

## Qualification Pack



# Drone Monitoring and Maintenance Associate

QP Code: TEL/Q6217

Version: 3.0

NSQF Level: 3

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## Qualification Pack

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### TEL/Q6217: Drone Monitoring and Maintenance Associate

#### Brief Job Description

A Drone Monitoring and Maintenance Associate is responsible for supporting the operation, monitoring, and upkeep of 5G-enabled drone systems used in telecom applications. The individual manages and analyses real-time drone data, performs routine maintenance and basic troubleshooting of drone hardware and software, and ensures the safe and compliant deployment of drones.

#### Personal Attributes

The individual in this role should possess strong attention to detail, a technical mindset, manual dexterity for handling drone components, and the capacity to work both independently and in coordination with a team. The individual should be safety-conscious, disciplined, and capable of following standard operating procedures. The individual should also exhibit a responsible attitude, adaptability to field conditions, and effective communication skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [TEL/N6258: Manage and Analyse Drone Data](#)
2. [TEL/N6259: Operate and Maintain the Drone System](#)
3. [TEL/N9101: Organise Work and Resources as per Health and Safety Standards](#)
4. [TEL/N9102: Interact Effectively with Team Members and Customers](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	13

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<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1330.6217
<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass OR 9th Class with 1 Year of experience Relevant Experience OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience Relevant Experience OR Previous relevant Qualification of NSQF Level 2 with 3 Years of experience Relevant Experience
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/06/2028
<b>NSQC Approval Date</b>	19/08/2025
<b>Version</b>	3.0
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<b>NQR Version</b>	2

## Qualification Pack

### TEL/N6258: Manage and Analyse Drone Data

#### Description

This OS is about collecting, transmitting, retrieving, and interpreting data generated by drones using 5G-enabled tools and systems.

#### Scope

The scope covers the following :

- Set up and operate 5G-enabled drone data collection tools
- Transmit and verify drone data integrity
- Retrieve and interpret drone-generated data

#### Elements and Performance Criteria

##### *Set up and operate 5G-enabled drone data collection tools*

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

- PC1.** identify the appropriate payload sensors (e.g., camera, thermal, LiDAR) based on the mission objective and ensure proper physical and digital integration with the drone.
- PC2.** mount and calibrate data collection sensors according to standard manufacturer and organisational procedures.
- PC3.** connect and configure the 5G communication module (e.g., CPE, 5G modem) for real-time transmission from the drone to the ground station.
- PC4.** verify SIM credentials, network permissions, and 5G signal strength before take-off using diagnostic apps or interfaces.
- PC5.** perform a pre-flight test to confirm stable real-time data streaming and GPS synchronisation between drone and remote controller/monitoring device.
- PC6.** ensure storage redundancy by enabling onboard SD card or SSD backups in parallel with 5G streaming.

##### *Transmit and verify drone data integrity*

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

- PC7.** activate data recording and 5G transmission through ground control software or flight app interface.
- PC8.** monitor key telemetry indicators (e.g., signal strength, frame drop rate, latency) on the Ground Control Station (GCS) during data collection.
- PC9.** detect and respond to signs of data transmission loss, interference, or compression errors in real time.
- PC10.** validate that transmitted data (e.g., video feeds, sensor readings) is being received in the correct format (e.g., MP4, CSV, GeoTIFF) at the server or base station.
- PC11.** take corrective action such as repositioning the drone, adjusting antenna orientation, or switching to fallback communication modes when transmission degrades.
- PC12.** log data transmission status and any incidents of data corruption or signal loss in flight records or mission reports.

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### *Retrieve and interpret drone-generated data*

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

- PC13.** download and extract flight logs, imagery, and telemetry data from the drone's onboard storage (e.g., SD card, SSD) after landing.
- PC14.** use basic analysis tools (e.g., QGIS, Mission Planner, Pix4Dcapture, or drone OEM software) to open and inspect the quality and completeness of captured data.
- PC15.** identify relevant features or anomalies in data, such as signal drop areas, object detection, vegetation health variation, or asset damage indicators.
- PC16.** perform time-stamp matching between video, GPS, and telemetry layers to validate consistency and flight integrity.
- PC17.** tag data files using mission ID, location, and sensor type for traceability and structured archiving.
- PC18.** prepare a brief summary report containing observations, flight metadata, data issues, and suggested follow-ups.
- PC19.** share findings and highlight abnormal patterns or errors with the technical supervisor or analysis team, following standard data handover protocols.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of drones and their usages.
- KU2.** types and functionalities of drone-mounted sensors such as RGB camera, thermal imager, LiDAR, multispectral, and their data formats.
- KU3.** principles of 5G communication technology relevant to drone connectivity, including latency, bandwidth, and signal range in field conditions.
- KU4.** configuration steps for drone-mounted 5G modules or external communication devices (e.g., CPE units, 5G dongles, edge routers).
- KU5.** real-time telemetry parameters (e.g., altitude, battery level, signal strength, frame rate) and how they impact data quality and transmission reliability.
- KU6.** file types used in drone operations (e.g., .MP4, .SRT, .CSV, .DAT, .TLOG, .TIFF) and their applications in analysis and documentation.
- KU7.** importance of onboard data storage (e.g., SD card, internal SSD) as a redundancy mechanism during real-time data streaming.
- KU8.** use of ground control software (e.g., QGroundControl, DJI GS Pro, Pix4Dcapture, Autel Explorer) for initiating, monitoring, and ending data collection.
- KU9.** signal degradation risks during 5G drone operations (e.g., interference, obstruction, multipath effect) and mitigation strategies.
- KU10.** procedures for downloading, verifying, and archiving mission data from drones post-flight.
- KU11.** basic use of data visualisation tools or viewers (e.g., Google Earth, Open Drone Map, proprietary vendor software) for interpreting images, maps, or telemetry.
- KU12.** techniques to identify anomalies in drone data such as corrupted video, time sync errors, or missing flight log segments.
- KU13.** cybersecurity, privacy, and compliance considerations when dealing with surveillance or sensitive imagery.



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### Generic Skills (GS)

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

- GS1.** communicate clearly with supervisors and team members during drone data operations.
- GS2.** read and interpret basic data logs, labels, mission briefs and error messages.
- GS3.** follow written instructions and digital workflows for data handling.
- GS4.** apply basic numeracy skills to analyse flight data and time-stamps.
- GS5.** use critical thinking to identify abnormal patterns in drone data.
- GS6.** manage time efficiently to meet data processing and reporting timelines.
- GS7.** adapt to updated tools or platforms used for drone data monitoring.

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up and operate 5G-enabled drone data collection tools</i>	<b>11</b>	<b>20</b>	-	<b>4</b>
<b>PC1.</b> identify the appropriate payload sensors (e.g., camera, thermal, LiDAR) based on the mission objective and ensure proper physical and digital integration with the drone.	2	3	-	1
<b>PC2.</b> mount and calibrate data collection sensors according to standard manufacturer and organisational procedures.	1	3	-	-
<b>PC3.</b> connect and configure the 5G communication module (e.g., CPE, 5G modem) for real-time transmission from the drone to the ground station.	2	4	-	-
<b>PC4.</b> verify SIM credentials, network permissions, and 5G signal strength before take-off using diagnostic apps or interfaces.	2	3	-	1
<b>PC5.</b> perform a pre-flight test to confirm stable real-time data streaming and GPS synchronisation between drone and remote controller/monitoring device.	2	4	-	1
<b>PC6.</b> ensure storage redundancy by enabling onboard SD card or SSD backups in parallel with 5G streaming.	2	3	-	1
<i>Transmit and verify drone data integrity</i>	<b>10</b>	<b>19</b>	-	<b>3</b>
<b>PC7.</b> activate data recording and 5G transmission through ground control software or flight app interface.	2	3	-	-
<b>PC8.</b> monitor key telemetry indicators (e.g., signal strength, frame drop rate, latency) on the Ground Control Station (GCS) during data collection.	1	3	-	1
<b>PC9.</b> detect and respond to signs of data transmission loss, interference, or compression errors in real time.	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> validate that transmitted data (e.g., video feeds, sensor readings) is being received in the correct format (e.g., MP4, CSV, GeoTIFF) at the server or base station.	2	3	-	-
<b>PC11.</b> take corrective action such as repositioning the drone, adjusting antenna orientation, or switching to fallback communication modes when transmission degrades.	1	3	-	1
<b>PC12.</b> log data transmission status and any incidents of data corruption or signal loss in flight records or mission reports.	2	4	-	-
<i>Retrieve and interpret drone-generated data</i>	<b>9</b>	<b>21</b>	-	<b>3</b>
<b>PC13.</b> download and extract flight logs, imagery, and telemetry data from the drone's onboard storage (e.g., SD card, SSD) after landing.	1	3	-	-
<b>PC14.</b> use basic analysis tools (e.g., QGIS, Mission Planner, Pix4Dcapture, or drone OEM software) to open and inspect the quality and completeness of captured data.	2	4	-	1
<b>PC15.</b> identify relevant features or anomalies in data, such as signal drop areas, object detection, vegetation health variation, or asset damage indicators.	1	3	-	-
<b>PC16.</b> perform time-stamp matching between video, GPS, and telemetry layers to validate consistency and flight integrity.	1	3	-	-
<b>PC17.</b> tag data files using mission ID, location, and sensor type for traceability and structured archiving.	1	3	-	-
<b>PC18.</b> prepare a brief summary report containing observations, flight metadata, data issues, and suggested follow-ups.	2	3	-	1
<b>PC19.</b> share findings and highlight abnormal patterns or errors with the technical supervisor or analysis team, following standard data handover protocols.	1	2	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N6258
<b>NOS Name</b>	Manage and Analyse Drone Data
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>NSQF Level</b>	3
<b>Credits</b>	5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	19/08/2025
<b>Next Review Date</b>	30/06/2028
<b>NSQC Clearance Date</b>	19/08/2025

## Qualification Pack

### TEL/N6259: Operate and Maintain the Drone System

#### Description

This OS is about performing basic maintenance, troubleshooting, pre-flight checks, and ensuring safe deployment of 5G-enabled drones in line with technical, operational, and compliance protocols.

#### Scope

The scope covers the following :

- Perform visual inspection and preventive maintenance
- Assist in the deployment and calibration of 5G-enabled drones
- Ensure safe operations and compliance protocols

#### Elements and Performance Criteria

##### *Perform visual inspection and preventive maintenance*

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

- PC1.** inspect the drone frame for visible cracks, structural deformation, or corrosion.
- PC2.** check motor mounts and arms for secure attachment and signs of wear.
- PC3.** examine propellers for nicks, warping, and proper alignment.
- PC4.** clean dust and debris from vents, propellers, and sensor housings using lint-free cloth and compressed air.
- PC5.** inspect wiring for fraying, loose connections, and damage.
- PC6.** test motors using onboard diagnostic tools to detect abnormal vibrations or RPM mismatch.
- PC7.** verify sensor alignment and perform basic calibration of IMU, compass, and gimbal.
- PC8.** replace worn-out or damaged components (e.g., propellers, landing gear, vibration dampeners) using standard tools.
- PC9.** check drone battery for swelling, leakage, or charging irregularities.
- PC10.** apply firmware updates for both drone and payload modules using approved OTA or USB interfaces.

##### *Assist in the deployment and calibration of 5G-Enabled drones*

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

- PC11.** connect and configure the 5G communication module prior to take-off.
- PC12.** validate GPS lock, compass health, and satellite count before mission launch.
- PC13.** conduct health diagnostics of flight controllers, sensors, and communication modules through ground control software.
- PC14.** monitor real-time system readiness indicators, including RC signal strength, video feed status, and battery voltage.
- PC15.** ensure compatible payloads are mounted and properly powered before launch.
- PC16.** report recurring calibration errors, firmware glitches, or initialisation failures to the supervisor.

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- PC17.** assist in setting up virtual Geofencing and flight boundary restrictions based on operational requirements.
- PC18.** prepare drones for launch by verifying take-off zone is clear of obstructions and EMI sources.
- PC19.** perform a return-to-home (RTH) test and validate the emergency stop function pre-flight.

### *Ensure safe operations and compliance protocols*

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

- PC20.** check daily weather reports and wind speed limits for safe drone operation.
- PC21.** validate drone airframe and batteries meet required safety thresholds as per SOP.
- PC22.** ensure drone is flown only within permitted airspace zones and geo-fence boundaries.
- PC23.** record pre-flight and post-flight checks in drone logbook accurately.
- PC24.** store batteries in fireproof containers and charge them only using certified charging stations.
- PC25.** ensure drone takes off and lands only from designated take-off and landing pads.
- PC26.** wear appropriate PPE (e.g., gloves, goggles) while handling drone hardware and batteries.
- PC27.** report safety non-compliance, incidents, or near-misses to the designated authority.
- PC28.** follow all organisational SOPs related to take-off, landing, emergency procedures, and no-fly conditions.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic drone components, including frame, ESCs, motors, propellers, IMU, GPS, and payload interfaces.
- KU2.** common mechanical and electrical issues observed in drones and their early indicators.
- KU3.** battery management principles, including safe charging, storage, disposal, and fire risk mitigation.
- KU4.** standard tools and cleaning materials used for drone maintenance, and their proper use.
- KU5.** use of ground control software interfaces for sensor calibration and system diagnostics.
- KU6.** process of updating drone firmware, syncing with controllers, and resolving compatibility errors.
- KU7.** importance of pre-flight and post-flight checklists and how to document them properly.
- KU8.** safety procedures for drone operation, including RTH activation, emergency shutdown, and Geofencing.
- KU9.** airspace regulations and compliance protocols applicable to drone operation in urban and rural zones.
- KU10.** operational limits of drones, including maximum wind speed tolerance, altitude, and payload weight.
- KU11.** use of GPS and compass calibration tools for enhancing flight stability.
- KU12.** impact of electromagnetic interference (EMI) on drone navigation and ways to mitigate it.
- KU13.** consequences of software errors, such as motor desync, unstable hovering, or flight drift, etc.
- KU14.** principles of 5G connectivity and how it supports drone telemetry and video feed.
- KU15.** common drone error codes and messages, and standard responses to them.

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**KU16.** responsibilities of the drone crew regarding safe operation, reporting, and compliance.

**KU17.** importance of logbook keeping and audit trail creation for drone flights.

### Generic Skills (GS)

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

- GS1.** read and understand drone manuals, firmware update guides, and technical notices.
- GS2.** communicate maintenance issues, calibration anomalies, or safety observations clearly to the supervisor.
- GS3.** follow written SOPs, checklists, and maintenance schedules independently.
- GS4.** use numeracy skills to interpret battery voltage, firmware versions, and GPS signal metrics.
- GS5.** apply basic troubleshooting to diagnose and address visible or recurring drone faults.
- GS6.** use mobile apps or diagnostic software to support drone health checks and maintenance activities.
- GS7.** maintain a calm and safety-focused attitude when encountering operational disruptions or emergencies.
- GS8.** organise tools, replacement parts, and documentation systematically for an efficient workflow.
- GS9.** work collaboratively with drone operators, technicians, and supervisors to ensure mission readiness.
- GS10.** show responsibility in maintaining compliance logs, hardware condition records, and flight checklists.

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform visual inspection and preventive maintenance</i>	<b>10</b>	<b>23</b>	-	<b>4</b>
<b>PC1.</b> inspect the drone frame for visible cracks, structural deformation, or corrosion.	1	2	-	1
<b>PC2.</b> check motor mounts and arms for secure attachment and signs of wear.	1	2	-	-
<b>PC3.</b> examine propellers for nicks, warping, and proper alignment.	1	2	-	1
<b>PC4.</b> clean dust and debris from vents, propellers, and sensor housings using lint-free cloth and compressed air.	1	2	-	-
<b>PC5.</b> inspect wiring for fraying, loose connections, and damage.	1	2	-	-
<b>PC6.</b> test motors using onboard diagnostic tools to detect abnormal vibrations or RPM mismatch.	1	3	-	-
<b>PC7.</b> verify sensor alignment and perform basic calibration of IMU, compass, and gimbal.	1	2	-	1
<b>PC8.</b> replace worn-out or damaged components (e.g., propellers, landing gear, vibration dampeners) using standard tools.	1	3	-	-
<b>PC9.</b> check drone battery for swelling, leakage, or charging irregularities.	1	2	-	-
<b>PC10.</b> apply firmware updates for both drone and payload modules using approved OTA or USB interfaces.	1	3	-	1
<i>Assist in the deployment and calibration of 5G-Enabled drones</i>	<b>10</b>	<b>19</b>	-	<b>3</b>
<b>PC11.</b> connect and configure the 5G communication module prior to take-off.	1	2	-	-
<b>PC12.</b> validate GPS lock, compass health, and satellite count before mission launch.	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> conduct health diagnostics of flight controllers, sensors, and communication modules through ground control software.	2	3	-	1
<b>PC14.</b> monitor real-time system readiness indicators, including RC signal strength, video feed status, and battery voltage.	1	2	-	-
<b>PC15.</b> ensure compatible payloads are mounted and properly powered before launch.	1	2	-	1
<b>PC16.</b> report recurring calibration errors, firmware glitches, or initialisation failures to the supervisor.	1	2	-	-
<b>PC17.</b> assist in setting up virtual Geofencing and flight boundary restrictions based on operational requirements.	1	2	-	-
<b>PC18.</b> prepare drones for launch by verifying take-off zone is clear of obstructions and EMI sources.	1	2	-	-
<b>PC19.</b> perform a return-to-home (RTH) test and validate the emergency stop function pre-flight.	1	2	-	-
<i>Ensure safe operations and compliance protocols</i>	<b>10</b>	<b>18</b>	-	<b>3</b>
<b>PC20.</b> check daily weather reports and wind speed limits for safe drone operation.	1	2	-	-
<b>PC21.</b> validate drone airframe and batteries meet required safety thresholds as per SOP.	1	2	-	1
<b>PC22.</b> ensure drone is flown only within permitted airspace zones and geo-fence boundaries.	1	2	-	-
<b>PC23.</b> record pre-flight and post-flight checks in drone logbook accurately.	1	2	-	1
<b>PC24.</b> store batteries in fireproof containers and charge them only using certified charging stations.	1	2	-	-
<b>PC25.</b> ensure drone takes off and lands only from designated take-off and landing pads.	1	2	-	-
<b>PC26.</b> wear appropriate PPE (e.g., gloves, goggles) while handling drone hardware and batteries.	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC27.</b> report safety non-compliance, incidents, or near-misses to the designated authority.	2	2	-	-
<b>PC28.</b> follow all organisational SOPs related to take-off, landing, emergency procedures, and no-fly conditions.	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N6259
<b>NOS Name</b>	Operate and Maintain the Drone System
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>NSQF Level</b>	3
<b>Credits</b>	5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	19/08/2025
<b>Next Review Date</b>	30/06/2028
<b>NSQC Clearance Date</b>	19/08/2025

## Qualification Pack

# 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*

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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:

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- 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.

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain an organised, productive, and digitally compliant workspace</i>	<b>6</b>	<b>13</b>	-	<b>2</b>
<b>PC1.</b> maintain a clean, clutter-free, and ergonomically safe workspace aligned with 5S principles	1	2	-	-
<b>PC2.</b> follow designated workflow as per the organisational Standard Operating Procedures (SOPs)	2	3	-	-
<b>PC3.</b> digitally log work completed, including time stamps, material usage, and issues faced	1	3	-	1
<b>PC4.</b> track and update digital task checklists, inventories, or handovers through mobile/desktop apps	1	3	-	-
<b>PC5.</b> identify delays, workflow inefficiencies, or material constraints and escalate appropriately.	1	2	-	-1
<i>Adhere to health, safety, and environmental guidelines</i>	<b>13</b>	<b>24</b>	-	<b>5</b>
<b>PC6.</b> comply with organisational health, safety, and environment (HSE) policies at all times	1	3	-	1
<b>PC7.</b> use personal protective equipment (PPE) such as ESD wrist straps, gloves, masks, and safety footwear	1	3	-	-
<b>PC8.</b> report any breaches in safety protocols, near misses, or unsafe practices immediately to supervisor/concerned authorities	2	2	-	1
<b>PC9.</b> detect hazards, including spillage, loose wiring, excessive noise, or EMI sources and respond as per SOP	1	3	-	1
<b>PC10.</b> follow lockout/tagout procedures when working around electrical or moving parts	2	3	-	-
<b>PC11.</b> 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
<b>PC12.</b> handle tools and heavy components using trolleys or assistive equipment when needed	1	3	-	1
<b>PC13.</b> identify early signs of physical or mental fatigue and report for preventive action	2	2	-	1
<b>PC14.</b> inform supervisor of symptoms related to communicable diseases or unsafe coworker behaviour.	1	2	-	-
<i>Conserve energy and manage resources efficiently</i>	<b>7</b>	<b>14</b>	-	<b>2</b>
<b>PC15.</b> minimise wastage of consumables, components, and materials by adhering to industry best practices	1	3	-	-
<b>PC16.</b> use electricity, lighting, and climate-control systems responsibly	1	3	-	-
<b>PC17.</b> power off equipment, tools, and terminals when not in use	1	2	-	-
<b>PC18.</b> ensure routine maintenance, cleaning, and calibration of machines/tools to improve performance	1	2	-	1
<b>PC19.</b> report leakages, overheating, or malfunctions immediately for rectification	2	2	-	1
<b>PC20.</b> use digital tools to monitor and reduce environmental footprint, where applicable.	1	2	-	-
<i>Implement safe and sustainable waste disposal practices</i>	<b>4</b>	<b>9</b>	-	<b>1</b>
<b>PC21.</b> segregate and dispose of hazardous, recyclable, and general waste as per guidelines	2	3	-	-
<b>PC22.</b> deposit e-waste or used batteries at designated collection points following e-waste protocols	1	3	-	-
<b>PC23.</b> follow ESD-safe disposal procedures for sensitive electronic components	1	3	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N9101
<b>NOS Name</b>	Organise Work and Resources as per Health and Safety Standards
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	19/08/2025
<b>Next Review Date</b>	30/06/2028
<b>NSQC Clearance Date</b>	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>	<b>11</b>	<b>13</b>	-	<b>2</b>
<b>PC1.</b> 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	-	-
<b>PC2.</b> inform supervisors or relevant stakeholders in a timely manner about any issues, risks, or deviations from planned tasks	2	3	-	-
<b>PC3.</b> contribute to team decisions by providing relevant data, suggestions, and professional feedback during team discussions	3	4	-	1
<b>PC4.</b> 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>	<b>16</b>	<b>21</b>	-	<b>4</b>
<b>PC5.</b> follow organisational norms and digital etiquette when working in hybrid or remote teams	3	4	-	1
<b>PC6.</b> communicate respectfully and effectively using face-to-face, phone, email, or collaboration platforms (e.g., MS Teams, Zoom)	3	3	-	1
<b>PC7.</b> seek clarification and respond to queries from customers and team members accurately and promptly	3	3	-	1
<b>PC8.</b> identify and de-escalate conflicts tactfully to maintain a productive and harmonious work environment	2	4	-	-
<b>PC9.</b> demonstrate emotional intelligence in team settings by recognising and responding to others' perspectives and emotional states	2	3	-	-
<b>PC10.</b> 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>	<b>13</b>	<b>16</b>	-	<b>4</b>
<b>PC11.</b> foster an inclusive workplace culture that respects gender, cultural, and socio-economic diversity	3	3	-	1
<b>PC12.</b> demonstrate respectful language and conduct toward colleagues and customers of all genders and backgrounds	2	3	-	-
<b>PC13.</b> support team members with disabilities by helping remove work-related barriers or by assisting them as needed	3	4	-	1
<b>PC14.</b> practice appropriate verbal and non-verbal communication while engaging with persons with disabilities (PwDs)	2	3	-	1
<b>PC15.</b> promote equal opportunity and participation for all in meetings, decision-making, and teamwork.	3	3	-	1
<b>NOS Total</b>	<b>40</b>	<b>50</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N9102
<b>NOS Name</b>	Interact Effectively with Team Members and Customers
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	19/08/2025
<b>Next Review Date</b>	30/06/2028
<b>NSQC Clearance Date</b>	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>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC3.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	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 : 50

(**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/N6258.Manage and Analyse Drone Data	30	60	0	10	100	22
TEL/N6259.Operate and Maintain the Drone System	30	60	0	10	100	22
TEL/N9101.Organise Work and Resources as per Health and Safety Standards	30	60	0	10	100	22
TEL/N9102.Interact Effectively with Team Members and Customers	40	50	0	10	100	22
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	12
<b>Total</b>	<b>150</b>	<b>260</b>	<b>0</b>	<b>40</b>	<b>450</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.

## Qualification Pack

<b>National Occupational Standard</b>	NOS are occupational standards that apply uniquely in the Indian context.
<b>Qualification Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialisation in a job role. There may be multiple electives within a QP for each specialised job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.