



Active Network

Jr. Technician - Last Mile Active Network

QP Code: TEL/Q6101

Version: 2.0

NSQF Level: 3

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

Qualification Pack

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TEL/Q6101: Jr. Technician - Last Mile Active Network

Brief Job Description

An individual is responsible for installing network devices such as network switch, router, and LAN and WAN devices. The individual is also responsible for carrying out preventive and corrective maintenance of the network devices.

Personal Attributes

The individual must have an aptitude for details along with analytical and problem-solving skills. The person should be able to work in co-ordination with others. The individual should be able to communicate appropriately, both verbally and in writing.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

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

Qualification Pack (QP) Parameters

Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network (Active Components Installation)
Country	India
NSQF Level	3
Credits	14

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	10th grade pass OR 8th grade pass (with two year of (NTC/ NAC) after 8th) OR 8th grade pass and pursuing continuous schooling (with No Experience required) OR Previous relevant Qualification of NSQF Level (2) with 3 Years of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	15 Years
Last Reviewed On	NA
Next Review Date	30/06/2025
NSQC Approval Date	30/06/2022
Version	2.0
Reference code on NQR	QG-03-TL-00464-2023-V1.1-TSSC
NQR Version	1.1

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

Description

This OS unit is about installing the Local Area Network (LAN) and Wide Area Network (WAN) devices.

Scope

The scope covers the following :

- Prepare for the installation
- Install the LAN and WAN Devices

Elements and Performance Criteria

Prepare for the installation

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

- PC1.** coordinate with the supervisor or relevant personnel to arrange the LAN and WAN devices and accessories for installation
- PC2.** inspect the LAN and WAN network devices and accessories to ensure they have no damages and malfunctioning
- PC3.** plan the network connections between the network devices
- PC4.** install and terminate ethernet and fibre cables and carry out testing, as per requirement

Install the LAN and WAN network devices

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

- PC5.** design the network through Ethernet cables between network devices or by making wireless connections, as applicable
- PC6.** carry out the installation of LAN and WAN network devices and accessories as per the manufacturers' instructions
- PC7.** select the networking device, such as switch, router or hub, based on the requirements of the network, ensuring the networking device has enough ports to connect all devices within the network
- PC8.** configure the LAN and WAN ports to provide a network connection to all the network devices
- PC9.** carry out testing of LAN and WAN network devices to identify performance issues
- PC10.** carry out appropriate troubleshooting for the network devices and co-ordinate with the manufacturer for the resolution of manufacturing faults

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of inspecting the LAN and WAN network devices and accessories before installation to ensure they have no damages and malfunctioning

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- KU2.** the importance and process of planning the network connections between the network devices
- KU3.** the process of installing and terminating ethernet and fibre cables and carrying out their testing
- KU4.** the process of designing the network through ethernet cables between network devices or by making wireless connections
- KU5.** the process of installing LAN and WAN network devices and accessories
- KU6.** the process of configuring LAN and WAN ports to provide a network connection to all the network devices
- KU7.** the process of testing LAN and WAN network devices
- KU8.** the appropriate troubleshooting to be carried out for network devices

Generic Skills (GS)

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

- GS1.** maintain work related records
- GS2.** read the relevant guides and literature to get the latest information about the field of work
- GS3.** communicate clearly and politely
- GS4.** listen attentively to understand the instructions provided by the supervisors
- GS5.** plan and prioritize tasks to ensure timely completion
- GS6.** identify appropriate solutions to work related issues
- GS7.** take quick decision in case of an emergency/accident

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for the installation</i>	11	22	-	4
PC1. coordinate with the supervisor or relevant personnel to arrange the LAN and WAN devices and accessories for installation	3	6	-	1
PC2. inspect the LAN and WAN network devices and accessories to ensure they have no damages and malfunctioning	3	6	-	1
PC3. plan the network connections between the network devices	3	5	-	1
PC4. install and terminate ethernet and fibre cables and carry out testing, as per requirement	2	5	-	1
<i>Install the LAN and WAN network devices</i>	19	38	-	6
PC5. design the network through Ethernet cables between network devices or by making wireless connections, as applicable	3	4	-	1
PC6. carry out the installation of LAN and WAN network devices and accessories as per the manufacturers' instructions	3	6	-	1
PC7. select the networking device, such as switch, router or hub, based on the requirements of the network, ensuring the networking device has enough ports to connect all devices within the network	4	8	-	1
PC8. configure the LAN and WAN ports to provide a network connection to all the network devices	2	7	-	1
PC9. carry out testing of LAN and WAN network devices to identify performance issues	3	6	-	1
PC10. carry out appropriate troubleshooting for the network devices and co-ordinate with the manufacturer for the resolution of manufacturing faults	4	7	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6109
NOS Name	Install the Local Area Network (LAN) and Wide Area Network (WAN) devices
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network (Active Components Installation)
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

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

Description

This OS unit is about setting up and configuring network switch and router for connecting multiple devices securely on a network.

Scope

The scope covers the following :

- Set up and configure the network switch
- Set up and configure the router

Elements and Performance Criteria

Set up and configure the network switch

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

- PC1.** check network switch and its connected cables for any damages and coordinate with the relevant personnel for the replacement of faulty hardware, if any
- PC2.** test the network switch by turning it on and verify that all the indicator lights are in working order
- PC3.** connect the network switch with a computer/laptop and install the relevant software tool for operating and controlling the network switch
- PC4.** check the output of the relevant commands such as Virtual LAN (VLAN) brief, VLAN Trunking Protocol (VTP) status, etc.
- PC5.** set up the host name for the switch following the organization naming protocol
- PC6.** assign an IP address as per IP Schema on the management VLAN, ensuring the switch has a set hostname and domain name
- PC7.** check the Virtual Trunking Protocol (VTP) revision number and update it following the manufacturer instructions as required, before adding the switch to the network
- PC8.** configure the access and trunk ports on the network switch
- PC9.** generate RSA keys to be used during the Secure Shell (SSH) process, using the appropriate crypto commands
- PC10.** check the SSH access is enabled and allows network access from a remote computer

Set up and configure the router

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

- PC11.** ensure the availability of an active internet connection for setting up the router
- PC12.** set up the router antennas and extend them before beginning the setup process
- PC13.** select an appropriate spot for placing the router for easy access and maintenance
- PC14.** connect the router to the ISP gateway's ethernet port using CAT5e or CAT6 cable, as required
- PC15.** install a mesh network with a router to place multiple Wi-Fi transmitters in a single network, as required

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- PC16.** ensure Ethernet cable is plugged in appropriately into the router's Wide Area Network (WAN) port
- PC17.** check the router's LED lights to ensure a successful internet connection or test the connection, as required
- PC18.** configure the wireless router gateway and connect it to the router, following the manufacturer's instructions
- PC19.** use the appropriate mobile applications or web dashboard to set up the username and password as per the manufacturer instructions
- PC20.** check for router firmware or security updates and install the available updates to ensure maximum network security
- PC21.** use the relevant auto-configuration tools to manage IP addresses and automatic assigning of IP addresses to devices on the network with the Dynamic Host Configuration Protocol (DHCP)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** network services and networks such as Transmission Control Protocol (TCP)/Internet Protocol (IP), Open Shortest Path First (OSPF), and Enhanced Interior Gateway Routing Protocol (EIGRP)
- KU2.** functioning of networking systems such as Local Area Network (LAN), firewalls, and routers
- KU3.** the benefits and working of network domains
- KU4.** the functioning and uses of server hardware, and network physical and virtual appliances
- KU5.** the process of testing the network switch to ensure its correct functioning
- KU6.** the process of checking the output of relevant commands, such as VLAN brief, VTP status, etc.
- KU7.** the protocol for setting up the hostname for the network switch
- KU8.** the importance of checking the VTP revision number and updating it before adding the switch to the network, as required
- KU9.** the process of configuring the access and trunk ports on the network switch
- KU10.** the process of generating the RSA keys to be used during the SSH process
- KU11.** the importance of ensuring the SSH access is enabled during network switch configuration
- KU12.** the requirement of installing a mesh network with a router to place multiple Wi-Fi transmitters in a single network
- KU13.** the importance of ensuring correct and secure cable connections during the process of setting up and configuring the router
- KU14.** the process of configuring the wireless router gateway and connecting it to the router
- KU15.** the use of the appropriate mobile app or web dashboard for setting up the username and password for the router
- KU16.** the importance and process of installing the latest firmware or security updates on the router to ensure maximum network security
- KU17.** the benefit of using the relevant auto-configuration tools for efficient IP address management

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Generic Skills (GS)

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

- GS1.** maintain work related notes and records
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** listen attentively to understand the information/ instructions being shared
- GS4.** communicate politely and professionally
- GS5.** plan and prioritise tasks to ensure timely completion
- GS6.** co-ordinate with the co-workers to achieve the work objectives
- GS7.** evaluate all possible solutions to a problem to select the best one

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up and configure the network switch</i>	10	26	-	5
PC1. check network switch and its connected cables for any damages and coordinate with the relevant personnel for the replacement of faulty hardware, if any	1	3	-	1
PC2. test the network switch by turning it on and verify that all the indicator lights are in working order	1	3	-	-
PC3. connect the network switch with a computer/laptop and install the relevant software tool for operating and controlling the network switch	1	4	-	-
PC4. check the output of the relevant commands such as Virtual LAN (VLAN) brief, VLAN Trunking Protocol (VTP) status, etc.	1	3	-	1
PC5. set up the host name for the switch following the organization naming protocol	1	2	-	-
PC6. assign an IP address as per IP Schema on the management VLAN, ensuring the switch has a set hostname and domain name	1	2	-	1
PC7. check the Virtual Trunking Protocol (VTP) revision number and update it following the manufacturer instructions as required, before adding the switch to the network	1	2	-	-
PC8. configure the access and trunk ports on the network switch	1	2	-	1
PC9. generate RSA keys to be used during the Secure Shell (SSH) process, using the appropriate crypto commands	1	2	-	-
PC10. check the SSH access is enabled and allows network access from a remote computer	1	3	-	1
<i>Set up and configure the router</i>	15	39	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure the availability of an active internet connection for setting up the router	1	3	-	1
PC12. set up the router antennas and extend them before beginning the setup process	1	2	-	-
PC13. select an appropriate spot for placing the router for easy access and maintenance	1	3	-	1
PC14. connect the router to the ISP gateway's ethernet port using CAT5e or CAT6 cable, as required	1	4	-	-
PC15. install a mesh network with a router to place multiple Wi-Fi transmitters in a single network, as required	1	4	-	1
PC16. ensure Ethernet cable is plugged in appropriately into the router's Wide Area Network (WAN) port	1	4	-	-
PC17. check the router's LED lights to ensure a successful internet connection or test the connection, as required	2	3	-	1
PC18. configure the wireless router gateway and connect it to the router, following the manufacturer's instructions	1	4	-	-
PC19. use the appropriate mobile applications or web dashboard to set up the username and password as per the manufacturer instructions	2	4	-	-
PC20. check for router firmware or security updates and install the available updates to ensure maximum network security	2	3	-	1
PC21. use the relevant auto-configuration tools to manage IP addresses and automatic assigning of IP addresses to devices on the network with the Dynamic Host Configuration Protocol (DHCP)	2	5	-	-
NOS Total	25	65	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6110
NOS Name	Set up and Configuration of Network Switch and Router
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network (Active Components Installation)
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

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TEL/N6111: Carry out Maintenance of Network Devices

Description

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

Scope

The scope covers the following :

- Carry out preventive maintenance
- Carry out corrective maintenance

Elements and Performance Criteria

Carry out preventive maintenance

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

- PC1.** develop a scheduled maintenance plan to prevent network downtime and equipment failures through regular maintenance
- PC2.** use the predictive network analytics platform for the identification and resolution of LAN/WAN issues
- PC3.** monitor the LAN and WAN network devices and infrastructure, such as switches, routers, wireless LAN controllers, wireless access points, hubs, terminating devices for optimal performance
- PC4.** identify performance issues with LAN and WAN network devices and carry out appropriate troubleshooting
- PC5.** maintain the cleanliness of network devices, servers, and computers, protecting them from dust
- PC6.** check the condition of network devices, servers, and computers to ensure they are not damaged and are functioning appropriately
- PC7.** detect unusual noises and malfunctioning network equipment, and carry out appropriate troubleshooting
- PC8.** ensure appropriate cooling arrangement including regular changing of air filters to prevent overheating of network devices and server
- PC9.** ensure cables are labelled correctly and replace the worn or unreadable labels
- PC10.** check that cable supports are properly installed, and no attachment points are loose
- PC11.** maintain the cables in good condition for optimal network performance, and replace the worn-out or damaged cables
- PC12.** analyse and diagnose network problems for a variety of users
- PC13.** assist in implementing approved network changes and upgrades to ensure optimal network performance

Carry out corrective maintenance

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

- PC14.** collect all the relevant information about the network issue being experienced

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- PC15.** analyse the error message/ problem and determine the cause of the issue, whether it is a hardware, software, or connectivity issue
- PC16.** identify whether recent commissioning/ decommissioning of network devices or changes in software is the cause of the issue
- PC17.** check that all the network cables are connected securely at the correct ports, and make the appropriate correction, as required
- PC18.** perform network device reboot and repair or re-enable the network connection
- PC19.** ping the default gateway, if required
- PC20.** identify appropriate corrective solutions to be applied to network hardware or software to prevent any future issues
- PC21.** assist other groups in troubleshooting problems that require packet analysis or equipment performance review
- PC22.** co-ordinate with the network administrator or device manufacturer for any complex or manufacturing faults
- PC23.** create, publish, and maintain up to date and accurate network maintenance documentation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of following a scheduled maintenance plan to prevent network downtime and equipment failures
- KU2.** the use of predictive network analytics platform for the identification and resolution of LAN/WAN issues
- KU3.** the importance of monitoring the LAN and WAN network devices and infrastructure for optimal performance
- KU4.** the process of carrying out troubleshooting for performance issues with LAN and WAN network devices
- KU5.** the importance of protecting the network devices, servers, and computers from dust
- KU6.** the importance of checking the condition of network devices, servers, and computers regularly
- KU7.** the process of detecting unusual noises and malfunctioning of network equipment, and carry out appropriate troubleshooting
- KU8.** the importance of ensuring appropriate cooling arrangement to prevent overheating of network devices and server
- KU9.** the importance of labelling different types of network cables correctly and maintaining them in good condition for optimal network performance
- KU10.** the importance of implementing approved network changes and upgrades to ensure optimal network performance
- KU11.** the importance and process of analysing the error message/ problem to determine the cause of the issue
- KU12.** the appropriate troubleshooting to be carried out for common issues with network devices
- KU13.** the importance of maintaining up to date and accurate network maintenance documentation



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Generic Skills (GS)

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

- GS1.** maintain work related records
- GS2.** read the relevant guides and literature to get the latest information about the field of work
- GS3.** communicate clearly and politely
- GS4.** listen attentively to understand the instructions by the supervisor
- GS5.** plan and prioritise tasks to ensure timely completion
- GS6.** identify appropriate solutions to work related issues
- GS7.** take quick decision in case of an emergency/accident

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out preventive maintenance</i>	14	38	-	6
PC1. develop a scheduled maintenance plan to prevent network downtime and equipment failures through regular maintenance	1	3	-	-
PC2. use the predictive network analytics platform for the identification and resolution of LAN/WAN issues	1	4	-	1
PC3. monitor the LAN and WAN network devices and infrastructure, such as switches, routers, wireless LAN controllers, wireless access points, hubs, terminating devices for optimal performance	1	4	-	-
PC4. identify performance issues with LAN and WAN network devices and carry out appropriate troubleshooting	1	3	-	1
PC5. maintain the cleanliness of network devices, servers, and computers, protecting them from dust	1	2	-	-
PC6. check the condition of network devices, servers, and computers to ensure they are not damaged and are functioning appropriately	2	3	-	-
PC7. detect unusual noises and malfunctioning network equipment, and carry out appropriate troubleshooting	1	2	-	1
PC8. ensure appropriate cooling arrangement including regular changing of air filters to prevent overheating of network devices and server	1	3	-	-
PC9. ensure cables are labelled correctly and replace the worn or unreadable labels	1	2	-	1
PC10. check that cable supports are properly installed, and no attachment points are loose	1	3	-	-
PC11. maintain the cables in good condition for optimal network performance, and replace the worn-out or damaged cables	1	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. analyse and diagnose network problems for a variety of users	1	4	-	-
PC13. assist in implementing approved network changes and upgrades to ensure optimal network performance	1	2	-	1
<i>Carry out corrective maintenance</i>	11	27	-	4
PC14. collect all the relevant information about the network issue being experienced	1	2	-	1
PC15. analyse the error message/ problem and determine the cause of the issue, whether it is a hardware, software, or connectivity issue	2	3	-	-
PC16. identify whether recent commissioning/ decommissioning of network devices or changes in software is the cause of the issue	1	2	-	1
PC17. check that all the network cables are connected securely at the correct ports, and make the appropriate correction, as required	1	3	-	-
PC18. perform network device reboot and repair or re-enable the network connection	1	4	-	1
PC19. ping the default gateway, if required	1	1	-	-
PC20. identify appropriate corrective solutions to be applied to network hardware or software to prevent any future issues	1	4	-	1
PC21. assist other groups in troubleshooting problems that require packet analysis or equipment performance review	1	2	-	-
PC22. co-ordinate with the network administrator or device manufacturer for any complex or manufacturing faults	1	3	-	-
PC23. create, publish, and maintain up to date and accurate network maintenance documentation	1	3	-	-
NOS Total	25	65	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6111
NOS Name	Carry out Maintenance of Network Devices
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network (Active Components Installation)
NSQF Level	3
Credits	4
Version	2.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

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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

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- 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

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- 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

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Assessment Criteria

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

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. participate regularly in fire drills or other safety related workshops organised by the company	1	3	-	-
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	1	3	-	-
PC15. maintain appropriate posture while sitting/standing for long hours	1	1	-	-
PC16. handle heavy and hazardous materials with care, while maintaining appropriate posture	1	1	-	-
PC17. sanitize workstation and equipment regularly	1	2	-	-
PC18. clean hands with soap, alcohol-based sanitizer regularly	-	1	-	-
PC19. avoid contact with anyone suffering from communicable diseases and take necessary precautions	-	1	-	-
PC20. take safety precautions while travelling e.g. maintain 1m distance from others, sanitize hands regularly, wear masks, etc.	1	2	-	-
PC21. report hygiene and sanitation issues to appropriate authority	1	1	-	-
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.	1	1	-	-
<i>Conserve material/energy/electricity</i>	7	16	-	3
PC23. optimize usage of material including water in various tasks/activities/processes	1	2	-	-
PC24. use resources such as water, electricity and others responsibly	1	2	-	1
PC25. 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
PC26. optimize use of electricity/energy in various tasks/activities/processes	1	3	-	1
PC27. perform periodic checks of the functioning of the equipment/machine and rectify wherever required	1	3	-	1
PC28. report malfunctioning and lapses in maintenance of equipment	1	2	-	-
PC29. use electrical equipment and appliances properly	1	2	-	-
<i>Use effective waste management/recycling practices</i>	3	8	-	1
PC30. identify recyclable, non-recyclable and hazardous waste	1	2	-	1
PC31. deposit recyclable and reusable material at identified location	1	3	-	-
PC32. dispose non-recyclable and hazardous waste as per recommended processes	1	3	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9101
NOS Name	Organize Work and Resources as per Health and Safety Standards
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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>	7	15	-	2
PC1. receive work requirements from superiors and customers and interpret them correctly	1	2	-	-
PC2. inform the supervisor and/or concerned person about any unforeseen disruptions or delays	2	4	-	1
PC3. participate in decision making by providing facts and figures, giving/accepting constructive suggestions	2	5	-	1
PC4. rectify errors as per feedback and ensure the errors are not repeated	2	4	-	-
<i>Interact effectively with colleagues and customers</i>	7	26	-	4
PC5. comply with organisation's policies and procedures for working with team members	1	2	-	-
PC6. communicate professionally using appropriate mode of communication such as face-to-face, telephonic and written	2	4	-	1
PC7. respond to queries and seek/provide clarifications if required	2	4	-	1
PC8. co-ordinate with team to integrate work as per requirements	-	3	-	-
PC9. resolve conflicts within the team/with customers to achieve smooth workflow	1	5	-	1
PC10. recognize emotions accurately in self and others to build good relationships	1	4	-	-
PC11. prioritize team and organization goals above personal goals	-	4	-	1
<i>Respect differences of gender and ability</i>	11	24	-	4
PC12. 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
PC13. encourage appropriate behavior and conduct with people across gender	2	5	-	1
PC14. assist team members with disability in overcoming any challenges faced in work	3	4	-	1
PC15. practice appropriate verbal and non-verbal communication while interacting with People with Disability (PWD)	2	4	-	1
PC16. ensure equal participation of the people across genders in discussions	2	6	-	-
NOS Total	25	65	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9102
NOS Name	Interact Effectively with Team Members and Customers
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

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

Essential Digital Skills

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

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

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

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

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

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

KU9. different types of financial products and services

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

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/N6109.Install the Local Area Network (LAN) and Wide Area Network (WAN) devices	30	60	-	10	100	20
TEL/N6110.Set up and Configuration of Network Switch and Router	25	65	-	10	100	20
TEL/N6111.Carry out Maintenance of Network Devices	25	65	-	10	100	20
TEL/N9101.Organize Work and Resources as per Health and Safety Standards	30	60	-	10	100	15
TEL/N9102.Interact Effectively with Team Members and Customers	25	65	-	10	100	15
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	155	345	-	50	550	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
BTS	Base Transceiver Station
FME	Field Maintenance Engineer
IF Cable	Intermediate Cable
MMU	Massive MIMO Unit
OHS	Organizational Health and Safety
RF Cable	Radio Frequency Cable
SHE	Safety Health and Environment
IN	Intelligent Network
VAS	Value Added Services
BSC	Base Station Controller
MUX	Multiplexer
SDH	Synchronous Digital Hierarchy
PDH	Plesiochronous Digital Hierarchy

Qualification Pack

Glossary

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

Qualification Pack

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

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

Qualification Pack

OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts
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