

Qualification Pack



CCTV Installation Technician

QP Code: ELE/Q4605

Version: 4.0

NSQF Level: 4

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ELE/Q4605: CCTV Installation Technician

Brief Job Description

The individual at work is responsible for installing the CCTV system in the customer premises. The individual understands the customer and site requirement, installs the camera and integrates the hardware for effective CCTV surveillance system functioning

Personal Attributes

The job requires the individual to have: ability to build interpersonal relationships, patience, listening skills and critical thinking. The individual must be willing to travel to client premises in order to install equipment at different locations.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N3182: Site Survey and Requirement Analysis](#)
2. [ELE/N3183: Deploying of monitoring system](#)
3. [ELE/N3184: Setting up a surveillance system](#)
4. [ELE/N3185: Policies related to Data privacy and security](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Security Surveillance
Occupation	After Sales Service
Country	India
NSQF Level	4
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7411.0102

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Minimum Educational Qualification & Experience	<p>Completed 3 year diploma after 10th (Electronics/Electrical/Mechanical) with NA of experience</p> <p>OR</p> <p>12th grade Pass (or Equivalent) with NA of experience</p> <p>OR</p> <p>10th Class with 3 Years of experience Security & Surveillances</p> <p>OR</p> <p>10th Class with 2 Years of experience NTC/NAC</p> <p>OR</p> <p>Certificate-NSQF (Level-3.5 in relevant domain) with 1.5 years of experience Security & Surveillances</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	30/04/2028
NSQC Approval Date	08/05/2025
Version	4.0
Reference code on NQR	QG-04-EH-03967-2025-V4-ESSCI
NQR Version	4

Remarks:

NA

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ELE/N3182: Site Survey and Requirement Analysis

Description

This unit is about customer interaction, site assessment, and recommending suitable CCTV solutions to meet surveillance needs effectively.

Scope

The scope covers the following :

- Interacting with customer
- Understanding customer's requirements
- Understanding the site condition
- Suggesting solutions
- Deciding the CCTV system to be installed
- Achieving productivity and quality standards

Elements and Performance Criteria

Interacting with customer

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

- PC1.** Greet the customer and listen to their requirements
- PC2.** Understand the basic requirement of the customer
- PC3.** Understand the basic layout of site where the CCTV system is to be installed from the customer
- PC4.** Check with customer about time for visit, field work and confirm location
- PC5.** Follow etiquette when interacting with customers as per company policy

Understanding customer's requirements

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

- PC6.** Interact with the customer to understand the purpose of CCTV installation
- PC7.** Understand the system monitoring requirement including combination of viewing, recording and replay
- PC8.** Understand the type of camera preferred by customer such as fixed camera, pan/tilt, zoom options, day/night camera

Understanding the site condition

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

- PC9.** Visit the site and understand the layout
- PC10.** Seek customers approval for visiting the rooms in the premises
- PC11.** Understand the area and other measurement specifications
- PC12.** Identify the locations where the CCTV camera to be installed which could capture maximum area in the video coverage
- PC13.** Decide if any mounting structure or pole is required for camera installing
- PC14.** Understand the building structure for cabling purpose

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Suggesting solutions

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

- PC15.** Interact with customer to inform the observation made from surveillance aspect after the site check
- PC16.** Suggest the CCTV systems that could fulfill customers and site requirement
- PC17.** Suggest the type of camera and recording system to be installed
- PC18.** Suggest the hardware / software requirements if it has to be connected with IP network or for remote monitoring
- PC19.** Suggest the hardware system that suits the customer budget and meets the functional requirement
- PC20.** Assess any hesitation from customer on selection of system and provide an alternative solution

Deciding the CCTV system to be installed

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

- PC21.** Confirm the number and type of camera to be installed as per the site requirement
- PC22.** Take confirmation on mounting points of camera in the site
- PC23.** Confirm the location of system placement (recorder and monitoring)
- PC24.** Confirm the monitor or hardware requirement (TV / PC) and whether it is available
- PC25.** Confirm the type of transmission to output device: IP network or Digital Video Recorder (DVR) or remote and confirm hardware requirements
- PC26.** Estimate the time for installation process and inform the customer
- PC27.** Inform the customer about hardware details including cost and take sign off

Achieving productivity and quality standards

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

- PC28.** Ask open and close-ended questions to understand the customer requirement and expectation about the CCTV system
- PC29.** Educate about different systems and equipment's available to meet customer requirements
- PC30.** Achieve customer satisfaction on engagement behavior such as listening to complaints or appropriate dressing
- PC31.** Educate customers about the different type of CCTV systems available in the market and suggest an ideal system for the site

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Basic understanding of CCTV system components (cameras, DVRs, NVRs, monitors, cables, etc.).
- KU2.** Site assessment techniques for identifying optimal camera placement and cable routing
- KU3.** Knowledge of different types of CCTV cameras (fixed, PTZ, IR, day/night, etc.) and their applications.
- KU4.** Principles of video surveillance such as field of view, resolution, and frame rate.

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- KU5.** Understanding of network and IP-based surveillance systems and integration with remote monitoring.
- KU6.** Knowledge of health, safety, and privacy laws relevant to CCTV installation.
- KU7.** Familiarity with customer service etiquette and communication skills.
- KU8.** Budgeting basics and cost estimation for hardware and installation.
- KU9.** Types of transmission technologies: DVR, NVR, analog vs IP systems.
- KU10.** Documentation procedures including taking customer sign-off and installation reports.

Generic Skills (GS)

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

- GS1.** Active listening to understand customer needs and concerns.
- GS2.** Clear and professional verbal communication with customers.
- GS3.** Time management for scheduling visits, field work, and installations.
- GS4.** Problem-solving to suggest alternatives based on customer hesitation or site constraints.
- GS5.** Decision-making to finalize camera types and installation points.
- GS6.** Basic mathematical and measurement skills for site assessment.
- GS7.** Technical documentation and record-keeping for customer and site details.
- GS8.** Presentation skills to explain CCTV system options and features to customers.
- GS9.** Adaptability to handle different customer preferences, site types, and budget limits.
- GS10.** Customer orientation and empathy to ensure customer satisfaction and trust.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with customer</i>	5	8	-	-
PC1. Greet the customer and listen to their requirements	-	-	-	-
PC2. Understand the basic requirement of the customer	-	-	-	-
PC3. Understand the basic layout of site where the CCTV system is to be installed from the customer	-	-	-	-
PC4. Check with customer about time for visit, field work and confirm location	-	-	-	-
PC5. Follow etiquette when interacting with customers as per company policy	-	-	-	-
<i>Understanding customer's requirements</i>	3	6	-	-
PC6. Interact with the customer to understand the purpose of CCTV installation	-	-	-	-
PC7. Understand the system monitoring requirement including combination of viewing, recording and replay	-	-	-	-
PC8. Understand the type of camera preferred by customer such as fixed camera, pan/tilt, zoom options, day/night camera	-	-	-	-
<i>Understanding the site condition</i>	6	12	-	-
PC9. Visit the site and understand the layout	-	-	-	-
PC10. Seek customers approval for visiting the rooms in the premises	-	-	-	-
PC11. Understand the area and other measurement specifications	-	-	-	-
PC12. Identify the locations where the CCTV camera to be installed which could capture maximum area in the video coverage	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Decide if any mounting structure or pole is required for camera installing	-	-	-	-
PC14. Understand the building structure for cabling purpose	-	-	-	-
<i>Suggesting solutions</i>	6	12	-	-
PC15. Interact with customer to inform the observation made from surveillance aspect after the site check	-	-	-	-
PC16. Suggest the CCTV systems that could fulfill customers and site requirement	-	-	-	-
PC17. Suggest the type of camera and recording system to be installed	-	-	-	-
PC18. Suggest the hardware / software requirements if it has to be connected with IP network or for remote monitoring	-	-	-	-
PC19. Suggest the hardware system that suits the customer budget and meets the functional requirement	-	-	-	-
PC20. Assess any hesitation from customer on selection of system and provide an alternative solution	-	-	-	-
<i>Deciding the CCTV system to be installed</i>	12	14	-	-
PC21. Confirm the number and type of camera to be installed as per the site requirement	-	-	-	-
PC22. Take confirmation on mounting points of camera in the site	-	-	-	-
PC23. Confirm the location of system placement (recorder and monitoring)	-	-	-	-
PC24. Confirm the monitor or hardware requirement (TV / PC) and whether it is available	-	-	-	-
PC25. Confirm the type of transmission to output device: IP network or Digital Video Recorder (DVR) or remote and confirm hardware requirements	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. Estimate the time for installation process and inform the customer	-	-	-	-
PC27. Inform the customer about hardware details including cost and take sign off	-	-	-	-
<i>Achieving productivity and quality standards</i>	8	8	-	-
PC28. Ask open and close-ended questions to understand the customer requirement and expectation about the CCTV system	-	-	-	-
PC29. Educate about different systems and equipment's available to meet customer requirements	-	-	-	-
PC30. Achieve customer satisfaction on engagement behavior such as listening to complaints or appropriate dressing	-	-	-	-
PC31. Educate customers about the different type of CCTV systems available in the market and suggest an ideal system for the site	-	-	-	-
NOS Total	40	60	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3182
NOS Name	Site Survey and Requirement Analysis
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	4
Credits	5
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQF Clearance Date	08/05/2025

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ELE/N3183: Deploying of monitoring system

Description

This unit is about install CCTV systems by procuring, testing, installing, and configuring equipment as per technical, safety, and customer requirements.

Scope

The scope covers the following :

- Procuring CCTV hardware
- Testing hardware before installation
- Connecting cables
- Setting up the camera
- Using tools and equipment
- Complying to industry and quality standards
- Prepare for installation

Elements and Performance Criteria

Procuring CCTV hardware

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

- PC1.** Procure the hardware required for CCTV system installation
- PC2.** Ensure that all the hardware matches the customer requirement, agreed features and specifications
- PC3.** Understand the warranty associated with the hardware product
- PC4.** Understand the related documents for the hardware equipment's

Testing hardware before installation

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

- PC5.** Check the hardware equipment's before taking to the installation site
- PC6.** Replace the hardware if any issue or malfunction is found while testing
- PC7.** Check for critical equipment such as camera, recorder with respect to quality and output
- PC8.** Ensure all the tools, equipment's, utilities are available in good condition to enable installing in single visit

Connecting cables

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

- PC9.** Lay the cables in the building or site to connect the camera and system
- PC10.** Ensure adequate length of co-axial and other cables are available for installation
- PC11.** Use BNC connectors for joining cables and crimp them
- PC12.** Use power cable of specified thickness to connect CCTV system with power supply
- PC13.** Connect all the cables from multiple cameras to the CCTV system area

Setting up the camera

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

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- PC14.** Mount the CCTV camera so as to cover maximum area
- PC15.** Decide whether the camera requires any enclosure to protect from dust, vandalism and climatic conditions
- PC16.** Use stable mounting structure and ensure that is not disturbed by wind or rain
- PC17.** Decide on the height of camera installation according to the end purpose
- PC18.** Set up the type of camera such as pan, tilt, zoom unit as per customer requirement
- PC19.** Set camera controls
- PC20.** Connect the power and video output cable to the camera

Using tools and equipment's

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

- PC21.** Use tools such as diagonal cutters, screwdrivers, crimp tools, knife for cabling and camera mounting
- PC22.** Follow standard operating procedure of tools and equipment's and avoid any hazard
- PC23.** Follow the installation manual for specific hardware product
- PC24.** Use recommended tools for specific equipment to avoid damage
- PC25.** Follow standard safety procedures while installing
- PC26.** Ensure that only quality hardware products are procured

Complying to industry and quality standards

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

- PC27.** Ensure product installation and user manual is available which should be given to the customer
- PC28.** Ensure that there are no cable joins, sharp bends during cabling
- PC29.** Ensure weather proof (UV proof) cable are used in outdoors
- PC30.** Ensure that cabling is sturdy, protected and does not disturb the ambience of building
- PC31.** Ensure that cameras are protected from light while installing in outdoor
- PC32.** Ensure the intended area is covered during movement in case of tilt or pan type of camera
- PC33.** Assess power requirement of camera and use required power supply and cable
- PC34.** Educate customer on use of cameras for desired monitoring and warranty period and annual maintenance requirement
- PC35.** Ensure zero-material damage while handling the equipment during installation process
- PC36.** Install target number of CCTVs as per company's policy

Prepare for installation

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

- PC37.** Identify and comply with the applicable provisions of legislative and organizational requirements relevant to installing CCTV equipment and audio systems
- PC38.** Obtain, review and confirm assignment instructions with relevant persons as required
- PC39.** Identify and control potential and existing risks and hazards in the work area in accordance with OHS requirements and own role, competence and authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** Knowledge of different types of CCTV systems and their components.
- KU2.** Understanding of customer requirements and how to match hardware specifications accordingly.
- KU3.** Familiarity with hardware warranties and service agreements.
- KU4.** Awareness of documentation such as manuals, compliance certificates, and installation guides.
- KU5.** Knowledge of testing procedures for CCTV cameras, recorders, and power supplies.
- KU6.** Understanding cable types (co-axial, power, BNC connectors) and best practices in cabling.
- KU7.** Knowledge of mounting techniques for indoor and outdoor camera placement.
- KU8.** Awareness of safety procedures, including handling tools and electrical components.
- KU9.** Familiarity with legislative, organizational, and OHS (Occupational Health and Safety) standards related to CCTV installation
- KU10.** Understanding of power supply requirements and how to configure pan/tilt/zoom cameras.

Generic Skills (GS)

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

- GS1.** Ability to follow technical manuals and standard operating procedures.
- GS2.** Effective communication with customers to explain system usage and maintenance.
- GS3.** Analytical skills for identifying hardware faults and issues.
- GS4.** Time management to complete installations efficiently in a single visit.
- GS5.** Attention to detail in cable routing and camera alignment.
- GS6.** Problem-solving skills to manage unexpected installation site challenges.
- GS7.** Team coordination and collaboration with supervisors and site personnel.
- GS8.** Customer service skills to handle queries, feedback, and troubleshooting.
- GS9.** Safety awareness while handling tools, ladders, and electrical systems.
- GS10.** Ability to document installation work, prepare reports, and maintain records.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Procuring CCTV hardware</i>	4	4	-	-
PC1. Procure the hardware required for CCTV system installation	-	-	-	-
PC2. Ensure that all the hardware matches the customer requirement, agreed features and specifications	-	-	-	-
PC3. Understand the warranty associated with the hardware product	-	-	-	-
PC4. Understand the related documents for the hardware equipment's	-	-	-	-
<i>Testing hardware before installation</i>	4	6	-	-
PC5. Check the hardware equipment's before taking to the installation site	-	-	-	-
PC6. Replace the hardware if any issue or malfunction is found while testing	-	-	-	-
PC7. Check for critical equipment such as camera, recorder with respect to quality and output	-	-	-	-
PC8. Ensure all the tools, equipment's, utilities are available in good condition to enable installing in single visit	-	-	-	-
<i>Connecting cables</i>	5	7	-	-
PC9. Lay the cables in the building or site to connect the camera and system	-	-	-	-
PC10. Ensure adequate length of co-axial and other cables are available for installation	-	-	-	-
PC11. Use BNC connectors for joining cables and crimp them	-	-	-	-
PC12. Use power cable of specified thickness to connect CCTV system with power supply	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Connect all the cables from multiple cameras to the CCTV system area	-	-	-	-
<i>Setting up the camera</i>	8	13	-	-
PC14. Mount the CCTV camera so as to cover maximum area	-	-	-	-
PC15. Decide whether the camera requires any enclosure to protect from dust, vandalism and climatic conditions	-	-	-	-
PC16. Use stable mounting structure and ensure that is not disturbed by wind or rain	-	-	-	-
PC17. Decide on the height of camera installation according to the end purpose	-	-	-	-
PC18. Set up the type of camera such as pan, tilt, zoom unit as per customer requirement	-	-	-	-
PC19. Set camera controls	-	-	-	-
PC20. Connect the power and video output cable to the camera	-	-	-	-
<i>Using tools and equipment's</i>	6	8	-	-
PC21. Use tools such as diagonal cutters, screwdrivers, crimp tools, knife for cabling and camera mounting	-	-	-	-
PC22. Follow standard operating procedure of tools and equipment's and avoid any hazard	-	-	-	-
PC23. Follow the installation manual for specific hardware product	-	-	-	-
PC24. Use recommended tools for specific equipment to avoid damage	-	-	-	-
PC25. Follow standard safety procedures while installing	-	-	-	-
PC26. Ensure that only quality hardware products are procured	-	-	-	-
<i>Complying to industry and quality standards</i>	10	16	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. Ensure product installation and user manual is available which should be given to the customer	-	-	-	-
PC28. Ensure that there are no cable joins, sharp bends during cabling	-	-	-	-
PC29. Ensure weather proof (UV proof) cable are used in outdoors	-	-	-	-
PC30. Ensure that cabling is sturdy, protected and does not disturb the ambience of building	-	-	-	-
PC31. Ensure that cameras are protected from light while installing in outdoor	-	-	-	-
PC32. Ensure the intended area is covered during movement in case of tilt or pan type of camera	-	-	-	-
PC33. Assess power requirement of camera and use required power supply and cable	-	-	-	-
PC34. Educate customer on use of cameras for desired monitoring and warranty period and annual maintenance requirement	-	-	-	-
PC35. Ensure zero-material damage while handling the equipment during installation process	-	-	-	-
PC36. Install target number of CCTVs as per company's policy	-	-	-	-
<i>Prepare for installation</i>	3	6	-	-
PC37. Identify and comply with the applicable provisions of legislative and organizational requirements relevant to installing CCTV equipment and audio systems	-	-	-	-
PC38. Obtain, review and confirm assignment instructions with relevant persons as required	-	-	-	-
PC39. Identify and control potential and existing risks and hazards in the work area in accordance with OHS requirements and own role, competence and authority	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3183
NOS Name	Deploying of monitoring system
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	4
Credits	3
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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ELE/N3184: Setting up a surveillance system

Description

This unit is about install and configure CCTV and audio systems by safely positioning, connecting, testing, and demonstrating equipment as per technical, organizational, and customer requirements.

Scope

The scope covers the following :

- Installing CCTV and audio systems
- Connecting CCTV camera and DVR with the system
- Setting up CCTV system
- Complete installation
- Checking functioning of CCTV system
- Reporting to superior
- Achieving productivity and quality standards
- Interacting with customer

Elements and Performance Criteria

Installing CCTV and audio systems

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

- PC1.** Select and use the personal protection equipment in accordance with Occupational Health and Safety (OHS) requirements
- PC2.** Accurately position the CCTV equipment and audio system in accordance with installation specifications and assignment instructions
- PC3.** Securely fix the CCTV equipment and audio system and connect to cabling using appropriate methods and procedures
- PC4.** Ensure that CCTV equipment and audio system is installed without damage or distortion to the surrounding environment or services
- PC5.** Ensure that safe workplace practices are applied throughout installation process in accordance with OHS requirements
- PC6.** Identify changing circumstances and factors affecting the achievement of assignment instructions
- PC7.** Get the recommendations for changes to installation plans, if any, approved by relevant persons

Connecting CCTV camera and DVR with the system

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

- PC8.** Connect all the cameras installed to the DVR
- PC9.** Ensure that all cameras are connected to the DVR and the wiring is appropriate
- PC10.** Connect the monitor (TV / PC) with the video output connection in the DVR
- PC11.** Connect speakers, if required, for audio output to DVR
- PC12.** Connect the camera optional controls (tilt / pan / zoom) to DVR

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PC13. Use DVR link option to connect with other DVR in the network

PC14. Connect the DVR to router, if required, to enable remote monitoring

Setting up CCTV system

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

PC15. Connect the power supply of DVR, monitor, speakers to set up the system

PC16. Install the appropriate software for IP network or remote monitoring

PC17. Enter the appropriate IP address to receive the video signals through IP network / internet

PC18. Connect all equipment's and switch on to start the video capture

Complete installation

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

PC19. Inspect and check the installed CCTV equipment and audio system to confirm operational effectiveness

PC20. Conduct checks to confirm that all terminations are electrically and mechanically sound

PC21. Restore the work area to original condition, dispose of waste and clean and store tools and equipment in accordance with organizational requirements

PC22. Document any malfunctions, faults, wear or damage to tools or equipment, if any, and report for repair or replacement in accordance with organizational procedures

PC23. Notify about completion of work to the customer in accordance with organizational procedures

Checking functioning of CCTV system

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

PC24. Perform a demo of CCTV system operation with the customer

PC25. Ensure that all the controls in the system are properly working

PC26. Ensure that pan, tilt, zoom options of the camera are working

PC27. Monitor and switch to multiple camera installed and connected in the system

PC28. Perform viewing, recording and replaying the video captured in the system as per customer requirement

PC29. Take corrective action and fix the issues such as no video, lack of clarity in the system when found

PC30. Perform remote monitoring and controls associated if it is opted by customer

Interacting with customer

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

PC31. Inform customer on adequate information about hardware device or software

PC32. Instruct customer on use of and procedures to be followed for operating the system or hardware

Reporting to superior

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

PC33. Receive the work order from the superior

PC34. Report on the work load and completion status

PC35. Escalate the problems that cannot be resolved at field level with reason

PC36. Submit the feedback form on customer satisfaction level with respect to the installation

PC37. Accurately report work status through proper documentation as per company's standards

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Achieving productivity and quality standards

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

- PC38.** Ensure that there is no problem after installing the CCTV system and the output video is per customers expectation
- PC39.** Confirm acceptance on installing any hardware or software in the system
- PC40.** Inform customer about warranty and other terms and conditions on the hardware equipment
- PC41.** Provide relevant documents to customers on completion of installation
- PC42.** Achieve 100% satisfaction with customer on installation service
- PC43.** Achieve 100% on time completion of field installation with reference to agreed target and time or reasons for not meeting target

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge of CCTV and audio system components and their functions.
- KU2.** Understanding of wiring standards, connectors (BNC, power, audio), and cabling practices.
- KU3.** Awareness of Occupational Health and Safety (OHS) guidelines during installation.
- KU4.** Knowledge of IP networking, IP address configuration, and remote monitoring setup.
- KU5.** Understanding DVR/NVR functions, connectivity, and system integration.
- KU6.** Familiarity with camera controls including pan, tilt, and zoom (PTZ) operations.
- KU7.** Knowledge of software tools required for CCTV setup and troubleshooting.
- KU8.** Understanding documentation requirements, including reporting faults and completion status.
- KU9.** Awareness of organizational procedures for installation, maintenance, and escalation
- KU10.** Knowledge of customer service protocols, warranties, and usage instruction delivery.

Generic Skills (GS)

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

- GS1.** Ability to interpret technical drawings, manuals, and installation specifications.
- GS2.** Effective communication to explain system features and usage to customers.
- GS3.** Problem-solving skills for addressing system faults like no video or poor clarity.
- GS4.** Attention to detail in wiring, equipment setup, and control configuration.
- GS5.** Safe handling of electrical tools and adherence to safety protocols.
- GS6.** Time management to complete installations within scheduled deadlines.
- GS7.** Team coordination for field work and reporting to superiors.
- GS8.** Documentation and record-keeping for installation status and customer feedback.
- GS9.** Adaptability to manage site-specific challenges and changing instructions.
- GS10.** Customer-centric approach to ensure satisfaction and quality service delivery.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Installing CCTV and audio systems</i>	7	10	-	-
PC1. Select and use the personal protection equipment in accordance with Occupational Health and Safety (OHS) requirements	-	-	-	-
PC2. Accurately position the CCTV equipment and audio system in accordance with installation specifications and assignment instructions	-	-	-	-
PC3. Securely fix the CCTV equipment and audio system and connect to cabling using appropriate methods and procedures	-	-	-	-
PC4. Ensure that CCTV equipment and audio system is installed without damage or distortion to the surrounding environment or services	-	-	-	-
PC5. Ensure that safe workplace practices are applied throughout installation process in accordance with OHS requirements	-	-	-	-
PC6. Identify changing circumstances and factors affecting the achievement of assignment instructions	-	-	-	-
PC7. Get the recommendations for changes to installation plans, if any, approved by relevant persons	-	-	-	-
<i>Connecting CCTV camera and DVR with the system</i>	6	8	-	-
PC8. Connect all the cameras installed to the DVR	-	-	-	-
PC9. Ensure that all cameras are connected to the DVR and the wiring is appropriate	-	-	-	-
PC10. Connect the monitor (TV / PC) with the video output connection in the DVR	-	-	-	-
PC11. Connect speakers, if required, for audio output to DVR	-	-	-	-
PC12. Connect the camera optional controls (tilt / pan / zoom) to DVR	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Use DVR link option to connect with other DVR in the network	-	-	-	-
PC14. Connect the DVR to router, if required, to enable remote monitoring	-	-	-	-
<i>Setting up CCTV system</i>	4	6	-	-
PC15. Connect the power supply of DVR, monitor, speakers to set up the system	-	-	-	-
PC16. Install the appropriate software for IP network or remote monitoring	-	-	-	-
PC17. Enter the appropriate IP address to receive the video signals through IP network / internet	-	-	-	-
PC18. Connect all equipment's and switch on to start the video capture	-	-	-	-
<i>Complete installation</i>	5	8	-	-
PC19. Inspect and check the installed CCTV equipment and audio system to confirm operational effectiveness	-	-	-	-
PC20. Conduct checks to confirm that all terminations are electrically and mechanically sound	-	-	-	-
PC21. Restore the work area to original condition, dispose of waste and clean and store tools and equipment in accordance with organizational requirements	-	-	-	-
PC22. Document any malfunctions, faults, wear or damage to tools or equipment, if any, and report for repair or replacement in accordance with organizational procedures	-	-	-	-
PC23. Notify about completion of work to the customer in accordance with organizational procedures	-	-	-	-
<i>Checking functioning of CCTV system</i>	7	10	-	-
PC24. Perform a demo of CCTV system operation with the customer	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. Ensure that all the controls in the system are properly working	-	-	-	-
PC26. Ensure that pan, tilt, zoom options of the camera are working	-	-	-	-
PC27. Monitor and switch to multiple camera installed and connected in the system	-	-	-	-
PC28. Perform viewing, recording and replaying the video captured in the system as per customer requirement	-	-	-	-
PC29. Take corrective action and fix the issues such as no video, lack of clarity in the system when found	-	-	-	-
PC30. Perform remote monitoring and controls associated if it is opted by customer	-	-	-	-
<i>Interacting with customer</i>	2	4	-	-
PC31. Inform customer on adequate information about hardware device or software	-	-	-	-
PC32. Instruct customer on use of and procedures to be followed for operating the system or hardware	-	-	-	-
<i>Reporting to superior</i>	3	8	-	-
PC33. Receive the work order from the superior	-	-	-	-
PC34. Report on the work load and completion status	-	-	-	-
PC35. Escalate the problems that cannot be resolved at field level with reason	-	-	-	-
PC36. Submit the feedback form on customer satisfaction level with respect to the installation	-	-	-	-
PC37. Accurately report work status through proper documentation as per company's standards	-	-	-	-
<i>Achieving productivity and quality standards</i>	6	6	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC38. Ensure that there is no problem after installing the CCTV system and the output video is per customers expectation	-	-	-	-
PC39. Confirm acceptance on installing any hardware or software in the system	-	-	-	-
PC40. Inform customer about warranty and other terms and conditions on the hardware equipment	-	-	-	-
PC41. Provide relevant documents to customers on completion of installation	-	-	-	-
PC42. Achieve 100% satisfaction with customer on installation service	-	-	-	-
PC43. Achieve 100% on time completion of field installation with reference to agreed target and time or reasons for not meeting target	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3184
NOS Name	Setting up a surveillance system
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	4
Credits	5
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

ELE/N3185: Policies related to Data privacy and security

Description

This unit is about ensure secure and ethical installation, configuration, and management of CCTV systems in compliance with data privacy laws and best practices for protecting customer information.

Scope

The scope covers the following :

- Adherence to Data Privacy Regulations
- Secure Installation Practices
- Data Storage and Retention
- Incident Response and Reporting
- Customer Education and Support
- Ethical Handling of Data
- Documentation and Record-Keeping

Elements and Performance Criteria

Adherence to Data Privacy Regulations

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

- PC1.** Ensure compliance with applicable data privacy laws and regulations (e.g., GDPR, HIPAA, or local laws) during the installation and configuration of CCTV systems
- PC2.** Maintain confidentiality of customer data, including footage, access credentials, and network configurations.
- PC3.** Obtain customer consent before accessing or handling sensitive data during installation or maintenance tasks.

Secure Installation Practices

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

- PC4.** Install CCTV systems using secure methods to prevent unauthorized physical access to devices.
- PC5.** Configure devices with strong, unique passwords and ensure default credentials are changed
- PC6.** Use encryption protocols to secure data transmission between CCTV cameras and storage devices.

Data Storage and Retention

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

- PC7.** Configure data storage systems to comply with customer-defined retention policies while ensuring data security.
- PC8.** Implement access control measures for stored data, limiting access to authorized personnel only.
- PC9.** Safeguard recorded footage against unauthorized deletion, tampering, or theft.

Incident Response and Reporting

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

Qualification Pack

PC10. Identify and report any potential breaches or vulnerabilities in the CCTV system to the relevant authority.

PC11. Respond promptly to security incidents, minimizing risks to customer data.

Customer Education and Support

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

PC12. Educate customers on the importance of data privacy and security measures, including password management and access controls.

PC13. Provide guidance on maintaining compliance with privacy policies and securing their CCTV system.

Ethical Handling of Data

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

PC14. Refrain from accessing or sharing CCTV footage without explicit customer authorization.

PC15. Ensure ethical practices in handling and transferring sensitive customer information.

Documentation and Record-Keeping

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

PC16. Maintain accurate records of installations, configurations, and data privacy measures implemented.

PC17. Document customer consents, data access logs, and system security measures for auditing purposes.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of global and local data privacy laws (e.g., GDPR, HIPAA) applicable to CCTV systems

KU2. Understanding customer data confidentiality, including video footage, credentials, and configurations.

KU3. Awareness of procedures for obtaining and documenting customer consent.

KU4. Knowledge of secure installation methods to prevent unauthorized physical access.

KU5. Understanding the importance of changing default passwords and using strong credentials.

KU6. Familiarity with data encryption techniques for secure transmission and storage.

KU7. Knowledge of retention policies and how to configure data storage systems accordingly.

KU8. Awareness of access control mechanisms to restrict data access to authorized personnel.

KU9. Understanding protocols for identifying, reporting, and responding to data breaches.

KU10. Knowledge of ethical data handling and the importance of documentation and audit trails.

Generic Skills (GS)

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

GS1. Ability to apply data privacy laws during installation and configuration activities.

GS2. Skill in identifying risks and applying secure installation practices.

Qualification Pack

- GS3.** Proficiency in setting up encryption, access controls, and secure passwords.
- GS4.** Strong communication skills to educate and guide customers on data privacy.
- GS5.** Ethical decision-making when handling or accessing sensitive customer information.
- GS6.** Documentation skills to maintain detailed and accurate records of installations and consents.
- GS7.** Problem-solving ability to address system vulnerabilities or unauthorized access.
- GS8.** Awareness and responsiveness in managing security incidents or breaches.
- GS9.** Time management and organizational skills to implement compliance measures efficiently.
- GS10.** Customer service orientation to support clients with security best practices and regulatory guidance.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adherence to Data Privacy Regulations</i>	9	12	-	-
PC1. Ensure compliance with applicable data privacy laws and regulations (e.g., GDPR, HIPAA, or local laws) during the installation and configuration of CCTV systems	-	-	-	-
PC2. Maintain confidentiality of customer data, including footage, access credentials, and network configurations.	-	-	-	-
PC3. Obtain customer consent before accessing or handling sensitive data during installation or maintenance tasks.	-	-	-	-
<i>Secure Installation Practices</i>	9	12	-	-
PC4. Install CCTV systems using secure methods to prevent unauthorized physical access to devices.	-	-	-	-
PC5. Configure devices with strong, unique passwords and ensure default credentials are changed	-	-	-	-
PC6. Use encryption protocols to secure data transmission between CCTV cameras and storage devices.	-	-	-	-
<i>Data Storage and Retention</i>	6	12	-	-
PC7. Configure data storage systems to comply with customer-defined retention policies while ensuring data security.	-	-	-	-
PC8. Implement access control measures for stored data, limiting access to authorized personnel only.	-	-	-	-
PC9. Safeguard recorded footage against unauthorized deletion, tampering, or theft.	-	-	-	-
<i>Incident Response and Reporting</i>	4	6	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Identify and report any potential breaches or vulnerabilities in the CCTV system to the relevant authority.	-	-	-	-
PC11. Respond promptly to security incidents, minimizing risks to customer data.	-	-	-	-
<i>Customer Education and Support</i>	4	6	-	-
PC12. Educate customers on the importance of data privacy and security measures, including password management and access controls.	-	-	-	-
PC13. Provide guidance on maintaining compliance with privacy policies and securing their CCTV system.	-	-	-	-
<i>Ethical Handling of Data</i>	4	6	-	-
PC14. Refrain from accessing or sharing CCTV footage without explicit customer authorization.	-	-	-	-
PC15. Ensure ethical practices in handling and transferring sensitive customer information.	-	-	-	-
<i>Documentation and Record-Keeping</i>	4	6	-	-
PC16. Maintain accurate records of installations, configurations, and data privacy measures implemented.	-	-	-	-
PC17. Document customer consents, data access logs, and system security measures for auditing purposes.	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3185
NOS Name	Policies related to Data privacy and security
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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.

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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/N3182.Site Survey and Requirement Analysis	40	60	-	-	100	20
ELE/N3183.Deploying of monitoring system	40	60	-	-	100	25
ELE/N3184.Setting up a surveillance system	40	60	-	-	100	25
ELE/N3185.Policies related to Data privacy and security	40	60	-	-	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	180	270	-	-	450	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
IPR	Intellectual Property Rights

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 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.
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Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.

Qualification Pack

National Occupational Standard	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.
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 world. These skills are typically needed in any work environment in today 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 contribute 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.