

Qualification Pack



Assistant Technician - TV

QP Code: ELE/Q3101

Version: 4.0

NSQF Level: 3

Electronics Sector Skills Council of India || 155, 2nd Floor, ESC House Okhla Industrial Area-Phase 3
New Delhi- 110020 || email:anu@essc-india.org

Qualification Pack

Contents

ELE/Q3101: Assistant Technician - TV	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
ELE/N3195: Customer Interaction and Service Support	5
ELE/N3102: Install and repair TVs	9
DGT/VSQ/N0101: Employability Skills (30 Hours)	16
Assessment Guidelines and Weightage	21
<i>Assessment Guidelines</i>	21
<i>Assessment Weightage</i>	22
Acronyms	23
Glossary	24

Qualification Pack

ELE/Q3101: Assistant Technician - TV

Brief Job Description

Assistant Technician- TV is responsible for interacting with the customer to install the TV as well as diagnose the problem. The individual also needs to assess possible causes of fault reported and rectify problems/faults.

Personal Attributes

The individual must be willing to work in the field and travel through the day. The individual also needs to be punctual, well behaviour, patient and trustworthy.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N3195: Customer Interaction and Service Support](#)
2. [ELE/N3102: Install and repair TVs](#)
3. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	After Sales Service
Country	India
NSQF Level	3
Credits	13
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7421.1301

Qualification Pack

Minimum Educational Qualification & Experience	10th grade pass (10th grade or equivalent) with NA of experience OR 8th grade pass (8th grade) with 3 Years of experience Relevant Experience in Consumer Electronics & IT Hardware. OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience Relevant Experience in Consumer Electronics & IT Hardware.
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	4.0
Reference code on NQR	QG-03-EH-044802025-V2-ESSCI
NQR Version	2

Remarks:

NA

Qualification Pack

ELE/N3195: Customer Interaction and Service Support

Description

This NOS is about interacting with customers to understand their needs, provide effective service support, and ensure customer satisfaction.

Scope

The scope covers the following :

- Introduction and Interacting with customer
- Suggest possible solutions

Elements and Performance Criteria

Introduction and Interacting with customer

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

- PC1.** Describe the role and responsibilities of an Assistant Technician – TV; explain the basic structure and working principles of modern televisions including LED, QLED, OLED, and Smart TVs, and identify key employment opportunities in the consumer electronics service industry.
- PC2.** analyse the details of customer complaint registered at customer care or installation schedule and connect with the customer use the mobile CRM apps to confirm problem telephonically and fix time for visit
- PC3.** collect appropriate tools, parts, relevant reference sheets, manuals and documents
- PC4.** visit the customer premises as per the scheduled date and time for service as per the requirement
- PC5.** check about warranty status of appliance and annual maintenance contract
- PC6.** gather detailed information pertaining to age of appliance, status of upkeep, symptoms and history of problems in the appliance
- PC7.** provide information to the customer about the warranty and problem in detail along with the precautions to be taken in order to avoid recurrence of problem

Suggest possible solutions

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

- PC8.** suggest possible solutions with the time required, costs involved and methodology for servicing
- PC9.** seek customer's approval on further action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand the basic construction, operation, and components of modern TVs such as LED, QLED, OLED, and Smart TVs.

Qualification Pack

- KU2.** Know the standard procedures for logging and analyzing customer complaints through mobile CRM or service applications.
- KU3.** Understand company policies related to warranty, AMC (Annual Maintenance Contract), and customer communication protocols.
- KU4.** Know how to identify required tools, parts, and reference manuals for troubleshooting and servicing tasks
- KU5.** Understand customer service ethics, communication etiquette, and safety standards during field visits.

Generic Skills (GS)

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

- GS1.** Communicate effectively and courteously with customers to understand issues and explain solutions clearly.
- GS2.** Use mobile CRM applications and digital tools to record complaints, confirm service schedules, and update service status.
- GS3.** Apply problem-solving skills to assess appliance issues and propose appropriate technical solutions.
- GS4.** Demonstrate professionalism and time management while visiting customer locations as per schedule.
- GS5.** Maintain a positive attitude, build customer trust, and ensure satisfaction through transparent and ethical communication.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction and Interacting with customer</i>	32	41	-	8
PC1. Describe the role and responsibilities of an Assistant Technician – TV; explain the basic structure and working principles of modern televisions including LED, QLED, OLED, and Smart TVs, and identify key employment opportunities in the consumer electronics service industry.	-	-	-	-
PC2. analyse the details of customer complaint registered at customer care or installation schedule and connect with the customer use the mobile CRM apps to confirm problem telephonically and fix time for visit	-	-	-	-
PC3. collect appropriate tools, parts, relevant reference sheets, manuals and documents	-	-	-	-
PC4. visit the customer premises as per the scheduled date and time for service as per the requirement	-	-	-	-
PC5. check about warranty status of appliance and annual maintenance contract	-	-	-	-
PC6. gather detailed information pertaining to age of appliance, status of upkeep, symptoms and history of problems in the appliance	-	-	-	-
PC7. provide information to the customer about the warranty and problem in detail along with the precautions to be taken in order to avoid recurrence of problem	-	-	-	-
<i>Suggest possible solutions</i>	8	9	-	2
PC8. suggest possible solutions with the time required, costs involved and methodology for servicing	-	-	-	-
PC9. seek customer's approval on further action	-	-	-	-
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3195
NOS Name	Customer Interaction and Service Support
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	3
Credits	5
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

ELE/N3102: Install and repair TVs

Description

This unit is about installing the newly purchased TV set, identifying the fault and fixing the same at customer location and make it ready to use.

Scope

The scope covers the following :

- Remove packaging and check accessories
- Install the TV and check functionality
- Repair dysfunctional TV
- Confirm functionality of the repaired unit
- Communication, Coordination, and Safe Work Practices

Elements and Performance Criteria

Remove packaging and check accessories

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

- PC1.** remove the packaging of the appliance delivered at the customer location
- PC2.** verify that the product matches the customer's order with all supporting accessories
- PC3.** check the availability of all tools and fitments for the installation
- PC4.** clear up the packaging material waste and dispose as per company's norms

Install the TV and check functionality

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

- PC5.** seek customer's input of placement of TV
- PC6.** measure length from the floor and the sides of the wall for drilling holes (if applicable)
- PC7.** attach mounting brackets at the back side of the TV in case of wall mounting
- PC8.** insert anchors into drilled holes, concealing necessary wires and connect from the nearest power supply
- PC9.** install the TV unit on appropriate stand/platform/wall mount while maintaining appropriate distance from the floor and walls as per instruction manual
- PC10.** plug in the power supply and demonstrate the features, utility of the TV set/remote control
- PC11.** educate customer on proper operation, precautions and maintenance procedures to be taken

Repair dysfunctional TV

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

- PC12.** diagnose the fault in the unit as per customer interaction and initial inspection like power supply module etc.
- PC13.** ensure that the fault is internal before disassembling the unit
- PC14.** unplug the power supply and any other equipment, if connected
- PC15.** remove the TV from the wall
- PC16.** remove the screws attached to the mounts and separate the rear cover from the system

Qualification Pack

- PC17.** examine various modules to locate exact fault
- PC18.** discharge any large capacitor and the charge stored in the cathode ray tube before diagnosis
- PC19.** check the fuse to ensure that the capacitor has not blown off and follow the current path to identify the fault
- PC20.** interpret instructions manual accurately to correlate the symptoms indicated with exact problem
- PC21.** send to factory for in depth diagnosis, if problem cannot be identified at site
- PC22.** repair/replace the internal components (e.g., screens, circuits, power boards). component at location, if the fault identified is due to damage of parts like fuse, PCBs etc..
- PC23.** schedule next appointment if the parts like picture tube can't be replaced on site
- PC24.** make necessary arrangements if the TV is required to be transported to service centre
- PC25.** reassemble the unit to check that all the modules of the unit are working as per specifications

Confirm functionality of the repaired unit

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

- PC26.** demonstrate functionality of the unit to the customer
- PC27.** provide information to the customer about cleaning procedures and precautions to be taken in order to avoid recurrence of problem
- PC28.** complete all documentation procedures for complaint closure
- PC29.** collect necessary payments from the customer

Communication, Coordination, and Safe Work Practices

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

- PC30.** Communicate clearly with customers and team members to understand service needs and provide updates.
- PC31.** Coordinate efficiently with colleagues to manage tasks and share technical information
- PC32.** Follow safety guidelines, use PPE, and handle tools/equipment properly to prevent hazards.
- PC33.** Practice resource conservation and responsible disposal of e-waste as per environmental standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand the standard procedures for unpacking, inspecting, and verifying appliances and accessories as per company guidelines.
- KU2.** Know installation methods for wall-mount and stand-mounted TVs, including correct height, alignment, and wiring safety practices.
- KU3.** Understand the internal components of different TV models and common faults in power supply, display, and PCB circuits.
- KU4.** Know how to interpret technical manuals, circuit diagrams, and troubleshooting guides for accurate fault diagnosis.
- KU5.** Understand workplace safety standards, PPE usage, and procedures for safe e-waste disposal and resource conservation.

Qualification Pack

Generic Skills (GS)

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

- GS1.** Communicate politely and professionally with customers while explaining installation or repair processes.
- GS2.** Demonstrate precision and attention to detail in installation, wiring, and alignment to ensure functionality and aesthetics.
- GS3.** Apply problem-solving skills to identify and repair faults in TV units efficiently and accurately.
- GS4.** Use measuring tools, electrical testers, and power tools safely and effectively during installation and maintenance tasks.
- GS5.** Maintain documentation, coordinate with team members, and ensure timely service completion following company standards.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Remove packaging and check accessories</i>	4	4	-	1
PC1. remove the packaging of the appliance delivered at the customer location	-	-	-	-
PC2. verify that the product matches the customer's order with all supporting accessories	-	-	-	-
PC3. check the availability of all tools and fitments for the installation	-	-	-	-
PC4. clear up the packaging material waste and dispose as per company's norms	-	-	-	-
<i>Install the TV and check functionality</i>	11	7	-	1
PC5. seek customer's input of placement of TV	-	-	-	-
PC6. measure length from the floor and the sides of the wall for drilling holes (if applicable)	-	-	-	-
PC7. attach mounting brackets at the back side of the TV in case of wall mounting	-	-	-	-
PC8. insert anchors into drilled holes, concealing necessary wires and connect from the nearest power supply	-	-	-	-
PC9. install the TV unit on appropriate stand/platform/wall mount while maintaining appropriate distance from the floor and walls as per instruction manual	-	-	-	-
PC10. plug in the power supply and demonstrate the features, utility of the TV set/remote control	-	-	-	-
PC11. educate customer on proper operation, precautions and maintenance procedures to be taken	-	-	-	-
<i>Repair dysfunctional TV</i>	19	27	-	4
PC12. diagnose the fault in the unit as per customer interaction and initial inspection like power supply module etc.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure that the fault is internal before disassembling the unit	-	-	-	-
PC14. unplug the power supply and any other equipment, if connected	-	-	-	-
PC15. remove the TV from the wall	-	-	-	-
PC16. remove the screws attached to the mounts and separate the rear cover from the system	-	-	-	-
PC17. examine various modules to locate exact fault	-	-	-	-
PC18. discharge any large capacitor and the charge stored in the cathode ray tube before diagnosis	-	-	-	-
PC19. check the fuse to ensure that the capacitor has not blown off and follow the current path to identify the fault	-	-	-	-
PC20. interpret instructions manual accurately to correlate the symptoms indicated with exact problem	-	-	-	-
PC21. send to factory for in depth diagnosis, if problem cannot be identified at site	-	-	-	-
PC22. repair/replace the internal components (e.g., screens, circuits, power boards). component at location, if the fault identified is due to damage of parts like fuse, PCBs etc..	-	-	-	-
PC23. schedule next appointment if the parts like picture tube can't be replaced on site	-	-	-	-
PC24. make necessary arrangements if the TV is required to be transported to service centre	-	-	-	-
PC25. reassemble the unit to check that all the modules of the unit are working as per specifications	-	-	-	-
<i>Confirm functionality of the repaired unit</i>	2	8	-	4
PC26. demonstrate functionality of the unit to the customer	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. provide information to the customer about cleaning procedures and precautions to be taken in order to avoid recurrence of problem	-	-	-	-
PC28. complete all documentation procedures for complaint closure	-	-	-	-
PC29. collect necessary payments from the customer	-	-	-	-
<i>Communication, Coordination, and Safe Work Practices</i>	4	4	-	-
PC30. Communicate clearly with customers and team members to understand service needs and provide updates.	-	-	-	-
PC31. Coordinate efficiently with colleagues to manage tasks and share technical information	-	-	-	-
PC32. Follow safety guidelines, use PPE, and handle tools/equipment properly to prevent hazards.	-	-	-	-
PC33. Practice resource conservation and responsible disposal of e-waste as per environmental standards	-	-	-	-
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3102
NOS Name	Install and repair TVs
Sector	Electronics
Sub-Sector	Consumer Electronics & IT Hardware
Occupation	AFTER SALES SERVICE
NSQF Level	3
Credits	7
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values – Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

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

Essential Digital Skills

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

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

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

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

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

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

KU9. different types of financial products and services

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 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 centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 50% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N3195.Customer Interaction and Service Support	40	50	-	10	100	40
ELE/N3102.Install and repair TVs	40	50	-	10	100	40
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	100	130	-	20	250	100

Qualification Pack

Acronyms

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

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.
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory) trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended) trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.