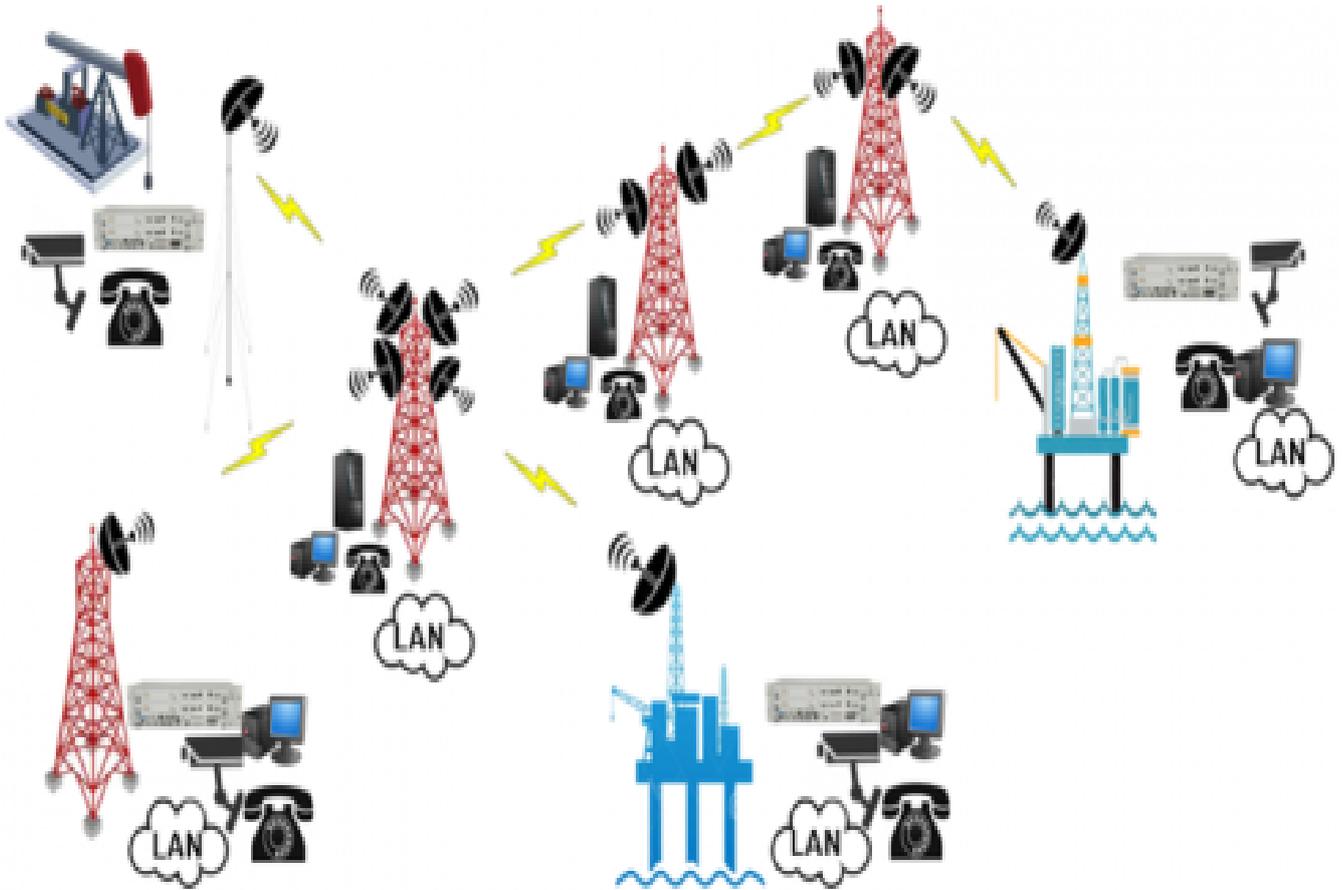


## Qualification Pack



# Grass Root Telecom Provider

QP Code: TEL/Q6207

Version: 4.0

NSQF Level: 4

Telecom Sector Skill Council || 3rd Floor, Plot No 126, Sector - 44  
Gurgaon - 122003

## Qualification Pack

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## Qualification Pack

### TEL/Q6207: Grass Root Telecom Provider

#### Brief Job Description

The individual is responsible to keep Optical Network Terminal (ONT) site operational on 24x7 basis, maintain and repair basic faults/issues at ONT site, promote use of devices among local population and provide services.

#### Personal Attributes

The individual must be self-disciplined, assertive, a team player, action-orientated and should possess analytical skills. They should have effective communication skills and the ability to work and solve problems under pressure.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [TEL/N6226: Maintain Site Security and Hygiene](#)
2. [TEL/N6227: Perform Preventive Maintenance of Optical Network Terminal \(ONT\) Components](#)
3. [TEL/N6228: Promote use of Devices and Provide Services](#)
4. [TEL/N9101: Organize Work and Resources as per Health and Safety Standards](#)
5. [TEL/N9102: Interact Effectively with Team Members and Customers](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### 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>	4
<b>Credits</b>	18

## Qualification Pack

<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/7422.0202
<b>Minimum Educational Qualification &amp; Experience</b>	11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience OR Previous relevant Qualification of NSQF Level (3 with minimum education as 5th Grade pass) with 2 Years of experience
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	17 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Approval Date</b>	27/01/2022
<b>Version</b>	4.0
<b>Reference code on NQR</b>	2022/TEL/TSSC/07011
<b>NQR Version</b>	2

## Qualification Pack

### TEL/N6226: Maintain Site Security and Hygiene

#### Description

This OS unit the knowledge, understanding and skills required for an individual to maintain the site security and hygiene of an ONT site.

#### Scope

The scope covers the following :

- Coordinate activities for site security and hygiene
- Monitor equipment and record keeping

#### Elements and Performance Criteria

##### *Coordinate activities for site security and hygiene*

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

- PC1.** perform all functions and take responsibility as a custodian of an Optical Network Terminal(ONT) site
- PC2.** interact with Optical Line Terminal(OLT)/Network Operation Center(NOC) supervisors regarding encountered issues or upgradation of technology
- PC3.** coordinate with Gram Panchayat officials to ensure smooth day-to-day operations

##### *Monitor equipment and record keeping*

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

- PC4.** verify that the various components/equipment such as of Charge Controller Unit(CCU), Solar Photo Voltaic System(SPV), Telephone Junction Box(TJB) and battery bank are working as per specifications
- PC5.** maintain hygiene of Charge Controller Unit(CCU), Solar Photo Voltaic(SPV) System, Telephone Junction Box(TJB) and battery bank as per standards
- PC6.** check all the cable connectors for appropriate tightness and any damage
- PC7.** perform necessary steps for the repair/replacement of damaged cables if required
- PC8.** report to supervisor in case the fault cannot be rectified
- PC9.** use fire extinguisher to control fire in case of accident
- PC10.** record activities undertaken for fault in the given format
- PC11.** record repairs/replacements undertaken during fault rectification

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard guidelines to keep Optical Network Terminal (ONT) operational at all times
- KU2.** escalation matrix for reporting problems with equipment
- KU3.** functionality of Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB), battery bank and fire extinguisher

## Qualification Pack

- KU4.** SOP for ONT (Optical Network Terminal) site hygiene maintenance
- KU5.** basic electrical wiring
- KU6.** steps to be followed for different procedures and instructions
- KU7.** types and usage of fire extinguishers
- KU8.** organisation reporting and documentation procedure

### Generic Skills (GS)

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

- GS1.** read and interpret manual and other materials pertaining to safety and health
- GS2.** prioritize tasks to achieve efficiency
- GS3.** maintain working relationships with Optical Line Terminal (OLT)/ Network Operation Center (NOC) supervisor
- GS4.** work systematically with attention to detail
- GS5.** communicate in the local language (preferable)
- GS6.** fill in activity record in given format
- GS7.** maintain proper records as per given format

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate activities for site security and hygiene</i>	<b>5</b>	<b>15</b>	-	<b>2</b>
<b>PC1.</b> perform all functions and take responsibility as a custodian of an Optical Network Terminal(ONT) site	1	5	-	1
<b>PC2.</b> interact with Optical Line Terminal(OLT)/Network Operation Center(NOC) supervisors regarding encountered issues or upgradation of technology	2	6	-	1
<b>PC3.</b> coordinate with Gram Panchayat officials to ensure smooth day-to-day operations	2	4	-	-
<i>Monitor equipment and record keeping</i>	<b>25</b>	<b>45</b>	-	<b>8</b>
<b>PC4.</b> verify that the various components/equipment such as of Charge Controller Unit(CCU), Solar Photo Voltaic System(SPV), Telephone Junction Box(TJB) and battery bank are working as per specifications	3	6	-	1
<b>PC5.</b> maintain hygiene of Charge Controller Unit(CCU), Solar Photo Voltaic(SPV) System, Telephone Junction Box(TJB) and battery bank as per standards	3	6	-	1
<b>PC6.</b> check all the cable connectors for appropriate tightness and any damage	2	5	-	1
<b>PC7.</b> perform necessary steps for the repair/replacement of damaged cables if required	3	5	-	1
<b>PC8.</b> report to supervisor in case the fault cannot be rectified	1	5	-	1
<b>PC9.</b> use fire extinguisher to control fire in case of accident	5	6	-	1
<b>PC10.</b> record activities undertaken for fault in the given format	5	6	-	1
<b>PC11.</b> record repairs/replacements undertaken during fault rectification	3	6	-	1

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TEL/N6226
<b>NOS Name</b>	Maintain Site Security and Hygiene
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>NSQF Level</b>	4
<b>Credits</b>	5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## Qualification Pack

# TEL/N6227: Perform Preventive Maintenance of Optical Network Terminal (ONT) Components

## Description

This OS unit is about performing regular preventive maintenance activities at the ONT site to ensure that the site remains up 24/7.

## Scope

The scope covers the following :

- Perform preventive maintenance and keep record
- Monitor equipment and report issues

## Elements and Performance Criteria

### *Perform preventive maintenance and keep record*

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

- PC1.** read preventive maintenance guidelines of Charge Controller Unit (CCU), Solar Photo Voltaic (SPV) System, Telephone Junction Box (TJB) and battery bank
- PC2.** implement preventive maintenance of CCU, SPV, TJB and battery bank as per given schedule
- PC3.** ensure availability of required equipment and assets
- PC4.** fill-in preventive maintenance report form in the specified format

### *Monitor equipment and report issues*

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

- PC5.** observe CCU panel and interpret alarm
- PC6.** verify premature ageing of battery bank cells and SPV panels and replace if necessary
- PC7.** examine the patch cord and pigtailed and replace if found damaged
- PC8.** report to OLT/NOC supervisor in case of any issues with equipment

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** guidelines for preventive maintenance of equipment
- KU2.** importance of Optical Network Terminal (ONT) remaining operational at all times
- KU3.** importance of adhering to preventive maintenance schedule
- KU4.** troubleshooting procedure for Optical Network Terminal (ONT)
- KU5.** organisation's reporting and documentation procedure
- KU6.** components, specification and functionality of Charge Controller Unit (CCU), Solar Photo Voltaic System (SPV), Telephone Junction Box (TJB) and battery bank and fire extinguisher
- KU7.** specifications of electrical wiring, patch cord and pigtailed
- KU8.** escalation matrix for reporting problems with equipment

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** read and interpret guidelines
- GS2.** work systematically with attention to detail
- GS3.** communicate in the local language (preferably)
- GS4.** maintain working relationships with supervisor
- GS5.** work in coordination with team

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform preventive maintenance and keep record</i>	<b>17</b>	<b>19</b>	-	<b>5</b>
<b>PC1.</b> read preventive maintenance guidelines of Charge Controller Unit (CCU), Solar Photo Voltaic (SPV) System, Telephone Junction Box (TJB) and battery bank	6	7	-	2
<b>PC2.</b> implement preventive maintenance of CCU, SPV, TJB and battery bank as per given schedule	6	7	-	2
<b>PC3.</b> ensure availability of required equipment and assets	5	-	-	1
<b>PC4.</b> fill-in preventive maintenance report form in the specified format	-	5	-	-
<i>Monitor equipment and report issues</i>	<b>23</b>	<b>31</b>	-	<b>5</b>
<b>PC5.</b> observe CCU panel and interpret alarm	6	8	-	-
<b>PC6.</b> verify premature ageing of battery bank cells and SPV panels and replace if necessary	6	8	-	2
<b>PC7.</b> examine the patch cord and pigtailed and replace if found damaged	6	8	-	2
<b>PC8.</b> report to OLT/NOC supervisor in case of any issues with equipment	5	7	-	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/N6227
<b>NOS Name</b>	Perform Preventive Maintenance of Optical Network Terminal (ONT) Components
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>NSQF Level</b>	4
<b>Credits</b>	4
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## Qualification Pack

### TEL/N6228: Promote use of Devices and Provide Services

#### Description

This OS unit is about acquainting local population about use of local devices (smartphone, tablets and e-terminals) and provisioning of services

#### Scope

The scope covers the following :

- Create awareness about devices and its usage
- Configure devices and perform basic troubleshooting
- Manage revenue collection and bill payment

#### Elements and Performance Criteria

##### *Create awareness about devices and its usage*

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

- PC1.** propose/pitch range of products/services to local population to make them aware about types of local devices (smartphone, tablets and e-terminals) available
- PC2.** acquaint local population about usage and necessity of local devices (smartphone, tablets and e-terminals)
- PC3.** explain about the wide range of features available in smartphone, tablets and e-terminals

##### *Configure devices and perform basic troubleshooting*

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

- PC4.** install necessary equipment such as modem using routers, UPS, cables to make the devices functional at a particular location
- PC5.** configure smartphone, tablets and e-terminals
- PC6.** demonstrate how to operate the device to the concerned people for ease of use
- PC7.** perform basic trouble shooting of devices in case of any problems/error

##### *Manage revenue collection and bill payment*

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

- PC8.** distribute bills and collect revenue from users
- PC9.** maintain the record of rent agreement and electricity bill for ONT site
- PC10.** remind the superior for timely payment of rent and electricity bill for the site

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** steps to be followed for different procedures and instructions
- KU2.** importance of creating awareness among people for services offered
- KU3.** benefits of broadband for people

## Qualification Pack

- KU4.** functionality of laptop, smartphones, tablets and e-terminals
- KU5.** steps to be followed for different procedures and instructions
- KU6.** hardware and software configuration
- KU7.** functionality of modem, routers, UPS, cables

### Generic Skills (GS)

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

- GS1.** communicate in the local language (preferable)
- GS2.** convince the local users by discussing advantages
- GS3.** fill records as per format
- GS4.** maintain working relationships with supervisor

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create awareness about devices and its usage</i>	<b>11</b>	<b>15</b>	-	<b>3</b>
<b>PC1.</b> propose/pitch range of products/services to local population to make them aware about types of local devices (smartphone, tablets and e-terminals) available	3	5	-	1
<b>PC2.</b> acquaint local population about usage and necessity of local devices (smartphone, tablets and e-terminals)	3	5	-	1
<b>PC3.</b> explain about the wide range of features available in smartphone, tablets and e-terminals	5	5	-	1
<i>Configure devices and perform basic troubleshooting</i>	<b>19</b>	<b>22</b>	-	<b>4</b>
<b>PC4.</b> install necessary equipment such as modem using routers, UPS, cables to make the devices functional at a particular location	5	5	-	1
<b>PC5.</b> configure smartphone, tablets and e-terminals	5	5	-	1
<b>PC6.</b> demonstrate how to operate the device to the concerned people for ease of use	5	6	-	1
<b>PC7.</b> perform basic trouble shooting of devices in case of any problems/error	4	6	-	1
<i>Manage revenue collection and bill payment</i>	<b>10</b>	<b>13</b>	-	<b>3</b>
<b>PC8.</b> distribute bills and collect revenue from users	-	3	-	1
<b>PC9.</b> maintain the record of rent agreement and electricity bill for ONT site	5	5	-	1
<b>PC10.</b> remind the superior for timely payment of rent and electricity bill for the site	5	5	-	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/N6228
<b>NOS Name</b>	Promote use of Devices and Provide Services
<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Network Managed Services
<b>Occupation</b>	Network Operation and Maintenance
<b>NSQF Level</b>	4
<b>Credits</b>	4
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## Qualification Pack

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

## Description

This OS unit is about planning work and following sustainable as well as healthy practices for safety and optimal use of resources.

## Scope

The scope covers the following :

- Perform work as per quality standards
- Maintain safe, healthy and secure working environment
- Conserve material/energy/electricity
- Use effective waste management/recycling practices

## Elements and Performance Criteria

### *Perform work as per quality standards*

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

- PC1.** keep workspace clean and tidy
- PC2.** perform individual role and responsibilities as per the job role while taking accountability for the work
- PC3.** record/document tasks completed as per the requirements within specific timelines
- PC4.** implement schedules to ensure timely completion of tasks
- PC5.** identify the cause of a problem related to own work and validate it
- PC6.** analyse problems accurately and communicate different possible solutions to the problem

### *Maintain safe, healthy and secure working environment*

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

- PC7.** comply with organisation's current health, safety, security policies and procedures
- PC8.** check for water spills in and around the work space and escalate these to the appropriate authority
- PC9.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC10.** use safety materials such as goggles, gloves, ear plugs, caps, ESD pins, covers, shoes, etc.
- PC11.** avoid damage of components due to negligence in ESD procedures or any other loss due to safety negligence
- PC12.** identify hazards such as illness, accidents, fires or any other natural calamity safely, as per organisation's emergency procedures, within the limits of individual's authority
- PC13.** participate regularly in fire drills or other safety related workshops organised by the company
- PC14.** report any hazard outside the individual's authority to the relevant person in line with organisational procedures and warn others who may be affected

## Qualification Pack

- PC15.** maintain appropriate posture while sitting/standing for long hours
- PC16.** handle heavy and hazardous materials with care, while maintaining appropriate posture
- PC17.** sanitize workstation and equipment regularly
- PC18.** clean hands with soap, alcohol-based sanitizer regularly
- PC19.** avoid contact with anyone suffering from communicable diseases and take necessary precautions
- PC20.** take safety precautions while travelling e.g. maintain 1m distance from others, sanitize hands regularly, wear masks, etc.
- PC21.** report hygiene and sanitation issues to appropriate authority
- PC22.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.

### *Conserve material/energy/electricity*

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

- PC23.** optimize usage of material including water in various tasks/activities/processes
- PC24.** use resources such as water, electricity and others responsibly
- PC25.** carry out routine cleaning of tools, machine and equipment
- PC26.** optimize use of electricity/energy in various tasks/activities/processes
- PC27.** perform periodic checks of the functioning of the equipment/machine and rectify wherever required
- PC28.** report malfunctioning and lapses in maintenance of equipment
- PC29.** use electrical equipment and appliances properly

### *Use effective waste management/recycling practices*

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

- PC30.** identify recyclable, non-recyclable and hazardous waste
- PC31.** deposit recyclable and reusable material at identified location
- PC32.** dispose non-recyclable and hazardous waste as per recommended processes

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** strategies pertinent to their field (such as internet searches, asking peers and managers, enrolling for courses and certifications, etc.) that can be used to pursue an advancement in their skills
- KU2.** key performance indicators for the new tasks
- KU3.** feedback processes and formats
- KU4.** timelines and goals as well as their relevance to work allocated
- KU5.** importance of quality and timely delivery of the product/service
- KU6.** escalation matrix and its importance, especially in case of emergencies
- KU7.** ways of time and cost management
- KU8.** rules/regulation for maintaining health and safety at workplace

## Qualification Pack

- KU9.** meaning of hazard, different types of health and safety hazards found in the workplace, risks and threats based on the nature of work
- KU10.** relevant signage, warnings, labels or descriptions on equipment, etc. while carrying out work activities
- KU11.** procedures to report breaches in health, safety and security
- KU12.** organisation's procedures for different emergency situations and the importance of following the same
- KU13.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU14.** significance of personal hygiene practice including hand hygiene
- KU15.** path of disease transmission
- KU16.** correct method of donning and doffing of PPE
- KU17.** ways of managing resources and material efficiently
- KU18.** common electrical problems and common practices of conserving electricity
- KU19.** categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics and use of different colours of dustbins
- KU20.** organisation's procedures for minimizing waste
- KU21.** waste management and methods of waste disposal
- KU22.** common sources of pollution and ways to minimize it

## Generic Skills (GS)

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

- GS1.** improve and modify work practices
- GS2.** complete tasks efficiently and accurately within stipulated time
- GS3.** develop skills and mastery of the technologies prevalent in the industry
- GS4.** write in at least one language and complete written work with attention to detail
- GS5.** utilize time and manage workload efficiently
- GS6.** read and comprehend instructions and documents
- GS7.** accept feedback in a constructive way
- GS8.** seek clarifications from superior about the job requirement
- GS9.** read and comprehend statutory documents relevant to safety and hygiene
- GS10.** refer all anomalies to the concerned persons
- GS11.** analyze situations and make appropriate decisions
- GS12.** decide the most suitable course of action for completing the task within resources

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform work as per quality standards</i>	<b>4</b>	<b>9</b>	-	<b>2</b>
<b>PC1.</b> keep workspace clean and tidy	-	1	-	-
<b>PC2.</b> perform individual role and responsibilities as per the job role while taking accountability for the work	1	1	-	1
<b>PC3.</b> record/document tasks completed as per the requirements within specific timelines	-	1	-	1
<b>PC4.</b> implement schedules to ensure timely completion of tasks	-	2	-	-
<b>PC5.</b> identify the cause of a problem related to own work and validate it	2	2	-	-
<b>PC6.</b> analyse problems accurately and communicate different possible solutions to the problem	1	2	-	-
<i>Maintain safe, healthy and secure working environment</i>	<b>16</b>	<b>27</b>	-	<b>4</b>
<b>PC7.</b> comply with organisation's current health, safety, security policies and procedures	1	1	-	-
<b>PC8.</b> check for water spills in and around the work space and escalate these to the appropriate authority	1	2	-	1
<b>PC9.</b> report any identified breaches in health, safety, and security policies and procedures to the designated person	1	2	-	1
<b>PC10.</b> use safety materials such as goggles, gloves, ear plugs, caps, ESD pins, covers, shoes, etc.	1	2	-	1
<b>PC11.</b> avoid damage of components due to negligence in ESD procedures or any other loss due to safety negligence	2	3	-	1
<b>PC12.</b> identify hazards such as illness, accidents, fires or any other natural calamity safely, as per organisation's emergency procedures, within the limits of individual's authority	2	1	-	-

**Qualification Pack**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> participate regularly in fire drills or other safety related workshops organised by the company	1	3	-	-
<b>PC14.</b> report any hazard outside the individual's authority to the relevant person in line with organisational procedures and warn others who may be affected	1	3	-	-
<b>PC15.</b> maintain appropriate posture while sitting/standing for long hours	1	1	-	-
<b>PC16.</b> handle heavy and hazardous materials with care, while maintaining appropriate posture	1	1	-	-
<b>PC17.</b> sanitize workstation and equipment regularly	1	2	-	-
<b>PC18.</b> clean hands with soap, alcohol-based sanitizer regularly	-	1	-	-
<b>PC19.</b> avoid contact with anyone suffering from communicable diseases and take necessary precautions	-	1	-	-
<b>PC20.</b> take safety precautions while travelling e.g. maintain 1m distance from others, sanitize hands regularly, wear masks, etc.	1	2	-	-
<b>PC21.</b> report hygiene and sanitation issues to appropriate authority	1	1	-	-
<b>PC22.</b> follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.	1	1	-	-
<i>Conserve material/energy/electricity</i>	<b>7</b>	<b>16</b>	-	<b>3</b>
<b>PC23.</b> optimize usage of material including water in various tasks/activities/processes	1	2	-	-
<b>PC24.</b> use resources such as water, electricity and others responsibly	1	2	-	1
<b>PC25.</b> carry out routine cleaning of tools, machine and equipment	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC26.</b> optimize use of electricity/energy in various tasks/activities/processes	1	3	-	1
<b>PC27.</b> perform periodic checks of the functioning of the equipment/machine and rectify wherever required	1	3	-	1
<b>PC28.</b> report malfunctioning and lapses in maintenance of equipment	1	2	-	-
<b>PC29.</b> use electrical equipment and appliances properly	1	2	-	-
<i>Use effective waste management/recycling practices</i>	<b>3</b>	<b>8</b>	-	<b>1</b>
<b>PC30.</b> identify recyclable, non-recyclable and hazardous waste	1	2	-	1
<b>PC31.</b> deposit recyclable and reusable material at identified location	1	3	-	-
<b>PC32.</b> dispose non-recyclable and hazardous waste as per recommended processes	1	3	-	-
<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>	Organize 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>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

# TEL/N9102: Interact Effectively with Team Members and Customers

## Description

This OS unit is about interacting with superiors and colleagues as well as customers and other stakeholders in own or other work groups within as well as outside the organisation.

## Scope

The scope covers the following :

- Interact effectively with superiors
- Interact effectively with colleagues and customers
- Respect differences of gender and ability

## Elements and Performance Criteria

### *Interact effectively with superiors*

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

- PC1.** receive work requirements from superiors and customers and interpret them correctly
- PC2.** inform the supervisor and/or concerned person about any unforeseen disruptions or delays
- PC3.** participate in decision making by providing facts and figures, giving/accepting constructive suggestions
- PC4.** rectify errors as per feedback and ensure the errors are not repeated

### *Interact effectively with colleagues and customers*

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

- PC5.** comply with organisation's policies and procedures for working with team members
- PC6.** communicate professionally using appropriate mode of communication such as face-to-face, telephonic and written
- PC7.** respond to queries and seek/provide clarifications if required
- PC8.** co-ordinate with team to integrate work as per requirements
- PC9.** resolve conflicts within the team/with customers to achieve smooth workflow
- PC10.** recognize emotions accurately in self and others to build good relationships
- PC11.** prioritize team and organization goals above personal goals

### *Respect differences of gender and ability*

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

- PC12.** maintain a conducive environment for all the genders at the workplace
- PC13.** encourage appropriate behavior and conduct with people across gender
- PC14.** assist team members with disability in overcoming any challenges faced in work
- PC15.** practice appropriate verbal and non-verbal communication while interacting with People with Disability (PwD)
- PC16.** ensure equal participation of the people across genders in discussions

## Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organisation's policies on dress code, workplace timings, workplace behaviour, performance management, incentives, delivery standards, information security, etc.
- KU2.** organisation's hierarchy and escalation matrix
- KU3.** importance of establishing good working relationships with colleagues and superiors
- KU4.** importance of helping colleagues with problems, in order to meet quality and time standards as a team
- KU5.** different means and methods of communication
- KU6.** different types of information that colleagues might need and the importance of providing this information in an appropriate manner
- KU7.** organisation's policies and procedures for working with colleagues and superiors
- KU8.** importance of understanding consequences of gender biased behaviour
- KU9.** gender based concepts, issues and legislation
- KU10.** organisation standards and guidelines to be followed for PwD and knowledge about laws, acts and provisions defined for PwD by the statutory bodies and the right way to use them including various medical conditions associated with PwD
- KU11.** health and safety requirements at workplace for PwD
- KU12.** process of recruiting people for a particular job profile w.r.t PwD and gender
- KU13.** various government/private schemes and benefits available for PwD and information about various institutes working for PwD to enable in providing livelihood opportunities for PwD

## Generic Skills (GS)

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

- GS1.** read and comprehend forms, documents and records
- GS2.** read and write in English and/or local language
- GS3.** complete work with attention to detail
- GS4.** listen effectively and orally communicate information
- GS5.** work as per customer requirements
- GS6.** communicate with empathy across genders and PwD
- GS7.** improve and modify work practices
- GS8.** maintain positive and effective relationships with colleagues and customers
- GS9.** evaluate the possible solution(s) to the problem

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact effectively with superiors</i>	<b>7</b>	<b>15</b>	-	<b>2</b>
<b>PC1.</b> receive work requirements from superiors and customers and interpret them correctly	1	2	-	-
<b>PC2.</b> inform the supervisor and/or concerned person about any unforeseen disruptions or delays	2	4	-	1
<b>PC3.</b> participate in decision making by providing facts and figures, giving/accepting constructive suggestions	2	5	-	1
<b>PC4.</b> rectify errors as per feedback and ensure the errors are not repeated	2	4	-	-
<i>Interact effectively with colleagues and customers</i>	<b>7</b>	<b>26</b>	-	<b>4</b>
<b>PC5.</b> comply with organisation's policies and procedures for working with team members	1	2	-	-
<b>PC6.</b> communicate professionally using appropriate mode of communication such as face-to-face, telephonic and written	2	4	-	1
<b>PC7.</b> respond to queries and seek/provide clarifications if required	2	4	-	1
<b>PC8.</b> co-ordinate with team to integrate work as per requirements	-	3	-	-
<b>PC9.</b> resolve conflicts within the team/with customers to achieve smooth workflow	1	5	-	1
<b>PC10.</b> recognize emotions accurately in self and others to build good relationships	1	4	-	-
<b>PC11.</b> prioritize team and organization goals above personal goals	-	4	-	1
<i>Respect differences of gender and ability</i>	<b>11</b>	<b>24</b>	-	<b>4</b>
<b>PC12.</b> maintain a conducive environment for all the genders at the workplace	2	5	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> encourage appropriate behavior and conduct with people across gender	2	5	-	1
<b>PC14.</b> assist team members with disability in overcoming any challenges faced in work	3	4	-	1
<b>PC15.</b> practice appropriate verbal and non-verbal communication while interacting with People with Disability (PWD)	2	4	-	1
<b>PC16.</b> ensure equal participation of the people across genders in discussions	2	6	-	-
<b>NOS Total</b>	<b>25</b>	<b>65</b>	<b>-</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>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

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

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

**GS1.** read and write different types of documents/instructions/correspondence

**GS2.** communicate effectively using appropriate language in formal and informal settings

## **Qualification Pack**

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization 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> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## 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/N6226.Maintain Site Security and Hygiene	30	60	-	10	100	17
TEL/N6227.Perform Preventive Maintenance of Optical Network Terminal (ONT) Components	40	50	-	10	100	17
TEL/N6228.Promote use of Devices and Provide Services	40	50	-	10	100	17
TEL/N9101.Organize Work and Resources as per Health and Safety Standards	30	60	-	10	100	17
TEL/N9102.Interact Effectively with Team Members and Customers	25	65	-	10	100	17
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	15
<b>Total</b>	<b>185</b>	<b>315</b>	<b>-</b>	<b>50</b>	<b>550</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

## 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.