

Highway Toll Collector

QP Code: ASC/Q9730

NSQF Level: 4

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ASC/Q9730: Highway Toll Collector

Brief Job Description

A candidate in this job role performs toll collection activities at authorized toll plazas. He must adhere to relevant occupational health and safety guidelines while carrying out the tasks. The individual is expected to competently carry out assigned duties as per standard operating procedures. The candidate should have the working knowledge of computers and identify class of vehicle.

Personal Attributes

Must exhibit good customer service attributes: courteous, solution-oriented, polite, reliable, good decision-making skills, etc. Possess an alert mind and a physically active body and meticulous work habits

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N0002: Work effectively in a team](#)
2. [ASC/N0003: Maintain a healthy, safe and secure working environment](#)
3. [ASC/N9730: Collect toll as per standard operating procedure](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Toll collection
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	12th Class with Not applicable of experience Not applicable OR 12th Class OR 12th Class
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA

Minimum Job Entry Age	18 Years
Last Reviewed On	24/11/2016
Next Review Date	31/03/2020
NSQC Approval Date	
Version	1.0

ASC/N0002: Work effectively in a team

Description

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

Scope

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

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

Elements and Performance Criteria

Effective communication

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies and procedures for working with colleagues, role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** benefits of developing productive working relationships with colleagues
- KU5.** the importance of creating an environment of trust and mutual respect
- KU6.** whether not meeting commitments, will have implications on individuals and the organisation

- KU7.** different types of information that colleagues might need and the importance of providing this information when it is required
- KU8.** the importance of problems, from colleagues perspective and how to provide support, where necessary, to resolve these

Generic Skills (GS)

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

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

Assessment Criteria

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

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

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

Description

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

Scope

This unit/task covers the following:

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

Elements and Performance Criteria

Resources needed to maintain a safe, secure working environment

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organisations procedures for health, safety and security and individuals role and responsibilities in relation to this
- KU2.** what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
- KU3.** how and when to report hazards
- KU4.** the limits of responsibility for dealing with hazards
- KU5.** the organisations emergency procedures for different emergency situations and the importance of following these

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

Generic Skills (GS)

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

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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

ASC/N9730: Collect toll as per standard operating procedure

Description

A toll collector, also called as toll operator is responsible for collecting toll as per tariff and helps in smooth flow of traffic. He is also responsible for depositing the toll collected with cashier after the end of the shift.

Scope

This unit/task covers the following:

- Work safely
- Prepare for toll collection
- Carryout toll collection
- Perform post toll collection activities

Elements and Performance Criteria

Work safely

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

- PC1.** work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines
- PC2.** adhere to procedures or systems in place for health and safety, personal protective equipment (PPE) and other relevant safety regulations

Prepare for toll collection

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

- PC3.** report to duty at the scheduled shift as per the standard procedure
- PC4.** deposit personal belongings at the designated location
- PC5.** Personal belongings: Personal cash, mobile phone, electronic gadgets etc.
- PC6.** report to shift incharge and mark attendance in the attendance register
- PC7.** collect shift report, cash bag, lock and key from the shift incharge
- PC8.** collect float cash from the authorized person
- PC9.** count float cash and sign in the exact amount provided in the acknowledgement register
- PC10.** keep the float cash in the cash bag and ensure that the cash bag is properly locked
- PC11.** acknowledge roll call and get briefing from the shift incharge if any
- PC12.** occupy the booth in the assigned lane at assigned time
- PC13.** ensure that the toll collector of the previous shift is logged out of the system
- PC14.** check for proper functioning of IT hardware, equipment and fixtures
Equipment used in toll collection booth: Computer, printer, scanner, display board, wireless equipment, CCTV etc.
- PC15.** report malfunctions, abnormalities and damages if any to the plaza controller

Carry out toll collection

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

- PC16.** log in the lane system by providing authentic information and ensure that OHLS will turn green automatically
Toll Management Systems: EFKON, Metro electronic toll control system, Rajdeeps toll management system or any other systems as per the toll operator

- PC17.** confirm login to the plaza controller or validator
- PC18.** instruct toll attendant/channelizer to allow the entry of vehicles in to the lane when ready
- PC19.** identify the class of vehicle and collect fee as per the stipulated tariff
- PC20.** handover receipt and change for correct amount
- PC21.** validate the receipts of passing through vehicles to check whether the toll has been already paid
- PC22.** inform plaza validator or plaza controller or shift incharge incase of exempt vehicle and take permission to exempt
- PC23.** make an entry in the incident report for vehicles exempted or any other incidents or exceptions
- PC24.** check the display of approved RFID Tag/FASTag, vehicle number for smart card, local consession and monthly pass users
- PC25.** store the collected toll as per specified procedure, adhering to safety measures at all times
- PC26.** undergo frisking and suprise checks by authorised persons
- PC27.** follow recommended procedure to take breaks Procedure: permission from validator /plaza controller, log ou at the lane computer, keep the cash in the bag, log in again after taking the permission from the validator or plaza controller
- PC28.** follow recommended procedure to logout after the shift Procedure: Take permission from the control room supervisor, request road user at the window to wait for shift change
- PC29.** keep the cash in the bag, lock and move to the TOD room for cash handover

Perform post toll collection activities

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

- PC30.** segregate revenue collected and make bundles as per the denomination
- PC31.** prepare summary of the cash collected accurately and in the prescribed format
- PC32.** handover the toll collected to the cashier and take acknowledgement
- PC33.** reconcile the amount with the system generated report with the help of cashier
- PC34.** get the exemption reports verified by the supervisor at the control room
- PC35.** sign the shift report and handit over to the shift incharge with supporting documents
- PC36.** hand over cash bags and keys to the cashier
- PC37.** obtain shift incharge permission and register departure at TOD room
- PC38.** undergo security check/frisking by the authorized person

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** relevant health and safety requirements applicable in the work place
- KU3.** own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU4.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU5.** how to engage with concerned persons for support in order to resolve incidents
- KU6.** importance of working in clean and safe environment practices and procedures

- KU7.** relevant people and their responsibilities within the work area
- KU8.** escalation matrix and procedures for reporting work and employment related issues
- KU9.** importance of using personal protective equipment appropriate to carry out the given tasks as per relevant occupational health & safety guidelines
- KU10.** hazards and potential risks associated with the given work and safety control measures used to prevent injury to self and others
- KU11.** types of tolling system Tolling systems: Open toll system, closed toll system
- KU12.** methods of toll collection Methods : Manual toll collection, automatic toll collection, electronic toll collection
- KU13.** common terms used in tolling Common terms: Throughput, demand, processing time, queing area, merging area, number of toll lanes
- KU14.** knowledge of traffic and electronic signs
- KU15.** importance of traffic standard definitions Traffic standard definitions: Advance working zone, transition zone, working zone, carriageway traffic control, traffic control devices, detour, diversion etc.
- KU16.** basic knowledge and operation of a computer
- KU17.** use of electronic equipment used in toll collection
- KU18.** classification of roads Classification: National highways, state highways, other PWD roads and rural roads
- KU19.** rules and regulations of National Highways, 1997 Rules: Collection of fees by any a person for the use of section of National Highways/ Permanent bridge/ Temporary bridge on National Highways etc
- KU20.** different class of vehicle as per NHAI guidelines Class: Car/jeep/van, LCV, bus/truck, upto 3 axle vehicle, 4 to 6 axle vehicle, HCM/EME, vehicles with 7 or more axles
- KU21.** who should be exempted from paying toll tax as per NHAI rules Exemption from payment of toll tax as per current NHAI rules: Transporting and accompanying, the President of India, the Vice President of India, the Prime- Minister of India, the Governor of a state, the Speaker of the House of People, the Cabinet Minister of the union, the Chief Minister of a State, the Judge of the Supreme Court, the Minister of State of the Union, the Lieutenant Governor of a Union territory, the Chief of Staff holding the rank of full General or equivalent rank, the Chairman of the Legislative Council of a State, the Speaker of the Legislative Assembly of a State, the Chief Justice of a High Court, the Judge of a High Court, the Member of Parliament, the Army Commander or Vice-Chief of Army Staff and equivalent in other services, the Chief Secretary to a State Government within concerned State, the Secretary to the Government of India, the Secretary, Council of States, the Secretary, House of People, the Foreign dignitary on State visit, fire fighting vehicle, ambulance, funeral van etc.
- KU22.** how to exempt a vehicle from paying toll tax
- KU23.** use of code laws for beacons Beacon: Red beacon (with/without flasher), Blue beacon (with/without flasher)
- KU24.** how to seek help from the plaza controller incase of incidents

Generic Skills (GS)

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

- GS1.** fill up appropriate forms, incident report, summary sheet of toll collection, exemption reports as per organizational format in English and/or local language

- GS2.** read and interpret information correctly from the notice board, standard operating procedure etc.
- GS3.** interpret toll business rules
- GS4.** read signages, safety symbols, warnings, etc. displayed in work environment
- GS5.** communicate with road users clearly, effectively and politely
- GS6.** convey information to the shift-incharge, plaza controllers, barrierman, channelizers, cashier etc.
- GS7.** when faced with difficult situations seek clarification from the shift-incharge or plaza controller or responsible authority on how to resolve problems
- GS8.** identify the problems that might arise during the toll collection activity and take necessary actions quickly
- GS9.** exhibit polite and courteous behavioral skills

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work safely</i>	2	2	-	-
PC1. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	1	1	-	-
PC2. adhere to procedures or systems in place for health and safety, personal protective equipment (PPE) and other relevant safety regulations	1	1	-	-
<i>Prepare for toll collection</i>	13	14	-	-
PC3. report to duty at the scheduled shift as per the standard procedure	1	1	-	-
PC4. deposit personal belongings at the designated location	1	1	-	-
PC5. Personal belongings: Personal cash, mobile phone, electronic gadgets etc.	1	1	-	-
PC6. report to shift incharge and mark attendance in the attendance register	1	1	-	-
PC7. collect shift report, cash bag, lock and key from the shift incharge	1	1	-	-
PC8. collect float cash from the authorized person	1	1	-	-
PC9. count float cash and sign in the exact amount provided in the acknowledgement register	1	1	-	-
PC10. keep the float cash in the cash bag and ensure that the cash bag is properly locked	1	1	-	-
PC11. acknowledge roll call and get briefing from the shift incharge if any	1	1	-	-
PC12. occupy the booth in the assigned lane at assigned time	1	1	-	-
PC13. ensure that the toll collector of the previous shift is logged out of the system	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check for proper functioning of IT hardware, equipment and fixtures Equipment used in toll collection booth: Computer, printer, scanner, display board, wireless equipment, CCTV etc.	1	1	-	-
PC15. report malfunctions, abnormalities and damages if any to the plaza controller	1	2	-	-
<i>Carry out toll collection</i>	16	31	-	-
PC16. log in the lane system by providing authentic information and ensure that OHLS will turn green automatically Toll Management Systems: EFKON, Metro electronic toll control system, Rajdeeps toll management system or any other systems as per the toll operator	1	1	-	-
PC17. confirm login to the plaza controller or validator	1	1	-	-
PC18. instruct toll attendant/channelizer to allow the entry of vehicles in to the lane when ready	1	3	-	-
PC19. identify the class of vehicle and collect fee as per the stipulated tariff	1	3	-	-
PC20. handover receipt and change for correct amount	1	2	-	-
PC21. validate the receipts of passing through vehicles to check whether the toll has been already paid	1	2	-	-
PC22. inform plaza validator or plaza controller or shift incharge in case of exempt vehicle and take permission to exempt	1	3	-	-
PC23. make an entry in the incident report for vehicles exempted or any other incidents or exceptions	1	2	-	-
PC24. check the display of approved RFID Tag/FASTag, vehicle number for smart card, local session and monthly pass users	1	1	-	-
PC25. store the collected toll as per specified procedure, adhering to safety measures at all times	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. undergo frisking and surprise checks by authorised persons	1	3	-	-
PC27. follow recommended procedure to take breaks Procedure: permission from validator /plaza controller, log ou at the lane computer, keep the cash in the bag,log in again after taking the permission from the validator or plaza controller	1	4	-	-
PC28. follow recommended procedure to logout after the shift Procedure: Take permission from the control room supervisor, request road user at the window to wait for shift change	1	2	-	-
PC29. keep the cash in the bag, lock and move to the TOD room for cash handover	3	3	-	-
<i>Perform post toll collection activities</i>	9	13	-	-
PC30. segregate revenue collected and make bundles as per the denomination	1	2	-	-
PC31. prepare summary of the cash collected accurately and in the prescribed format	1	2	-	-
PC32. handover the toll collected to the cashier and take acknowledgement	1	2	-	-
PC33. reconcile the amount with the system generated report with the help of cashier	1	2	-	-
PC34. get the exemption reports verified by the supervisor at the control room	1	1	-	-
PC35. sign the shift report and handit over to the shift incharge with supporting documents	1	1	-	-
PC36. hand over cash bags and keys to the cashier	1	1	-	-
PC37. obtain shift incharge permission and register departure at TOD room	1	1	-	-
PC38. undergo security check/frisking by the authorized person	1	1	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9730
NOS Name	Collect toll as per standard operating procedure
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Toll Collection
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/11/2016
Next Review Date	24/11/2018
NSQC Clearance Date	

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Recommended Pass % aggregate for QP : 70

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	20
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	20
ASC/N9730.Collect toll as per standard operating procedure	40	60	-	-	100	60
Total	90	210	-	-	300	100

Acronyms

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

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.
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.

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