

Qualification Pack



Technician Last Mile Active Network

QP Code: TEL/Q6101

Version: 3.0

NSQF Level: 4

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TEL/Q6101: Technician Last Mile Active Network

Brief Job Description

A Technician Last Mile Active Network is responsible for installing, maintaining, and troubleshooting the final segment of network connectivity to end users, ensuring uninterrupted and high-quality service delivery. The individual performs routine checks and technical diagnostics on fibre or copper lines and coordinates with field teams to resolve connectivity issues efficiently. The individual also adheres to safety protocols and company standards during installations and repairs and maintains accurate service records and updates system logs regularly.

Personal Attributes

A Technician Last Mile Active Network must possess strong problem-solving skills, attention to detail, and the ability to work independently. The individual should be punctual, reliable, and capable of managing time efficiently in the field. The individual should also exhibit a positive attitude and communicate clearly with both customers and team members.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [TEL/N6109: Install the Local Area Network \(LAN\) and Wide Area Network \(WAN\) devices](#)
2. [TEL/N6110: Set up and Configuration of Network Switch and Router](#)
3. [TEL/N6111: Carry out Maintenance of Network Devices](#)
4. [TEL/N9101: Organise Work and Resources as per Health and Safety Standards](#)
5. [TEL/N9102: Interact Effectively with Team Members and Customers](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network (Active Components Installation)
Country	India

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NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	12th Class OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience relevant experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	12th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	30/06/2028
NSQC Approval Date	19/08/2025
Version	3.0
Reference code on NQR	QG-03-TL-00464- 2025-V2 -TSSC
NQR Version	2

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TEL/N6109: Install the Local Area Network (LAN) and Wide Area Network (WAN) devices

Description

This OS enables the installation and configuration of Local Area Network (LAN) and Wide Area Network (WAN) devices for seamless connectivity.

Scope

The scope covers the following :

- Pre-set up activities
- Set up LAN and WAN hardware components.
- Ensure proper network cabling and configuration.
- Test and verify network connectivity.

Elements and Performance Criteria

Pre-set up activities

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

- PC1.** receive work instructions and technical drawings from the supervisor or network engineers to plan for LAN/WAN installation.
- PC2.** identify and select appropriate network devices (such as, routers, modems, switches, patch panels) based on network layout and capacity requirements.
- PC3.** interpret circuit diagrams, IP schemas, and cable routing plans before setting up the hardware.
- PC4.** unbox and inspect network hardware for physical damages or missing components as per BOM (Bill of Material).

Set up LAN and WAN hardware components

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

- PC5.** connect routers, switches, and wireless access points as per standard layer 2 and layer 3 network architecture.
- PC6.** assign correct ports and label all connections (e.g., uplink/downlink, VLAN ID, WAN/LAN) for traceability.
- PC7.** configure basic network parameters such as ip address, subnet mask, default gateway, and dns settings on routers and switches.
- PC8.** install and configure access points (APS) with ssid, channel, and security settings in compliance with organisational standards.
- PC9.** establish uplinks to the Internet Service Provider (ISP) gateway and verify link synchronisation.

Ensure proper network cabling and configuration

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

- PC10.** identify suitable cable types (cat5e, cat6, fibre optic) based on network bandwidth and distance requirements.

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- PC11.** measure, cut, and crimp ethernet cables using appropriate tools (e.g., cable stripper, crimping tool, rj45 connectors).
- PC12.** install network cables in ducts, raceways, or conduits ensuring minimal bending and no physical strain on connectors.
- PC13.** label both ends of each cable using cable tags or colour codes for easy fault diagnosis.
- PC14.** check grounding and bonding of racks and metal equipment to avoid electrical hazards.

Test and verify network connectivity

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

- PC15.** power up the devices and verify boot status through indicator leds or diagnostic ports.
- PC16.** use basic network testing tools (e.g., lan tester, cable certifier, TDR meter) to ensure cable integrity and proper connectivity.
- PC17.** perform ping test , speed test, and bandwidth tests to confirm desired connectivity and speed.
- PC18.** take photograph and record test results in the job sheet or digital installation report.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of computer networks, including types and functions of LAN and WAN.
- KU2.** difference between various network devices such as modems, routers, access points, and switches.
- KU3.** structured cabling standards, colour codes, and pin configurations.
- KU4.** networking protocols (e.g., TCP/IP, DHCP, NAT, DNS) and their purpose.
- KU5.** common wireless technologies (e.g., Wi-Fi, LTE) and their integration with wired networks.
- KU6.** standard installation and safety procedures for mounting network equipment.
- KU7.** diagnostic commands and tools used for testing network functionality (e.g., ping, ipconfig, tracer).
- KU8.** documentation procedures including recording MAC/IP addresses, network maps, and customer acknowledgements.
- KU9.** basic cybersecurity principles like device password protection, encryption, and secure access.
- KU10.** handling and disposal of damaged cables or electronic components as per e-waste norms.

Generic Skills (GS)

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

- GS1.** communicate effectively with customers, supervisors, and technical teams.
- GS2.** read and interpret installation manuals, device datasheets, and wiring diagrams.
- GS3.** write brief installation notes and reports in prescribed formats.
- GS4.** apply basic math for measuring cable lengths, calculating IP ranges, or estimating signal loss.
- GS5.** use problem-solving and logical thinking to troubleshoot connectivity issues.

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- GS6.** manage time effectively to complete installations within service windows.
- GS7.** adapt quickly to different network equipment brands and evolving standards.
- GS8.** work safely using ladders, tools, and equipment in compliance with field protocols.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre-set up activities</i>	8	14	-	3
PC1. receive work instructions and technical drawings from the supervisor or network engineers to plan for LAN/WAN installation.	2	3	-	-
PC2. identify and select appropriate network devices (such as, routers, modems, switches, patch panels) based on network layout and capacity requirements.	2	3	-	1
PC3. interpret circuit diagrams, IP schemas, and cable routing plans before setting up the hardware.	2	4	-	1
PC4. unbox and inspect network hardware for physical damages or missing components as per BOM (Bill of Material).	2	4	-	1
<i>Set up LAN and WAN hardware components</i>	7	15	-	3
PC5. connect routers, switches, and wireless access points as per standard layer 2 and layer 3 network architecture.	1	3	-	1
PC6. assign correct ports and label all connections (e.g., uplink/downlink, VLAN ID, WAN/LAN) for traceability.	2	2	-	1
PC7. configure basic network parameters such as ip address, subnet mask, default gateway, and dns settings on routers and switches.	2	4	-	1
PC8. install and configure access points (APS) with ssid, channel, and security settings in compliance with organisational standards.	1	3	-	-
PC9. establish uplinks to the Internet Service Provider (ISP) gateway and verify link synchronisation.	1	3	-	-
<i>Ensure proper network cabling and configuration</i>	9	17	-	3

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. identify suitable cable types (cat5e, cat6, fibre optic) based on network bandwidth and distance requirements.	2	3	-	1
PC11. measure, cut, and crimp ethernet cables using appropriate tools (e.g., cable stripper, crimping tool, rj45 connectors).	2	4	-	1
PC12. install network cables in ducts, raceways, or conduits ensuring minimal bending and no physical strain on connectors.	1	4	-	-
PC13. label both ends of each cable using cable tags or colour codes for easy fault diagnosis.	2	3	-	1
PC14. check grounding and bonding of racks and metal equipment to avoid electrical hazards.	2	3	-	-
<i>Test and verify network connectivity</i>	6	14	-	1
PC15. power up the devices and verify boot status through indicator leds or diagnostic ports.	1	2	-	-
PC16. use basic network testing tools (e.g., lan tester, cable certifier, TDR meter) to ensure cable integrity and proper connectivity.	2	4	-	1
PC17. perform ping test , speed test, and bandwidth tests to confirm desired connectivity and speed.	2	4	-	-
PC18. take photograph and record test results in the job sheet or digital installation report.	1	4	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6109
NOS Name	Install the Local Area Network (LAN) and Wide Area Network (WAN) devices
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network (Active Components Installation)
NSQF Level	4
Credits	4
Version	3.0
Last Reviewed Date	19/08/2025
Next Review Date	30/06/2028
NSQC Clearance Date	19/08/2025

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TEL/N6110: Set up and Configuration of Network Switch and Router

Description

This OS facilitates the seamless setup and configuration of network switches and routers, enabling efficient data routing, optimal traffic management, and secure network connectivity.

Scope

The scope covers the following :

- Take instructions and prepare for installation tasks
- Install and physically set up network devices
- Configure network switches and routers
- Test and validate device configuration

Elements and Performance Criteria

Take instructions and prepare for installation tasks

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

- PC1.** verify availability of hardware such as managed/unmanaged switches, layer 2 or layer 3 routers, cables, connectors, and power supply.
- PC2.** ensure all tools required for the setup (such as, crimping tool, cable tester, punch-down tool, screwdrivers) are ready and functional.
- PC3.** assess network design documents or topology diagrams to understand IP allocation, switch roles, and VLAN structure.

Install and physically set up network devices

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

- PC4.** mount the switch or router securely in racks or wall enclosures as per standard procedures.
- PC5.** verify cable continuity using LAN cable testers and ensure colour coding or labelling of ports for traceability.
- PC6.** connect network cables (Cat5e/Cat6 or fibre) to appropriate switch/router ports following the assigned port plan.
- PC7.** connect power cables, backup power sources (e.g., UPS), and confirm device boot-up through LED indicators or diagnostics.

Configure network switches and routers

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

- PC8.** access the switch/router console via serial/USB port or IP-based terminal software (e.g., PuTTY, Tera Term).
- PC9.** assign static or dynamic IP addresses to devices based on DHCP settings or static routing plans.
- PC10.** configure basic settings such as hostname, domain name, password protection, and NTP synchronisation.
- PC11.** create and assign VLANs, configure trunk and access ports, and verify inter-VLAN routing if applicable.

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- PC12.** enable port security features, MAC address filtering, and spanning tree protocol (STP) to avoid network loops.
- PC13.** configure routers with gateway IP, NAT/PAT settings, routing protocols (e.g., RIP, OSPF), and route summarisation.
- PC14.** set up access control lists (ACLs) to manage data flow and apply firewall rules to restrict unauthorised traffic.

Test and validate device configuration

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

- PC15.** verify connectivity through ping and traceroute commands.
- PC16.** run interface status and routing table commands (e.g., show ip int brief, show vlan, show run) to confirm operational parameters.
- PC17.** troubleshoot configuration issues by checking log files, LED indicators, and loopback test results.
- PC18.** back up device configurations to external storage or network drive using TFTP/FTP or USB.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic networking concepts including IP addressing, subnetting, DNS, and DHCP.
- KU2.** differences between managed and unmanaged switches, and their use cases in last-mile network setups.
- KU3.** types of routers (wired, wireless, edge) and their functional roles in LAN/WAN environments.
- KU4.** physical components of a switch/router including ports, console interfaces, and power units.
- KU5.** standard switch configurations including VLAN tagging, trunk ports, spanning tree protocol (STP), and link aggregation.
- KU6.** router configuration commands for static routing, dynamic routing protocols (RIP, OSPF), and NAT.
- KU7.** console access techniques including serial/USB console, SSH, and browser-based GUI configuration.
- KU8.** use of terminal emulation software (e.g., PuTTY, Tera Term) and secure login practices.
- KU9.** troubleshooting tools such as ping, tracert, ipconfig, and their applications in resolving network issues.
- KU10.** methods for backing up and restoring configuration files from routers and switches.
- KU11.** safety practices for handling electrical devices and securing equipment in network racks.
- KU12.** importance of documenting IP plans, switch/router settings, and port allocations for future maintenance.
- KU13.** impact of misconfigured VLANs, duplicate IPs, or incorrect routing on service delivery.
- KU14.** common cybersecurity vulnerabilities in network devices and basic countermeasures such as disabling unused ports and enabling encryption.
- KU15.** firmware upgrade procedures and the role of patch updates in ensuring device security.

Generic Skills (GS)

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

- GS1.** communicate clearly with network supervisors and team members regarding setup progress and challenges.
- GS2.** read and interpret network schematics, port maps, IP tables, and configuration guides.
- GS3.** use critical thinking to isolate and resolve network connectivity or configuration issues.
- GS4.** apply basic mathematical skills for subnetting, IP calculations, and bandwidth estimation.
- GS5.** adapt quickly to new firmware interfaces or updated configuration tools.
- GS6.** manage time effectively to ensure scheduled network activation and minimal downtime.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Take instructions and prepare for installation tasks</i>	6	11	-	2
PC1. verify availability of hardware such as managed/unmanaged switches, layer 2 or layer 3 routers, cables, connectors, and power supply.	2	4	-	-
PC2. ensure all tools required for the setup (such as, crimping tool, cable tester, punch-down tool, screwdrivers) are ready and functional.	2	3	-	1
PC3. assess network design documents or topology diagrams to understand IP allocation, switch roles, and VLAN structure.	2	4	-	1
<i>Install and physically set up network devices</i>	7	14	-	2
PC4. mount the switch or router securely in racks or wall enclosures as per standard procedures.	1	3	-	-
PC5. verify cable continuity using LAN cable testers and ensure colour coding or labelling of ports for traceability.	2	4	-	1
PC6. connect network cables (Cat5e/Cat6 or fibre) to appropriate switch/router ports following the assigned port plan.	2	3	-	1
PC7. connect power cables, backup power sources (e.g., UPS), and confirm device boot-up through LED indicators or diagnostics.	2	4	-	-
<i>Configure network switches and routers</i>	9	21	-	4
PC8. access the switch/router console via serial/USB port or IP-based terminal software (e.g., PuTTY, Tera Term).	1	3	-	1
PC9. assign static or dynamic IP addresses to devices based on DHCP settings or static routing plans.	1	2	-	1
PC10. configure basic settings such as hostname, domain name, password protection, and NTP synchronisation.	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. create and assign VLANs, configure trunk and access ports, and verify inter-VLAN routing if applicable.	1	3	-	-
PC12. enable port security features, MAC address filtering, and spanning tree protocol (STP) to avoid network loops.	1	3	-	1
PC13. configure routers with gateway IP, NAT/PAT settings, routing protocols (e.g., RIP, OSPF), and route summarisation.	1	4	-	1
PC14. set up access control lists (ACLs) to manage data flow and apply firewall rules to restrict unauthorised traffic.	2	3	-	-
<i>Test and validate device configuration</i>	8	14	-	2
PC15. verify connectivity through ping and traceroute commands.	2	3	-	-
PC16. run interface status and routing table commands (e.g., show ip int brief, show vlan, show run) to confirm operational parameters.	2	4	-	1
PC17. troubleshoot configuration issues by checking log files, LED indicators, and loopback test results.	2	4	-	-
PC18. back up device configurations to external storage or network drive using TFTP/FTP or USB.	2	3	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6110
NOS Name	Set up and Configuration of Network Switch and Router
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network (Active Components Installation)
NSQF Level	4
Credits	4
Version	3.0
Last Reviewed Date	19/08/2025
Next Review Date	30/06/2028
NSQC Clearance Date	19/08/2025

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TEL/N6111: Carry out Maintenance of Network Devices

Description

This OS unit is about carrying out corrective and preventive maintenance of network devices including LAN and WAN network devices.

Scope

The scope covers the following :

- Receive work instructions and prepare for maintenance
- Inspect, diagnose and troubleshoot network devices
- Carry out maintenance tasks and replace faulty components
- Test and validate network performance post-maintenance

Elements and Performance Criteria

Receive Work Instructions and Prepare for Maintenance

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

- PC1.** review the network layout diagram, device inventory, and location plan to identify devices due for inspection or servicing.
- PC2.** ensure possession of all required tools and diagnostic equipment such as multimeters, LAN testers, OTDRs, crimping tools, and splicing kits.
- PC3.** verify stock availability of spare parts like SFP modules, connectors, patch cords, power supplies, and batteries required for field replacement.
- PC4.** perform a visual inspection of the assigned site for safety hazards and access points before starting work.

Inspect, Diagnose and Troubleshoot Network Devices

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

- PC5.** inspect active network devices (e.g., routers, switches, access points, ONU/ONT) for signs of wear, physical damage, loose connections, or overheating.
- PC6.** run diagnostic tests to check device health indicators such as port activity, LED status, temperature logs, and fan operations.
- PC7.** identify connectivity issues, signal degradation, or packet loss using ping tests, cable continuity checks, and loopback tests.
- PC8.** assess power supply units and backup systems (e.g., UPS, PoE injectors) for consistent voltage output and battery health.
- PC9.** check fibre patch panels and copper patch cords for proper insertion, labelling, and potential microbends or cable stress.

Carry Out Maintenance Tasks and Replace Faulty Components

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

- PC10.** clean optical ports, connectors, and device enclosures using standard cleaning kits and ESD-safe materials.

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- PC11.** tighten loose terminations, replace damaged connectors, and realign misconfigured port connections as per standard guidelines.
- PC12.** update or reconfigure firmware/software settings on CPEs and switches, if required, using vendor-specific CLI/GUI interfaces.
- PC13.** replace non-functional components such as power adaptors, SFP modules, fan units, or fuses with compatible spare parts.
- PC14.** perform minor field-level splicing of fibre drop cables using hand tools or portable fusion splicers to restore link continuity.

Test and Validate Network Performance Post-Maintenance

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

- PC15.** test the link throughput, signal strength, latency, and packet loss after repair using handheld testers or mobile apps.
- PC16.** confirm network stability by checking interface up/down status, IP assignment, and device reachability via ping or traceroute.
- PC17.** ensure customer or user devices (e.g., routers, STBs, IP phones) are synchronised with the network and receiving consistent bandwidth.
- PC18.** record the maintenance activities, replaced items, and device health metrics in physical or digital logs as per organisational format.
- PC19.** report completion status and any unresolved issues to the supervisor or escalate if specialised support is needed.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different types of network devices such as ONT/ONU, routers, switches, access points, and how they function.
- KU2.** basic principles of LAN and fibre-based last-mile connectivity, including GPON, Ethernet, and Wi-Fi architecture.
- KU3.** layout and structure of residential, commercial, and enterprise network setups.
- KU4.** maintenance protocols for active network devices, including visual checks, cleaning, and firmware upgrades.
- KU5.** significance of indicators like link status LEDs, power status, fault lights, and fan noise in identifying device health.
- KU6.** causes and effects of packet loss, high latency, and poor signal strength on network performance.
- KU7.** use of diagnostic tools such as LAN testers, VFLs, OTDRs, and network sniffers in troubleshooting.
- KU8.**
 - fibre and copper cable handling techniques, including cleaning, labelling, bend radius limits, and connector
 - insertion.
- KU9.** firmware flashing procedures and safe upgrade methods for CPEs and networking hardware.
- KU10.** basic ESD safety precautions and use of protective gear while handling active devices.
- KU11.** standard field splicing procedures and when to use mechanical or fusion splicing methods.

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- KU12.** organisational documentation procedures including logbook entry, digital app updates, and fault tagging.
- KU13.** escalation matrix for unresolved technical faults or non-standard issues.

Generic Skills (GS)

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

- GS1.** communicate clearly with supervisors, team members, and occasionally customers during on-site tasks.
- GS2.** read and interpret device manuals, wiring diagrams, and maintenance checklists.
- GS3.** understand error codes, signal indicators, and data logs from diagnostic tools.
- GS4.** follow written standard operating procedures (SOPs) for device inspection and replacement.
- GS5.** apply basic numeracy for interpreting voltage readings, network statistics, and signal strength values.
- GS6.** use logical reasoning to detect probable faults and select the right troubleshooting method.
- GS7.** plan and prioritise work efficiently to complete maintenance tasks within time-bound schedules.
- GS8.** adapt to new networking equipment models, tools, or updated maintenance software applications.
- GS9.** maintain composure and professionalism in challenging field environments or customer premises.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive Work Instructions and Prepare for Maintenance</i>	7	12	-	2
PC1. review the network layout diagram, device inventory, and location plan to identify devices due for inspection or servicing.	2	2	-	-
PC2. ensure possession of all required tools and diagnostic equipment such as multimeters, LAN testers, OTDRs, crimping tools, and splicing kits.	2	3	-	-
PC3. verify stock availability of spare parts like SFP modules, connectors, patch cords, power supplies, and batteries required for field replacement.	2	3	-	1
PC4. perform a visual inspection of the assigned site for safety hazards and access points before starting work.	1	4	-	1
<i>Inspect, Diagnose and Troubleshoot Network Devices</i>	8	18	-	3
PC5. inspect active network devices (e.g., routers, switches, access points, ONU/ONT) for signs of wear, physical damage, loose connections, or overheating.	2	4	-	1
PC6. run diagnostic tests to check device health indicators such as port activity, LED status, temperature logs, and fan operations.	1	4	-	1
PC7. identify connectivity issues, signal degradation, or packet loss using ping tests, cable continuity checks, and loopback tests.	1	3	-	1
PC8. assess power supply units and backup systems (e.g., UPS, PoE injectors) for consistent voltage output and battery health.	2	3	-	-
PC9. check fibre patch panels and copper patch cords for proper insertion, labelling, and potential microbends or cable stress.	2	4	-	-
<i>Carry Out Maintenance Tasks and Replace Faulty Components</i>	8	15	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. clean optical ports, connectors, and device enclosures using standard cleaning kits and ESD-safe materials.	2	3	-	1
PC11. tighten loose terminations, replace damaged connectors, and realign misconfigured port connections as per standard guidelines.	2	2	-	1
PC12. update or reconfigure firmware/software settings on CPEs and switches, if required, using vendor-specific CLI/GUI interfaces.	2	3	-	-
PC13. replace non-functional components such as power adaptors, SFP modules, fan units, or fuses with compatible spare parts.	1	3	-	-
PC14. perform minor field-level splicing of fibre drop cables using hand tools or portable fusion splicers to restore link continuity.	1	4	-	-
<i>Test and Validate Network Performance Post-Maintenance</i>	7	15	-	3
PC15. test the link throughput, signal strength, latency, and packet loss after repair using handheld testers or mobile apps.	1	3	-	1
PC16. confirm network stability by checking interface up/down status, IP assignment, and device reachability via ping or traceroute.	2	2	-	1
PC17. ensure customer or user devices (e.g., routers, STBs, IP phones) are synchronised with the network and receiving consistent bandwidth.	2	4	-	-
PC18. record the maintenance activities, replaced items, and device health metrics in physical or digital logs as per organisational format.	1	3	-	1
PC19. report completion status and any unresolved issues to the supervisor or escalate if specialised support is needed.	1	3	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6111
NOS Name	Carry out Maintenance of Network Devices
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network (Active Components Installation)
NSQF Level	4
Credits	4
Version	3.0
Last Reviewed Date	19/08/2025
Next Review Date	30/06/2028
NSQC Clearance Date	19/08/2025

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TEL/N9101: Organise Work and Resources as per Health and Safety Standards

Description

This OS covers the skills and knowledge required to organise work and resources efficiently while maintaining health, safety, hygiene, and environmental standards in the workplace.

Scope

The scope covers the following :

- Maintain an organised, productive, and digitally compliant workspace
- Adhere to health, safety, and environmental guidelines
- Conserve energy and manage resources efficiently
- Implement safe and sustainable waste disposal practices

Elements and Performance Criteria

Maintain an organised, productive, and digitally compliant workspace

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

- PC1.** maintain a clean, clutter-free, and ergonomically safe workspace aligned with 5S principles
- PC2.** follow designated workflow as per the organisational Standard Operating Procedures (SOPs)
- PC3.** digitally log work completed, including time stamps, material usage, and issues faced
- PC4.** track and update digital task checklists, inventories, or handovers through mobile/desktop apps
- PC5.** identify delays, workflow inefficiencies, or material constraints and escalate appropriately.

Adhere to health, safety, and environmental guidelines

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

- PC6.** comply with organisational health, safety, and environment (HSE) policies at all times
- PC7.** use personal protective equipment (PPE) such as ESD wrist straps, gloves, masks, and safety footwear
- PC8.** report any breaches in safety protocols, near misses, or unsafe practices immediately to supervisor/concerned authorities
- PC9.** detect hazards, including spillage, loose wiring, excessive noise, or EMI sources and respond as per SOP
- PC10.** follow lockout/tagout procedures when working around electrical or moving parts
- PC11.** adhere to safe lifting techniques, workstation posture norms, and equipment handling procedures
- PC12.** handle tools and heavy components using trolleys or assistive equipment when needed
- PC13.** identify early signs of physical or mental fatigue and report for preventive action
- PC14.** inform supervisor of symptoms related to communicable diseases or unsafe coworker behaviour.

Conserve energy and manage resources efficiently

Qualification Pack

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

- PC15.** minimise wastage of consumables, components, and materials by adhering to industry best practices
- PC16.** use electricity, lighting, and climate-control systems responsibly
- PC17.** power off equipment, tools, and terminals when not in use
- PC18.** ensure routine maintenance, cleaning, and calibration of machines/tools to improve performance
- PC19.** report leakages, overheating, or malfunctions immediately for rectification
- PC20.** use digital tools to monitor and reduce environmental footprint, where applicable.

Implement safe and sustainable waste disposal practices

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

- PC21.** segregate and dispose of hazardous, recyclable, and general waste as per guidelines
- PC22.** deposit e-waste or used batteries at designated collection points following e-waste protocols
- PC23.** follow ESD-safe disposal procedures for sensitive electronic components

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures for workplace management, task allocation, and quality assurance
- KU2.** applicable health, safety, and environmental policies as per national/international standards (e.g., ISO 45001, ISO 14001)
- KU3.** importance and application of the 5S methodology (Sort, Set in Order, Shine, Standardise, Sustain)
- KU4.** methods for digital documentation of work records, task sheets, and material movement logs
- KU5.** common workplace hazards (e.g., ESD, fire, electrical faults, trip hazards) and mitigation procedures
- KU6.** types and correct usage of PPE (e.g., gloves, goggles, ESD wrist straps, masks, safety shoes)
- KU7.** safe practices for lifting, bending, standing, and workstation ergonomics
- KU8.** first aid procedures for minor cuts, electric shocks, or workplace injuries
- KU9.** importance of maintaining hygiene and cleanliness in workstations, tools, and devices
- KU10.** indicators of equipment or machinery malfunction and escalation protocols
- KU11.** energy-saving practices applicable to lights, equipment, and HVAC systems
- KU12.** sustainable practices in material usage, including waste minimisation and recycling
- KU13.** types of waste: recyclable, non-recyclable, hazardous (e.g., batteries, solvents, e-waste)
- KU14.** correct procedures for the disposal of different types of waste in accordance with government and industry regulations (e.g., E-Waste Management Rules)
- KU15.** usage of digital tools (e.g., mobile apps, web portals, task boards) for productivity tracking

Generic Skills (GS)

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

Qualification Pack

- GS1.** read and interpret organisational procedures, safety protocols, labels, and warning signage
- GS2.** write clear and accurate reports/logs in paper or digital format regarding tasks performed, incidents, or issues
- GS3.** communicate effectively with peers and supervisors regarding workload, delays, hazards, or support required
- GS4.** listen attentively and follow safety instructions, tool handling techniques, or ergonomic guidelines
- GS5.** plan daily tasks by prioritising safety and quality over speed
- GS6.** identify and resolve minor operational problems independently, escalating only where necessary
- GS7.** work as part of a team to maintain cleanliness, safety, and quality standards in a shared workspace.
- GS8.** apply critical thinking to identify risks and recommend proactive safety measures.
- GS9.** foster a positive and responsible safety culture in the workplace.
- GS10.** stay updated on evolving safety standards and regulations.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain an organised, productive, and digitally compliant workspace</i>	6	13	-	2
PC1. maintain a clean, clutter-free, and ergonomically safe workspace aligned with 5S principles	1	2	-	-
PC2. follow designated workflow as per the organisational Standard Operating Procedures (SOPs)	2	3	-	-
PC3. digitally log work completed, including time stamps, material usage, and issues faced	1	3	-	1
PC4. track and update digital task checklists, inventories, or handovers through mobile/desktop apps	1	3	-	-
PC5. identify delays, workflow inefficiencies, or material constraints and escalate appropriately.	1	2	-	-1
<i>Adhere to health, safety, and environmental guidelines</i>	13	24	-	5
PC6. comply with organisational health, safety, and environment (HSE) policies at all times	1	3	-	1
PC7. use personal protective equipment (PPE) such as ESD wrist straps, gloves, masks, and safety footwear	1	3	-	-
PC8. report any breaches in safety protocols, near misses, or unsafe practices immediately to supervisor/concerned authorities	2	2	-	1
PC9. detect hazards, including spillage, loose wiring, excessive noise, or EMI sources and respond as per SOP	1	3	-	1
PC10. follow lockout/tagout procedures when working around electrical or moving parts	2	3	-	-
PC11. adhere to safe lifting techniques, workstation posture norms, and equipment handling procedures	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. handle tools and heavy components using trolleys or assistive equipment when needed	1	3	-	1
PC13. identify early signs of physical or mental fatigue and report for preventive action	2	2	-	1
PC14. inform supervisor of symptoms related to communicable diseases or unsafe coworker behaviour.	1	2	-	-
<i>Conserve energy and manage resources efficiently</i>	7	14	-	2
PC15. minimise wastage of consumables, components, and materials by adhering to industry best practices	1	3	-	-
PC16. use electricity, lighting, and climate-control systems responsibly	1	3	-	-
PC17. power off equipment, tools, and terminals when not in use	1	2	-	-
PC18. ensure routine maintenance, cleaning, and calibration of machines/tools to improve performance	1	2	-	1
PC19. report leakages, overheating, or malfunctions immediately for rectification	2	2	-	1
PC20. use digital tools to monitor and reduce environmental footprint, where applicable.	1	2	-	-
<i>Implement safe and sustainable waste disposal practices</i>	4	9	-	1
PC21. segregate and dispose of hazardous, recyclable, and general waste as per guidelines	2	3	-	-
PC22. deposit e-waste or used batteries at designated collection points following e-waste protocols	1	3	-	-
PC23. follow ESD-safe disposal procedures for sensitive electronic components	1	3	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9101
NOS Name	Organise Work and Resources as per Health and Safety Standards
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	3.0
Last Reviewed Date	19/08/2025
Next Review Date	30/06/2028
NSQC Clearance Date	19/08/2025

Qualification Pack

TEL/N9102: Interact Effectively with Team Members and Customers

Description

This OS pertains to techniques to interact effectively with supervisors, team members, customers and promote inclusivity in the workplace.

Scope

The scope covers the following :

- Interact effectively with supervisors and stakeholders
- Collaborate effectively with team members and customers
- Promote inclusivity, respect, and accessibility in the workplace

Elements and Performance Criteria

Interact effectively with supervisors and stakeholders

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

- PC1.** receive and clarify work instructions, technical requirements, and priorities from supervisors or clients using appropriate communication tools (e.g., messaging apps, emails, virtual meetings)
- PC2.** inform supervisors or relevant stakeholders in a timely manner about any issues, risks, or deviations from planned tasks
- PC3.** contribute to team decisions by providing relevant data, suggestions, and professional feedback during team discussions
- PC4.** act promptly on constructive feedback and incorporate learnings to improve future work outcomes

Collaborate effectively with team members and customers

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

- PC5.** follow organisational norms and digital etiquette when working in hybrid or remote teams
- PC6.** communicate respectfully and effectively using face-to-face, phone, email, or collaboration platforms (e.g., MS Teams, Zoom)
- PC7.** seek clarification and respond to queries from customers and team members accurately and promptly
- PC8.** identify and de-escalate conflicts tactfully to maintain a productive and harmonious work environment
- PC9.** demonstrate emotional intelligence in team settings by recognising and responding to others' perspectives and emotional states
- PC10.** align personal efforts with team and organisational goals to ensure shared success.

Promote inclusivity, respect, and accessibility in the workplace

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

- PC11.** foster an inclusive workplace culture that respects gender, cultural, and socio-economic diversity

Qualification Pack

- PC12.** demonstrate respectful language and conduct toward colleagues and customers of all genders and backgrounds
- PC13.** support team members with disabilities by helping remove work-related barriers or by assisting them as needed
- PC14.** practice appropriate verbal and non-verbal communication while engaging with persons with disabilities (PwDs)
- PC15.** promote equal opportunity and participation for all in meetings, decision-making, and teamwork.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational structure, hierarchy, and roles of team members, supervisors, and stakeholders
- KU2.** professional etiquette and expected behaviour in face-to-face, virtual, and telephonic interactions
- KU3.** importance of clear communication and active listening to ensure mutual understanding
- KU4.** common digital communication tools (e.g., email, chat apps, video conferencing platforms) used in workplace interactions
- KU5.** feedback mechanisms within the organisation and how to respond constructively to criticism
- KU6.** cultural sensitivities, unconscious biases, and the importance of inclusion and diversity in the workplace
- KU7.** principles of emotional intelligence and how they help in team coordination and customer service
- KU8.** challenges faced by Persons with Disabilities (PwDs) and inclusive practices for working with them
- KU9.** legal and organisational frameworks supporting equality, diversity, and anti-discrimination
- KU10.** methods for conflict prevention and resolution, including mediation and escalation
- KU11.** role of respect, trust, and open communication in team effectiveness and customer satisfaction

Generic Skills (GS)

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

- GS1.** read and interpret work instructions, emails, and policy documents related to workplace behaviour and communication.
- GS2.** write clear, concise emails, reports, or messages to team members, supervisors, or customers
- GS3.** communicate clearly and confidently in person, over the phone, and using digital communication platforms
- GS4.** adapt communication style based on the needs of the audience (e.g., customer, peer, supervisor, PwD)
- GS5.** listen attentively to gather information, understand perspectives, and clarify doubts.
- GS6.** prioritise tasks and allocate time effectively in coordination with team members

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact effectively with supervisors and stakeholders</i>	11	13	-	2
PC1. receive and clarify work instructions, technical requirements, and priorities from supervisors or clients using appropriate communication tools (e.g., messaging apps, emails, virtual meetings)	3	3	-	-
PC2. inform supervisors or relevant stakeholders in a timely manner about any issues, risks, or deviations from planned tasks	2	3	-	-
PC3. contribute to team decisions by providing relevant data, suggestions, and professional feedback during team discussions	3	4	-	1
PC4. act promptly on constructive feedback and incorporate learnings to improve future work outcomes	3	3	-	1
<i>Collaborate effectively with team members and customers</i>	16	21	-	4
PC5. follow organisational norms and digital etiquette when working in hybrid or remote teams	3	4	-	1
PC6. communicate respectfully and effectively using face-to-face, phone, email, or collaboration platforms (e.g., MS Teams, Zoom)	3	3	-	1
PC7. seek clarification and respond to queries from customers and team members accurately and promptly	3	3	-	1
PC8. identify and de-escalate conflicts tactfully to maintain a productive and harmonious work environment	2	4	-	-
PC9. demonstrate emotional intelligence in team settings by recognising and responding to others' perspectives and emotional states	2	3	-	-
PC10. align personal efforts with team and organisational goals to ensure shared success.	3	4	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote inclusivity, respect, and accessibility in the workplace</i>	13	16	-	4
PC11. foster an inclusive workplace culture that respects gender, cultural, and socio-economic diversity	3	3	-	1
PC12. demonstrate respectful language and conduct toward colleagues and customers of all genders and backgrounds	2	3	-	-
PC13. support team members with disabilities by helping remove work-related barriers or by assisting them as needed	3	4	-	1
PC14. practice appropriate verbal and non-verbal communication while engaging with persons with disabilities (PwDs)	2	3	-	1
PC15. promote equal opportunity and participation for all in meetings, decision-making, and teamwork.	3	3	-	1
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9102
NOS Name	Interact Effectively with Team Members and Customers
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	3.0
Last Reviewed Date	19/08/2025
Next Review Date	30/06/2028
NSQC Clearance Date	19/08/2025

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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.

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
TEL/N6109.Install the Local Area Network (LAN) and Wide Area Network (WAN) devices	30	60	0	10	100	18
TEL/N6110.Set up and Configuration of Network Switch and Router	30	60	0	10	100	18
TEL/N6111.Carry out Maintenance of Network Devices	30	60	0	10	100	18
TEL/N9101.Organise Work and Resources as per Health and Safety Standards	30	60	0	10	100	18
TEL/N9102.Interact Effectively with Team Members and Customers	40	50	0	10	100	18
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	180	320	0	50	550	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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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.