

Qualification Pack



DTH Set Top Box Installation & Service Technician

QP Code: ELE/Q8101

Version: 4.0

NSQF Level: 4

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Qualification Pack

Contents

ELE/Q8101: DTH Set Top Box Installation & Service Technician	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/N8102: Engaging with Customer for service	5
ELE/N8105: Installing and repairing DTH set top box	10
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/Q8101: DTH Set Top Box Installation & Service Technician

Brief Job Description

A DTH Set-Top Box Installation & Service Technician is responsible for installing set-top boxes at customer locations, using tools such as CRM applications, GPS, and mobile service platforms to plan installations, align antennas, configure signal frequencies, and provide real-time service updates. The technician ensures accurate installation, prompt issue resolution, and tech-enabled customer support through digital feedback systems and coordination with the backend technical team.

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 behaved, patient and trustworthy.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N8102: Engaging with Customer for service](#)
2. [ELE/N8105: Installing and repairing DTH set top box](#)
3. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Communication and Broadcasting
Occupation	After Sales Service
Country	India
NSQF Level	4
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8212.0402

Qualification Pack

Minimum Educational Qualification & Experience	12th grade Pass (12th grade or equivalent) with NA of experience OR 10th grade pass (10th grade or equivalent) with 3 Years of experience Relevant Experience in Communication & Broadcasting OR Previous relevant Qualification of NSQF Level (Level-3 in relevant domain) with 3 Years of experience Relevant Experience in Communication & Broadcasting
Minimum Level of Education for Training in School	10th 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-04-EH-044902025-V2-ESSCI
NQR Version	2

Remarks:

NA

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ELE/N8102: Engaging with Customer for service

Description

This NOS unit is about interacting with customer to understand their requirement with respect to problem in the appliance.

Scope

The scope covers the following :

- Introduction and Interacting with the Customer
- Suggesting Possible Solutions

Elements and Performance Criteria

Introduction and Interacting with the Customer

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

- PC1.** Describe the role and responsibilities of a DTH Set-Top Box Installation & Service Technician; explain the use of CRM apps, GPS tools, antenna alignment techniques, and digital platforms for efficient installation, signal optimization, and real-time customer service
- PC2.** Analyze customer complaints registered at customer care or scheduled installation requests and Connect with the customer use CRM apps, mobile service tools, and digital feedback systems to provide personalized, tech-enabled customer support and real-time service updates
- PC3.** Gather appropriate tools, spare parts, reference sheets, manuals, and required documents for field service visits.
- PC4.** Visit customer premises as per the scheduled date and time for installation or service needs.
- PC5.** Verify the warranty status of the appliance and check for an active annual maintenance contract (AMC).
- PC6.** Gather detailed information on the appliance, including its age, maintenance history, symptoms, and past service records.

Suggesting Possible Solutions

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

- PC7.** Diagnose the issue and suggest appropriate solutions, outlining the time required, costs involved, and methodology for servicing.
- PC8.** Seek customer approval before proceeding with repairs or modifications.
- PC9.** Ensure proper documentation of service completion, and update records in ERP or company systems.
- PC10.** Follow safety protocols and deliver excellent service to enhance customer satisfaction.
- PC11.** Educate the customer on troubleshooting minor issues and using the appliance efficiently.
- PC12.** Recommend compatible accessories, service plans, or upgrades based on customer needs and preferences.

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** Understanding of the responsibilities of a DTH Set-Top Box Installation & Service Technician, including CRM usage, GPS navigation, and antenna alignment technologies
- KU2.** Knowledge of installation/service workflow: work orders, scheduled visits, complaint analysis, and customer communication channels
- KU3.** Awareness of tools, spare parts, documents, and reference materials required for field service operations
- KU4.** Knowledge of warranty/AMC verification procedures and maintenance history assessment for service decisions
- KU5.** Understanding safety standards, service documentation processes, and digital record updates in CRM/ERP systems

Generic Skills (GS)

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

- GS1.** Skill to interact professionally with customers, handle service requests efficiently, and provide personalized technical support
- GS2.** Ability to diagnose installation/service issues accurately and propose cost and time-effective solutions
- GS3.** Competence in obtaining customer consent before repairs and ensuring transparency in service delivery
- GS4.** Capability to educate customers on safe and optimal usage, minor troubleshooting, and preventive care
- GS5.** Skill to promote suitable upgrades, accessories, and service plans based on customer needs while maintaining trust

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction and Interacting with the Customer</i>	22	25	-	4
PC1. Describe the role and responsibilities of a DTH Set-Top Box Installation & Service Technician; explain the use of CRM apps, GPS tools, antenna alignment techniques, and digital platforms for efficient installation, signal optimization, and real-time customer service	-	-	-	-
PC2. Analyze customer complaints registered at customer care or scheduled installation requests and Connect with the customer use CRM apps, mobile service tools, and digital feedback systems to provide personalized, tech-enabled customer support and real-time service updates	-	-	-	-
PC3. Gather appropriate tools, spare parts, reference sheets, manuals, and required documents for field service visits.	-	-	-	-
PC4. Visit customer premises as per the scheduled date and time for installation or service needs.	-	-	-	-
PC5. Verify the warranty status of the appliance and check for an active annual maintenance contract (AMC).	-	-	-	-
PC6. Gather detailed information on the appliance, including its age, maintenance history, symptoms, and past service records.	-	-	-	-
<i>Suggesting Possible Solutions</i>	18	25	-	6
PC7. Diagnose the issue and suggest appropriate solutions, outlining the time required, costs involved, and methodology for servicing.	-	-	-	-
PC8. Seek customer approval before proceeding with repairs or modifications.	-	-	-	-
PC9. Ensure proper documentation of service completion, and update records in ERP or company systems.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Follow safety protocols and deliver excellent service to enhance customer satisfaction.	-	-	-	-
PC11. Educate the customer on troubleshooting minor issues and using the appliance efficiently.	-	-	-	-
PC12. Recommend compatible accessories, service plans, or upgrades based on customer needs and preferences.	-	-	-	-
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N8102
NOS Name	Engaging with Customer for service
Sector	Electronics
Sub-Sector	Communication and Broadcasting
Occupation	After Sales Service
NSQF Level	4
Credits	8
Version	5.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

ELE/N8105: Installing and repairing DTH set top box

Description

This NOS unit is about installing set top box and DTH dish at customer site, addressing service complaints and completing documentation.

Scope

The scope covers the following :

- Perform Installation of DTH Set-Top Box
- Servicing and Fault Resolution in DTH Set-Top Box
- Completing Documentation
- Workplace Safety and Waste Management

Elements and Performance Criteria

Perform Installation of DTH Set-Top Box

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

- PC1.** Collect the work order and site checks using GPS tools and digital documentation for precise and efficient installation planning.
- PC2.** Coordinate with the stores department to collect the set-top box, components, and tools required for installation/servicing, such as a drilling machine, satellite meter, multi-meter, and preparation tools.
- PC3.** Identify the optimal location for installing the dish antenna (Low Noise Block - LNB) based on specific requirements.
- PC4.** Perform drilling and securely fix the dish antenna (LNB) at the identified location using appropriate tools.
- PC5.** Align the dish correctly using the satellite meter to ensure optimal signal reception.
- PC6.** Install the set-top box and check the signal strength for proper functionality.
- PC7.** Connect the set-top box to the TV following the standard operating procedure (SOP).
- PC8.** Integrate a home theatre system with the TV/STB using HDMI, Audio/Video, S-Video, SPDIF, or other connectivity options.
- PC9.** Demonstrate the functioning of the set-top box to the customer while educating them about its features.
- PC10.** Promote and sell additional accessories and related products offered by the company.

Servicing and Fault Resolution in DTH Set-Top Box

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

- PC11.** Diagnose faults leading to unsatisfactory or interrupted service by checking wires, signal strength, connectors, and the set-top box.
- PC12.** Test AC mains output using a multi-meter and verify the external power supply (Adaptor DC Output).
- PC13.** Rectify faults to restore uninterrupted service and ensure customer satisfaction.

Qualification Pack

PC14. Document the technical report of the identified fault in the defective set-top box and forward it to the service center for repairs.

Completing Documentation

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

PC15. Maintain records of material collection and testing device issuance from the stores.

PC16. Collect necessary forms, such as customer registration, program authentication forms, feedback forms, and customer identity (ID) for submission to relevant departments.

PC17. Update and record completion details in the ERP system for tracking and compliance.

Workplace Safety and Waste Management

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

PC18. Identify and avoid risks like loose wiring, high rooftops, or live circuits

PC19. Use PPE like gloves, helmet, and harness when needed

PC20. Follow safety procedures while using ladders or power tools.

PC21. Provide first aid and report incidents like shocks or minor falls

PC22. Dispose of cables, packaging, and damaged parts safely; keep work area clean.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of work orders, GPS-based site checks, and digital documentation required for DTH installation

KU2. Understanding of dish antenna (LNB) alignment principles, signal reception parameters, and usage of satellite meter for optimal signal quality

KU3. Awareness of tools and installation accessories such as HDMI, A/V, S-Video, SPDIF cables, drilling machine, multi-meter, etc

KU4. Understanding of fault diagnosis techniques related to signal interruption, wiring issues, connectors, and power supply checks

KU5. Knowledge of documentation procedures including ERP entries, customer forms, and service tracking systems

Generic Skills (GS)

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

GS1. Ability to plan installations efficiently, select optimal antenna location, and execute secure mounting and alignment for best signal output

GS2. Skill to install and connect DTH STB with TV and entertainment systems ensuring correct configuration and functionality

GS3. Competence in demonstrating STB features, educating customers, promoting additional services and accessories with professionalism

GS4. Capability to detect, troubleshoot, rectify technical faults, and ensure customer satisfaction with quick service restoration

Qualification Pack

- GS5.** Ability to implement workplace safety measures, handle tools responsibly, and follow proper waste disposal guidelines to maintain safe work environment

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform Installation of DTH Set-Top Box</i>	22	25	-	5
PC1. Collect the work order and site checks using GPS tools and digital documentation for precise and efficient installation planning.	-	-	-	-
PC2. Coordinate with the stores department to collect the set-top box, components, and tools required for installation/servicing, such as a drilling machine, satellite meter, multi-meter, and preparation tools.	-	-	-	-
PC3. Identify the optimal location for installing the dish antenna (Low Noise Block - LNB) based on specific requirements.	-	-	-	-
PC4. Perform drilling and securely fix the dish antenna (LNB) at the identified location using appropriate tools.	-	-	-	-
PC5. Align the dish correctly using the satellite meter to ensure optimal signal reception.	-	-	-	-
PC6. Install the set-top box and check the signal strength for proper functionality.	-	-	-	-
PC7. Connect the set-top box to the TV following the standard operating procedure (SOP).	-	-	-	-
PC8. Integrate a home theatre system with the TV/STB using HDMI, Audio/Video, S-Video, SPDIF, or other connectivity options.	-	-	-	-
PC9. Demonstrate the functioning of the set-top box to the customer while educating them about its features.	-	-	-	-
PC10. Promote and sell additional accessories and related products offered by the company.	-	-	-	-
<i>Servicing and Fault Resolution in DTH Set-Top Box</i>	8	12	-	3
PC11. Diagnose faults leading to unsatisfactory or interrupted service by checking wires, signal strength, connectors, and the set-top box.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Test AC mains output using a multi-meter and verify the external power supply (Adaptor DC Output).	-	-	-	-
PC13. Rectify faults to restore uninterrupted service and ensure customer satisfaction.	-	-	-	-
PC14. Document the technical report of the identified fault in the defective set-top box and forward it to the service center for repairs.	-	-	-	-
<i>Completing Documentation</i>	5	8	-	2
PC15. Maintain records of material collection and testing device issuance from the stores.	-	-	-	-
PC16. Collect necessary forms, such as customer registration, program authentication forms, feedback forms, and customer identity (ID) for submission to relevant departments.	-	-	-	-
PC17. Update and record completion details in the ERP system for tracking and compliance.	-	-	-	-
<i>Workplace Safety and Waste Management</i>	5	5	-	-
PC18. Identify and avoid risks like loose wiring, high rooftops, or live circuits	-	-	-	-
PC19. Use PPE like gloves, helmet, and harness when needed	-	-	-	-
PC20. Follow safety procedures while using ladders or power tools.	-	-	-	-
PC21. Provide first aid and report incidents like shocks or minor falls	-	-	-	-
PC22. Dispose of cables, packaging, and damaged parts safely; keep work area clean.	-	-	-	-
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N8105
NOS Name	Installing and repairing DTH set top box
Sector	Electronics
Sub-Sector	Communication and Broadcasting
Occupation	After Sales & Support
NSQF Level	4
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 70% 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 : 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
ELE/N8102.Engaging with Customer for service	40	50	-	10	100	40
ELE/N8105.Installing and repairing DTH set top box	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.