

Qualification Pack



2W-Delivery Associate

QP Code: ASC/Q9710

Version: 1.0

NSQF Level: 3

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

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ASC/Q9710: 2W-Delivery Associate

Brief Job Description

A Two wheeler delivery associate also is called as pizza boy/courier boy based on the goods he delivers or a dispatch rider. Individuals at this job need to safely and quickly deliver the goods to the intended customers using two wheeler as mode of transport

Personal Attributes

This job requires the individual to drive for long and awkward hours and unpredictable schedules. Individual must be polite and dependable with the ability to remain calm and composed under stressful conditions of traffic and demanding customers.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N0002: Work effectively in a team](#)
2. [ASC/N0012: Practice HSE and security related guidelines](#)
3. [ASC/N9703: Assess and ensure road worthiness of the vehicle](#)
4. [ASC/N9713: Load / unload the materials safely](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8321.0201
Minimum Educational Qualification & Experience	10th Class with 6-12 Months of experience Driving a 2 wheeler OR Certificate (ASDC Driver Level 4 Certificate) with 0-6 Months of experience

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Minimum Level of Education for Training in School	
Pre-Requisite License or Training	preferably ASDC Automotive Service Technician 2 & 3 wheeler Level 3 Compulsory: laws and regulations related to road use and safety Voluntary: stress management, English speaking
Minimum Job Entry Age	18 Years
Last Reviewed On	15/04/2014
Next Review Date	31/03/2021
Deactivation Date	31/03/2021
NSQC Approval Date	05/08/2015
Version	1.0

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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

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
- KU6.** whether not meeting commitments, will have implications on individuals and the organisation

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- 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>	25	75	-	-
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

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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

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- 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

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Assessment Criteria

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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.	2	5	-	-
PC14. get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms	2	5	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0012
NOS Name	Practice HSE and security related guidelines
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	30/07/2013
NSQC Clearance Date	28/09/2015

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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

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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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Vehicle road worthiness</i>	15	36	-	-
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	5	12	-	-
PC2.. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change	5	12	-	-
PC3.. record any other deviations observed during the trip	5	12	-	-
<i>Basic technical check before the trip</i>	5	11	-	-
PC4.. 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>	10	23	-	-
PC5.. 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	-	-
PC6.. In consultation with owner conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.	5	12	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

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

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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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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/N0002.Work effectively in a team	25	75	-	-	100	10
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/N9713.Load / unload the materials safely	30	70	-	-	100	55

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	115	285	-	-	400	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.