moves smoothly Lift Mechanism operates smoothly (check by raising forks to maximum height then lowering forks completely) Tilt Mechanism moves smoothly and holds (check by tilting mast all the way forward and backward) Cylinders and Hoses not leaking after above checks Listen for any unusual sounds or noises	6	14	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC3.. start the forklift and check for the following once again: check that all warning devices operate (horn, indicator lights, rear and brake lights and the reverse alarm) check that the mast tilts forward and back correctly and that the mast extends ensure following preventive maintenance schedules as per laid down guidelines.	6	14	-	-
<i>Escalation of technical problem</i>	12	28	-	-
PC4.. report actual or possible defects to the supervisor in enough detail so they can diagnose the problem	6	14	-	-
PC5.. in consultation with superiors conclude about the fitness of forklift and if found unfit to decide to use another forklift.	6	14	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9712
NOS Name	Ensure that the forklift is fit for use
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/07/2013
Next Review Date	30/07/2015
NSQC Clearance Date	20/07/2015

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ASC/N9713: Load / unload the materials safely

Description

This OS unit is about the forklift driver coordinating with the shop floor personnel for safely moving the heavy raw materials, parts, assemblies, finished goods on the shop floor

Scope

The unit/ task covers the following:

- start up procedure for forklift
- movement of the materials and placing it at its designated shop floor location
- parking the forklift
- escalation of problems to supervisor/reporting

Elements and Performance Criteria

Start up procedure for forklift

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

PC1.. follow the procedure for starting the forklift : fasten the seatbelt check that the park brake is engaged check that transmission control lever is in neutral position and safety locks are on(if fitted) and all attachment controls are in the neutral position check that the throttle control or accelerator pedal is pushed past any constriction that may be fitted and is in the low idle position turn the ignition switch to start the engine. If it fails to start within approximately 10 seconds, allow the starter to cool down and try again; in cold conditions pre-heating may be required check all gauges for correct operation allow the engine and components to warm up to operating temperature for approximately 5 minutes before operating. During this period operate all attachment controls checking for correct operation, unusual noises and any vibrations re-check all gauges, horn and warning lights for correct operation ensure that the area is clear of all personnel and equipment before moving drive the forklift to the desired location

Movement of materials

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

- PC2..** drive the forklift near to the storage location where the material is kept; be it at the shop floor or the stores/warehouse
- PC3..** lower the forks while keeping the mast in upright condition
- PC4..** level the fork before inserting it into the pallet
- PC5..** insert the fork all the way under the material
- PC6..** adjust the fork as wide as possible to fit the load and to provide a more even distribution of weight
- PC7..** ensure that the material on pallets is stable, neat, cross-tied if possible and evenly distributed
- PC8..** tilt loads backwards
- PC9..** travel with forks as low as possible from the floor and tilted back
- PC10..** match speed to driving, load and workplace conditions

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- PC11..** reach the designated location steering clear of any obstacles, material etc and being on the designated isles
- PC12..** lower the forks as slowly as possible until the pallet touches the ground
- PC13..** rest the pallet on ground and slowly start removing forks out of the pallet ensuring that the material is not being damaged
- PC14..** afterwards , again lift the forks slightly above the ground and drive it back to the next destination. Take care not to meet with any obstacles as in the unladen condition the FLT balance is rear heavy
- PC15..** repeat Pc1. to Pc14. till all the materials have been moved and stored at the respective locations

Parking of the forklift

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

- PC16..** once the job is over , reach the parking area and park the forklift with the forks and attachments (if any)touching the ground
- PC17..** place all attachment control levers in the neutral or hold position
- PC18..** do not allow lift chains to go slack, as they may jump clear of the top carrier rollers
- PC19..** place the transmission and forward reverse levers into the neutral position and apply any safety locks
- PC20..** apply park brake
- PC21..** if it is an LPG powered forklift, turn off the fuel isolating valve as this prevents a build up of explosive gases prior to starting up again
- PC22..** switch off the ignition

Escalation of problems

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

- PC23..** inform about anything that affects the normal operation of the forklift and tell the supervisor immediately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on: safety policies and procedures; warehouse safety standards; basic compliance to technical requirements and standards; safety and hazards
- KU2.** storage locations , loading unloading points (shop, despatche etc.)
- KU3.** maintenance responsibility (Preventive with driver)
- KU4.** escalation procedures
- KU5.** material storage location layout of the plant
- KU6.** safety measures to be taken while driving the forklift
- KU7.** proper direction for tilting the load for safe driving on shop floor
- KU8.** the emergency exits and the doorways location in shop floor

Generic Skills (GS)

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

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- GS1.** the signboards mentioning about the safety precautions displayed on the shop floor
- GS2.** information written on the packaging labels of materials
- GS3.** shop floor personnel for guiding himproperly to lift the materials
- GS4.** supervisor in case of any issue observed while material loading/unloading

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Start up procedure for forklift</i>	1	2	-	-
PC1.. follow the procedure for starting the forklift : fasten the seatbelt check that the park brake is engaged check that transmission control lever is in neutral position and safety locks are on(if fitted) and all attachment controls are in the neutral position check that the throttle control or accelerator pedal is pushed past any constriction that may be fitted and is in the low idle position turn the ignition switch to start the engine. If it fails to start within approximately 10 seconds, allow the starter to cool down and try again; in cold conditions pre-heating may be required check all gauges for correct operation allow the engine and components to warm up to operating temperature for approximately 5 minutes before operating. During this period operate all attachment controls checking for correct operation, unusual noises and any vibrations re-check all gauges, horn and warning lights for correct operation ensure that the area is clear of all personnel and equipment before moving drive the forklift to the desired location	1	2	-	-
<i>Movement of materials</i>	17	46	-	-
PC2.. drive the forklift near to the storage location where the material is kept; be it at the shop floor or the stores/warehouse	2	3	-	-
PC3.. lower the forks while keeping the mast in upright condition	1	3	-	-
PC4.. level the fork before inserting it into the pallet	1	3	-	-
PC5.. insert the fork all the way under the material	1	3	-	-
PC6.. adjust the fork as wide as possible to fit the load and to provide a more even distribution of weight	1	3	-	-
PC7.. ensure that the material on pallets is stable, neat, cross-tied if possible and evenly distributed	1	3	-	-
PC8.. tilt loads backwards	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9.. travel with forks as low as possible from the floor and tilted back	1	4	-	-
PC10.. match speed to driving, load and workplace conditions	1	4	-	-
PC11.. reach the designated location steering clear of any obstacles, material etc and being on the designated isles	1	3	-	-
PC12.. lower the forks as slowly as possible until the pallet touches the ground	1	4	-	-
PC13.. rest the pallet on ground and slowly start removing forks out of the pallet ensuring that the material is not being damaged	2	4	-	-
PC14.. afterwards , again lift the forks slightly above the ground and drive it back to the next destination. Take care not to meet with any obstacles as in the unladen condition the FLT balance is rear heavy	2	3	-	-
PC15.. repeat Pc1. to Pc14. till all the materials have been moved and stored at the respective locations	1	3	-	-
<i>Parking of the forklift</i>	11	20	-	-
PC16.. once the job is over , reach the parking area and park the forklift with the forks and attachments (if any)touching the ground	1	3	-	-
PC17.. place all attachment control levers in the neutral or hold position	2	3	-	-
PC18.. do not allow lift chains to go slack, as they may jump clear of the top carrier rollers	2	3	-	-
PC19.. place the transmission and forward reverse levers into the neutral position and apply any safety locks	2	3	-	-
PC20.. apply park brake	1	3	-	-
PC21.. if it is an LPG powered forklift, turn off the fuel isolating valve as this prevents a build up of explosive gases prior to starting up again	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22.. switch off the ignition	1	2	-	-
<i>Escalation of problems</i>	1	2	-	-
PC23.. inform about anything that affects the normal operation of the forklift and tell the supervisor immediately	1	2	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9713
NOS Name	Load / unload the materials safely
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	30/07/2013
Next Review Date	30/07/2015
NSQC Clearance Date	20/07/2015

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ASC/N9714: Ensure safe and healthy working practices

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

Scope

This unit/ task covers the following:

- identification of potential sources of safety issues in driving
- follow standard safety standards
- communicate to reporting supervisor about safety issues
- handling of emergency situations such as accident, fire, passenger, client related issues

Elements and Performance Criteria

Potential safety issues

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

- PC1..** in case of a fuel leak occurrence or suspicion, immediately stop the machine, tag the area around the leak and inform the supervisor
- PC2..** inform the shop floor personnel in case of more than maximum loadput on the forks of the forklift/ imbalance in load kept on the forks
- PC3..** in case of accident, rush the person to the in-house medical centre immediately inform the supervisor
- PC4..** vacate the premises in case of fire and immediately inform the supervisor

Standard safety standards

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

- PC5..** know the recommended load limit of the forklift and never exceed it
- PC6..** know how to assess the weight of the load to be lifted
- PC7..** do a visual and operational check of the forklift at the start of the shift
- PC8..** check for adequate overhead clearance before raising the load
- PC9..** operate the equipment smoothly when stopping, starting, lifting and tilting
- PC10..** know the blind spots of the lift truck with and without a load
- PC11..** keep pedestrians away from a forklift in operation
- PC12..** stop when anyone crosses the route being travelled. Lower the load to the floor, and wait until clear
- PC13..** operate only as fast as conditions safely permit
- PC14..** wear leather gloves when moving or shifting loads
- PC15..** wear fully laced safety boots to give impact protection when moving loads or skids and to provide ankle support
- PC16..** remain alert and prepare for the unexpected

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PC17.. ensure that the shop floor area where forklift is operating is free from oil spots, wet spots, loose objects, holes, rough surfaces, people and other vehicles

PC18.. keep hands, arms, head, feet and legs inside the confines of a moving forklift

PC19.. stay in the truck in case of overturn

Limit damage to people and public

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

PC20.. stop when anyone crosses the route being travelled. Lower the load to the floor, and wait until clear

PC21.. sound horn before moving on shop floor

PC22.. take care not to let the FLT / or load touch obstacles while driving

PC23.. eliminate usage of damaged bins

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

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

Generic Skills (GS)

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

GS1. effectively communicate the safety, cleanliness and emergency issues

GS2. keep the work environment clean

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Potential safety issues</i>	7	14	-	-
PC1.. in case of a fuel leak occurrence or suspicion, immediately stop the machine, tag the area around the leak and inform the supervisor	2	4	-	-
PC2.. inform the shop floor personnel in case of more than maximum loadput on the forks of the forklift/ imbalance in load kept on the forks	2	4	-	-
PC3.. in case of accident, rush the person to the in-house medical centre immediately inform the supervisor	2	4	-	-
PC4.. vacate the premises in case of fire and immediately inform the supervisor	1	2	-	-
<i>Standard safety standards</i>	19	48	-	-
PC5.. know the recommended load limit of the forklift and never exceed it	2	3	-	-
PC6.. know how to assess the weight of the load to be lifted	2	3	-	-
PC7.. do a visual and operational check of the forklift at the start of the shift	2	4	-	-
PC8.. check for adequate overhead clearance before raising the load	1	3	-	-
PC9.. operate the equipment smoothly when stopping, starting, lifting and tilting	1	3	-	-
PC10.. know the blind spots of the lift truck with and without a load	2	3	-	-
PC11.. keep pedestrians away from a forklift in operation	1	3	-	-
PC12.. stop when anyone crosses the route being travelled. Lower the load to the floor, and wait until clear	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13.. operate only as fast as conditions safely permit	1	4	-	-
PC14.. wear leather gloves when moving or shifting loads	1	4	-	-
PC15.. wear fully laced safety boots to give impact protection when moving loads or skids and to provide ankle support	1	3	-	-
PC16.. remain alert and prepare for the unexpected	1	4	-	-
PC17.. ensure that the shop floor area where forklift is operating is free from oil spots, wet spots, loose objects, holes, rough surfaces, people and other vehicles	1	3	-	-
PC18.. keep hands, arms, head, feet and legs inside the confines of a moving forklift	1	2	-	-
PC19.. stay in the truck in case of overturn	1	2	-	-
<i>Limit damage to people and public</i>	4	8	-	-
PC20.. stop when anyone crosses the route being travelled. Lower the load to the floor, and wait until clear	1	2	-	-
PC21.. sound horn before moving on shop floor	1	2	-	-
PC22.. take care not to let the FLT / or load touch obstacles while driving	1	2	-	-
PC23.. eliminate usage of damaged bins	1	2	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9714
NOS Name	Ensure safe and healthy working practices
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/07/2013
Next Review Date	30/07/2015
NSQC Clearance Date	20/07/2015

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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.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9712.Ensure that the forklift is fit for use	30	70	-	-	100	25
ASC/N9713.Load / unload the materials safely	30	70	-	-	100	55
ASC/N9714.Ensure safe and healthy working practices	30	70	-	-	100	20

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	90	210	-	-	300	100

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Acronyms

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

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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.

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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.