



# Automotive Sales Consultant

QP Code: ASC/Q1005

Version: 3.0

NSQF Level: 4

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## ASC/Q1005: Automotive Sales Consultant

### Brief Job Description

The individual is responsible for handling potential customer leads, presenting value proposition for vehicles and managing vehicle retail sales including Electric Vehicles.

### Personal Attributes

The individual in this job must have good communication and interpersonal skills along with a pleasing personality. They must be patient with good listening ability.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [ASC/N9813: Manage work and resources](#)
2. [ASC/N1002: Manage operations to achieve lead closures and deliver vehicle to customer](#)
3. [ASC/N1003: Assist in creation and submission of tenders and sales package for bulk sales](#)
4. [ASC/N1121: Promote sales of Electric Vehicles \(EV\)](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Vehicle Sales
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	17
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3322.1303

<b>Minimum Educational Qualification &amp; Experience</b>	Graduate (Any discipline) with 1 Year of experience of relevant experience OR Diploma (3 years after Class 12th from recognised body ) with 1 Year of experience of relevant experience OR Certificate-NSQF (Automotive Telecaller/Automotive Sales Executive Level 3) with 2 Years of experience
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Permanent driving Licence
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	3.0

## **ASC/N9813: Manage work and resources**

### **Description**

This NOS unit is about implementing safety, planning work, adopting sustainable practices for optimising use of resources.

### **Scope**

The scope covers the following :

- Maintain safe and secure working environment
- Ensure work as per quality standards
- Material/energy/electricity conservation practices
- Effective waste management/recycling practices
- Ensure a healthy and hygienic workplace

### **Elements and Performance Criteria**

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

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

- PC1.** ensure that the team complies with organisation's health, safety, security policies and procedures
- PC2.** identify the risks and hazards associated with work activities, their causes and prevention as per organisation's policy
- PC3.** encourage team to report any identified breaches in health, safety, and security policies and procedures to the designated person

#### *Ensure work as per quality standards*

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

- PC4.** ensure work area is kept clean and tidy
- PC5.** identify individual work requirements and provide necessary instructions to the team
- PC6.** ensure the team works as per the assigned and agreed requirements
- PC7.** identify work which fails the requirements, specified quality standards and ensure timely corrective action is taken
- PC8.** implement ways and guide the team to manage time, resources and cost effectively
- PC9.** train the team on skill level advancement to develop expertise in their work
- PC10.** ensure that the team understands accountability for timely completion of tasks
- PC11.** analyse and validate the problem accurately and communicate different possible solutions to the problem

#### *Material/energy/electricity conservation practices*

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

- PC12.** identify ways to optimize usage of electricity/other source of energy and material including water in various tasks/activities/processes
- PC13.** ensure that the team uses resources in a responsible manner
- PC14.** ensure that the team periodically checks for spills/leakages around the work area and take corrective actions or escalate to appropriate authority if unable to rectify

- PC15.** supervise team to carry out routine cleaning of tools, machine and equipment
- PC16.** ensure that the team periodically checks if the equipment/machines are maintained and functioning normally before commencing work and take corrective action wherever required

*Effective waste management/recycling practices*

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

- PC17.** identify recyclable, non-recyclable and hazardous waste generated
- PC18.** ensure the team segregates waste into different categories
- PC19.** ensure proper disposal of non-recyclable waste
- PC20.** ensure recyclable and reusable material is deposited at identified location
- PC21.** ensure the team follows processes specified for disposal of hazardous waste

*Ensure a healthy and hygienic workplace*

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

- PC22.** ensure workplace, equipment, restrooms etc. are sanitized regularly
- PC23.** promote awareness about hygiene and sanitation regulations
- PC24.** check availability of running water, hand wash and alcohol-based sanitizers at workplace
- PC25.** support employees to cope with stress, anxiety etc.
- PC26.** wear and dispose PPEs regularly and appropriately

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** different types of health and safety hazards that can be found in the workplace, risks and threats based on the nature of work
- KU2.** company defined workplace hazards and rules/regulation for maintaining health, safety and security at workplace
- KU3.** breaches in health, safety and security as well as procedures to report the same
- KU4.** workshop layout with electrical, hydraulic and thermal equipment used
- KU5.** the organisation's emergency procedures for different emergency situations and the importance of following the same
- KU6.** ways of time and cost management
- KU7.** ways to manage efficient utilisation of energy, material and water in the process
- KU8.** ways to recognize common electrical problems and common practices of conserving electricity
- KU9.** usage of different colours of dustbins and categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU10.** organisations procedures for minimizing waste
- KU11.** waste management and methods of waste disposal
- KU12.** common sources of pollution and ways to minimize it
- KU13.** different ways for skill level advancement to develop expertise
- KU14.** key performance indicators for the new tasks
- KU15.** timelines and goals set by the manager
- KU16.** importance of quality and timely delivery of the product/service

**KU17.** organisation's policies to maintain personal health and hygiene at workplace

**KU18.** significance of greening

### **Generic Skills (GS)**

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

- GS1.** read instructions/guidelines/procedures
- GS2.** listen effectively and orally communicate information
- GS3.** ask for clarification and advice from the concerned person
- GS4.** maintain positive and effective relationships with colleagues and customers
- GS5.** evaluate the possible solution(s) to the problem
- GS6.** complete written work with attention to detail
- GS7.** modify work practices to improve them
- GS8.** work with supervisors/team members to carry out work related tasks
- GS9.** complete tasks efficiently and accurately within stipulated time
- GS10.** make timely decisions for efficient utilization of resources
- GS11.** be punctual and utilize time
- GS12.** evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	<b>7</b>	<b>5</b>	-	<b>4</b>
<b>PC1.</b> ensure that the team complies with organisation's health, safety, security policies and procedures	2	2	-	1
<b>PC2.</b> identify the risks and hazards associated with work activities, their causes and prevention as per organisation's policy	3	2	-	2
<b>PC3.</b> encourage team to report any identified breaches in health, safety, and security policies and procedures to the designated person	2	1	-	1
<i>Ensure work as per quality standards</i>	<b>15</b>	<b>8</b>	-	<b>5</b>
<b>PC4.</b> ensure work area is kept clean and tidy	2	1	-	-
<b>PC5.</b> identify individual work requirements and provide necessary instructions to the team	2	1	-	1
<b>PC6.</b> ensure the team works as per the assigned and agreed requirements	1	1	-	-
<b>PC7.</b> identify work which fails the requirements, specified quality standards and ensure timely corrective action is taken	3	2	-	2
<b>PC8.</b> implement ways and guide the team to manage time, resources and cost effectively	2	-	-	-
<b>PC9.</b> train the team on skill level advancement to develop expertise in their work	2	1	-	1
<b>PC10.</b> ensure that the team understands accountability for timely completion of tasks	2	-	-	-
<b>PC11.</b> analyse and validate the problem accurately and communicate different possible solutions to the problem	1	2	-	1
<i>Material/energy/electricity conservation practices</i>	<b>10</b>	<b>6</b>	-	<b>4</b>
<b>PC12.</b> identify ways to optimize usage of electricity/other source of energy and material including water in various tasks/activities/processes	2	2	-	2



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> ensure that the team uses resources in a responsible manner	2	1	-	-
<b>PC14.</b> ensure that the team periodically checks for spills/leakages around the work area and take corrective actions or escalate to appropriate authority if unable to rectify	2	1	-	1
<b>PC15.</b> supervise team to carry out routine cleaning of tools, machine and equipment	2	1	-	-
<b>PC16.</b> ensure that the team periodically checks if the equipment/machines are maintained and functioning normally before commencing work and take corrective action wherever required	2	1	-	1
<i>Effective waste management/recycling practices</i>	<b>10</b>	<b>6</b>	-	<b>4</b>
<b>PC17.</b> identify recyclable, non-recyclable and hazardous waste generated	2	2	-	1
<b>PC18.</b> ensure the team segregates waste into different categories	2	1	-	1
<b>PC19.</b> ensure proper disposal of non-recyclable waste	2	1	-	-
<b>PC20.</b> ensure recyclable and reusable material is deposited at identified location	2	1	-	1
<b>PC21.</b> ensure the team follows processes specified for disposal of hazardous waste	2	1	-	1
<i>Ensure a healthy and hygienic workplace</i>	<b>8</b>	<b>5</b>	-	<b>3</b>
<b>PC22.</b> ensure workplace, equipment, restrooms etc. are sanitized regularly	2	1	-	-
<b>PC23.</b> promote awareness about hygiene and sanitation regulations	2	1	-	1
<b>PC24.</b> check availability of running water, hand wash and alcohol-based sanitizers at workplace	1	1	-	-
<b>PC25.</b> support employees to cope with stress, anxiety etc.	1	1	-	1
<b>PC26.</b> wear and dispose PPEs regularly and appropriately	2	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>50</b>	<b>30</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9813
<b>NOS Name</b>	Manage work and resources
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## **ASC/N1002: Manage operations to achieve lead closures and deliver vehicle to customer**

### **Description**

This NOS unit is about ensuring that sales leads generated from various sources are closed and all required sales documentation is completed before the vehicle is delivered.

### **Scope**

The scope covers the following :

- Collate vehicle sales leads
- Follow up on sales leads and deliver a sales pitch
- Process sales closure of all leads
- Perform after sales activities

### **Elements and Performance Criteria**

#### *Collate vehicle sales leads*

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

- PC1.** update oneself regarding the overall process of vehicle sales, lead generation, target achievements, new schemes, new launches to be organised by participating in briefings/meetings
- PC2.** collate leads from various sources like cold calls, showroom walk-ins, telephonic enquiries, referrals, other marketing campaigns and ATL/BTL activities to develop a database
- PC3.** develop a plan to handle potential sales leads generated from tele-calling, showroom walk-ins, telephonic enquiries etc.
- PC4.** adhere to the standard operating procedure (SOP) of OEM to establish a direct contact with the customer for a successful sales closure
- PC5.** incorporate new methods for following up with leads, handling customers, fulfilling customer needs and other sales processes

#### *Follow up on sales leads and deliver a sales pitch*

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

- PC6.** greet customer on sales floor and take them through the entire buying process supported by established selling steps, selling policies and procedures
- PC7.** deliver a sales pitch highlighting Unique Selling Points (USPs) of the vehicle tailored to potential customer needs/requirements
- PC8.** explain details about the vehicle and its Features, Advantages, Benefits (FAB) by demonstration and physical operation of vehicle in showroom or via test drive/ride
- PC9.** manage a diverse range of customer retention campaigns and sales delivery proposals for successfully presenting and executing sales

#### *Process sales closure of all leads*

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

- PC10.** respond to all customer queries related to vehicle sales, price and dealership/promotional schemes (exchange, VAS, discounts etc.)

- PC11.** provide enriching customer experience by offering hassle-free and quick services related to the buying process, documentation and additional vehicle accessories purchases
- PC12.** check availability of test drive cars and schedule test drives as per booked appointments by potential customers
- PC13.** explain current schemes available from the bank for finance, provide support to process customer documentation and offer various schemes on insurance plan
- PC14.** provide a comparative analysis on competitor vehicles to explain product performance, application and FABs to prospective customers describing all optional accessories available and responding to unfavourable comparisons of the vehicle
- PC15.** provide support to the customers in fulfilling all documentation required for purchase, registration and delivery of the vehicle
- PC16.** assist in delivery of the vehicle to the customer through established delivery process, ensuring that the customer understands the vehicle's operating features, warranty and service schedule

#### *Perform after sales activities*

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

- PC17.** record and track all deliveries through dealer management system (DMS) and follow up for referrals
- PC18.** forward any customer request for vehicle service to the workshop team and inform the customer about the appointment details
- PC19.** report any complaints or queries from customers to the concerned departments/managers
- PC20.** follow up on all post-delivery items including accessories request or requests made at the time of delivery to meet customer expectations
- PC21.** follow up with existing customers to promote other value-added services (loyalty program, exchange bonus, roadside assistance, annual maintenance package etc.) or a launch of a new vehicle

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organisational/professional code of ethics and practices to be followed during the sales process
- KU2.** various promotional activities such as road shows, exhibitions, mall activities, exchange melas, canopy promotions, local contests, bank loan melas and organising promotional test-drives
- KU3.** sales funnel and the process to filter leads to identify hot, warm and cold leads
- KU4.** SOPs of the organisation/dealership for responding to sales enquiries
- KU5.** how to handle telephonic queries including cold calls and providing information regarding vehicle variants, colour options and stock availability
- KU6.** details about the vehicle such as price, taxes and other add-ons like promotions, discounts, offers available at the dealership
- KU7.** technical details and specifications of the competitor
- KU8.** working of vehicle shop floor configurator with all detailed specifications, addition of accessories, deletion of accessories and presentation of the final version of customised product

- KU9.** various types of transmission and its functionality in a vehicle
- KU10.** facilities of vehicle finance and insurance offered at the dealership
- KU11.** how to connect with Banks/NBFC's officials to obtain information on finance offers, new schemes, change in policies, discounts and current rate of interest
- KU12.** method to compute and arrive at final on-road cost of a vehicle
- KU13.** documentation required for customers and dealers to carry out sales procedures
- KU14.** how to coordinate with colleagues from stockyard to ensure vehicle PDI is done prior to delivery as per OEM norms

## **Generic Skills (GS)**

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

- GS1.** read instructions/guidelines/procedures and sales scripts
- GS2.** communicate effectively using an appropriate body language/tone
- GS3.** clarify doubts and seek suggestions from the concerned person
- GS4.** identify potential workplace problem and take suitable action
- GS5.** communicate effectively using terms, names, grades and other nomenclature pertaining to the automotive trade, features etc. at the work place
- GS6.** write any work related information in English/regional language
- GS7.** analyse and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS8.** operate android, iOS platform applications and MS Office

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collate vehicle sales leads</i>	4	8	-	4
<b>PC1.</b> update oneself regarding the overall process of vehicle sales, lead generation, target achievements, new schemes, new launches to be organised by participating in briefings/meetings	-	-	-	2
<b>PC2.</b> collate leads from various sources like cold calls, showroom walk-ins, telephonic enquiries, referrals, other marketing campaigns and ATL/BTL activities to develop a database	2	3	-	-
<b>PC3.</b> develop a plan to handle potential sales leads generated from tele-calling, showroom walk-ins, telephonic enquiries etc.	-	2	-	-
<b>PC4.</b> adhere to the standard operating procedure (SOP) of OEM to establish a direct contact with the customer for a successful sales closure	2	3	-	1
<b>PC5.</b> incorporate new methods for following up with leads, handling customers, fulfilling customer needs and other sales processes	-	-	-	1
<i>Follow up on sales leads and deliver a sales pitch</i>	7	12	-	4
<b>PC6.</b> greet customer on sales floor and take them through the entire buying process supported by established selling steps, selling policies and procedures	2	3	-	1
<b>PC7.</b> deliver a sales pitch highlighting Unique Selling Points (USPs) of the vehicle tailored to potential customer needs/requirements	2	3	-	1
<b>PC8.</b> explain details about the vehicle and its Features, Advantages, Benefits (FAB) by demonstration and physical operation of vehicle in showroom or via test drive/ride	2	4	-	-
<b>PC9.</b> manage a diverse range of customer retention campaigns and sales delivery proposals for successfully presenting and executing sales	1	2	-	2
<i>Process sales closure of all leads</i>	13	27	-	4

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> respond to all customer queries related to vehicle sales, price and dealership/promotional schemes (exchange, VAS, discounts etc.)	2	3	-	-
<b>PC11.</b> provide enriching customer experience by offering hassle-free and quick services related to the buying process, documentation and additional vehicle accessories purchases	2	5	-	2
<b>PC12.</b> check availability of test drive cars and schedule test drives as per booked appointments by potential customers	2	4	-	-
<b>PC13.</b> explain current schemes available from the bank for finance, provide support to process customer documentation and offer various schemes on insurance plan	2	5	-	-
<b>PC14.</b> provide a comparative analysis on competitor vehicles to explain product performance, application and FABs to prospective customers describing all optional accessories available and responding to unfavourable comparisons of the vehicle	1	5	-	-
<b>PC15.</b> provide support to the customers in fulfilling all documentation required for purchase, registration and delivery of the vehicle	2	2	-	1
<b>PC16.</b> assist in delivery of the vehicle to the customer through established delivery process, ensuring that the customer understands the vehicle's operating features, warranty and service schedule	2	3	-	1
<i>Perform after sales activities</i>	<b>6</b>	<b>3</b>	-	<b>8</b>
<b>PC17.</b> record and track all deliveries through dealer management system (DMS) and follow up for referrals	-	-	-	2
<b>PC18.</b> forward any customer request for vehicle service to the workshop team and inform the customer about the appointment details	2	-	-	2
<b>PC19.</b> report any complaints or queries from customers to the concerned departments/managers	-	-	-	2



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC20.</b> follow up on all post-delivery items including accessories request or requests made at the time of delivery to meet customer expectations	2	3	-	-
<b>PC21.</b> follow up with existing customers to promote other value-added services (loyalty program, exchange bonus, roadside assistance, annual maintenance package etc.) or a launch of a new vehicle	2	-	-	2
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1002
<b>NOS Name</b>	Manage operations to achieve lead closures and deliver vehicle to customer
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Vehicle Sales
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	18/08/2021
<b>Next Review Date</b>	31/08/2024
<b>NSQC Clearance Date</b>	31/08/2021

## **ASC/N1003: Assist in creation and submission of tenders and sales package for bulk sales**

### **Description**

This NOS unit is about assisting concerned personnel in creating a sales package and drafting proposals to the OEM for approval to the OEM for institutions, corporates or bulk purchases of vehicles.

### **Scope**

The scope covers the following :

- Assess overall requirement of bulk vehicles in the region
- Assist in creating customized sales packages and submitting proposal of the tenders floated

### **Elements and Performance Criteria**

#### *Assessing overall requirement of bulk vehicles in the region*

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

- PC1.** gather potential customer profiles from the market to assess bulk requirements of vehicle (like mega construction projects, institutions, corporates, hotels, CSD, embassy etc.)
- PC2.** share information/data on buying trends of potential customers with the dealership senior management to represent demand
- PC3.** assist OEM sales representative to identify channels to connect with potential customers for institutional/bulk orders
- PC4.** maintain good relationship with customers having large institutional requirements or running fleet operations and keep a track of their vehicle purchase requirements for their upcoming projects

#### *Assist in creating customized sales packages and submitting proposal of the tenders floated*

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

- PC5.** assist OEM sales representative in creating effective responses to tenders after analysing the tender requirements
- PC6.** inform about the facilities that are available at the dealership as well their product range to the potential customer by highlighting the USP of the vehicle
- PC7.** present a road map to the OEM sales representative for future vehicle sales by building a long term relationship with the prospective buyer
- PC8.** assist the OEM sales representative in finalizing quotations as per customer requirements and forward any special requests (discounts, colour, variant etc.) for the vehicles
- PC9.** ensure that customer is offered with the different financial schemes/options available (including special discounts, favorable financing, leasing options etc.) with the bank/NBFC for institutional or fleet operators and explain their benefits
- PC10.** assist the OEM sales representative in handling objections and negotiating the terms of agreement on price etc. for closing sales of bulk orders
- PC11.** follow up with potential customers to conclude sales process and ensure timely delivery of vehicles

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** how to create and submit a sales package for an institutional or fleet operators
- KU2.** SOPs of the organisation/dealership for responding to sales enquiries, requests for quotations and tenders
- KU3.** promotions, discounts, offers available from the dealership as per the OEM
- KU4.** how to gather and analyse market information on fleet and institutional operators
- KU5.** how to track vehicle purchase pattern or cycle of specific institutional or fleet operators (such as the army, government, corporate organisations etc.) and requests for quotations
- KU6.** how to maintain a relationship with large institutional or fleet operators
- KU7.** whom to approach for fleet/institutional/corporate vehicle finance and insurance options
- KU8.** detailed technical and performance specifications of the vehicle
- KU9.** competitive landscape including, competitor dealerships in the area, vehicles offered by competitors, pros and cons of the vehicle vis-a-vis those offered by competitors and price differentials with competitors products
- KU10.** how to arrive at a cost estimate for responding to a new tender or potential institutional operators
- KU11.** documentation requirements to be carried out as part of roles and responsibilities
- KU12.** how to evaluate long term financial gain from a new tender or potential institutional buyer
- KU13.** organisational and professional code of ethics and standards of practice

## **Generic Skills (GS)**

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

- GS1.** read and write in English and at least one regional language
- GS2.** read instructions, guidelines/procedures
- GS3.** plan and organise work to achieve targets and deadlines

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assessing overall requirement of bulk vehicles in the region</i>	<b>8</b>	<b>15</b>	-	<b>8</b>
<b>PC1.</b> gather potential customer profiles from the market to assess bulk requirements of vehicle (like mega construction projects, institutions, corporates, hotels, CSD, embassy etc.)	3	4	-	3
<b>PC2.</b> share information/data on buying trends of potential customers with the dealership senior management to represent demand	1	4	-	2
<b>PC3.</b> assist OEM sales representative to identify channels to connect with potential customers for institutional/bulk orders	2	4	-	1
<b>PC4.</b> maintain good relationship with customers having large institutional requirements or running fleet operations and keep a track of their vehicle purchase requirements for their upcoming projects	2	3	-	2
<i>Assist in creating customized sales packages and submitting proposal of the tenders floated</i>	<b>22</b>	<b>35</b>	-	<b>12</b>
<b>PC5.</b> assist OEM sales representative in creating effective responses to tenders after analysing the tender requirements	3	5	-	2
<b>PC6.</b> inform about the facilities that are available at the dealership as well their product range to the potential customer by highlighting the USP of the vehicle	3	5	-	2
<b>PC7.</b> present a road map to the OEM sales representative for future vehicle sales by building a long term relationship with the prospective buyer	3	5	-	2
<b>PC8.</b> assist the OEM sales representative in finalizing quotations as per customer requirements and forward any special requests (discounts, colour, variant etc.) for the vehicles	2	5	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> ensure that customer is offered with the different financial schemes/options available (including special discounts, favorable financing, leasing options etc.) with the bank/NBFC for institutional or fleet operators and explain their benefits	4	5	-	1
<b>PC10.</b> assist the OEM sales representative in handling objections and negotiating the terms of agreement on price etc. for closing sales of bulk orders	3	5	-	2
<b>PC11.</b> follow up with potential customers to conclude sales process and ensure timely delivery of vehicles	4	5	-	1
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1003
<b>NOS Name</b>	Assist in creation and submission of tenders and sales package for bulk sales
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Vehicle Sales Support- Dealer
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	18/08/2021
<b>Next Review Date</b>	31/08/2024
<b>NSQC Clearance Date</b>	31/08/2021

## ASC/N1121: Promote sales of Electric Vehicles (EV)

### Description

This NOS unit is about learning, understanding and developing skills for promoting the technology and use of EV for sales closure (both for commercial and passenger vehicles).

### Scope

The scope covers the following :

- Coordinate with sales team lead/manager/customer to manage leads on EV
- Coordinate with customers and installation team for EV charging stations

### Elements and Performance Criteria

#### *Coordinate with sales team lead/manager/customer to manage leads on EV*

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

- PC1.** identify and consolidate EV leads to create credible long and short term plans for vehicle sales
- PC2.** coordinate with prospective customer (institutional and fleet operators) in the assigned area to focus on EV sales and customer demands to fulfill their requirements as per agreed terms and conditions
- PC3.** manage with the sales team to promote EV product in the market before the launch of an EV product and ensure further sales force deployment to support the growth and expansion of the EV
- PC4.** liaise with customer and address any special request on priority, provide correct information about EV, EV lease, EV charging stations etc. to handle customer objections/queries
- PC5.** ensure promotion of EV and its software as services to potential customers via social media, telephone, emails, calling, etc. as well as engage in last mile delivery on behalf of Ecommerce companies
- PC6.** explain customer about various features in an EV and the difference between using an Internal Combustion Engine (ICE) engine over an EV
- PC7.** inform existing and potential customers about the latest trends and government schemes and how they are beneficial to EV owners
- PC8.** ensure customer queries are handled appropriately (factors like electric shock, risks, safety parameters etc.) with a logical and realistic approach

#### *Coordinate with customers and installation team for EV charging stations*

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

- PC9.** coordinate with installation team to ensure SOPs are followed by EV installer partner on every site/location
- PC10.** conduct survey with customers to inform them about EV technology, VAS, battery replacements, features, advantages and benefits of EV to identify locations for installing EV charging stations
- PC11.** guide EV vehicle owner's to operate/use the EV charger station locator apps
- PC12.** plan and implement a working strategy for EV installer partners to ensure quality in service and deliverables



- PC13.** provide solutions to customers for home charging to ease EV charging, utilize smart charging options and connect for any trouble shooting

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** how to operate IOS, Android application and their usage for EVs
- KU2.** different type of battery used in EVs, their usage and life span
- KU3.** use of electric charger and stations, equipment details and safety precautions
- KU4.** various chargers and their availability and types as well as charge time with different voltage supply (kW)
- KU5.** range in kilometre of every product
- KU6.** how to conduct market survey to identify location of electric charging stations across city and other states
- KU7.** different categories in which EV fall, like battery, plug-in hybrids or fuel cell vehicles
- KU8.** benefits for the environment such as low carbon footprint, zero emission etc. on using EV

## **Generic Skills (GS)**

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

- GS1.** read instructions/guidelines/standard operating procedures
- GS2.** ask for clarifications from superior about the job requirement
- GS3.** make timely decisions for efficient utilization of resources
- GS4.** write in at least one language and complete written work with attention to detail
- GS5.** be punctual, utilize time and manage workload efficiently
- GS6.** evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate with sales team lead/manager/customer to manage leads on EV</i>	<b>17</b>	<b>26</b>	-	<b>10</b>
<b>PC1.</b> identify and consolidate EV leads to create credible long and short term plans for vehicle sales	2	2	-	-
<b>PC2.</b> coordinate with prospective customer (institutional and fleet operators) in the assigned area to focus on EV sales and customer demands to fulfill their requirements as per agreed terms and conditions	-	-	-	2
<b>PC3.</b> manage with the sales team to promote EV product in the market before the launch of an EV product and ensure further sales force deployment to support the growth and expansion of the EV	2	-	-	2
<b>PC4.</b> liaise with customer and address any special request on priority, provide correct information about EV, EV lease, EV charging stations etc. to handle customer objections/queries	2	6	-	1
<b>PC5.</b> ensure promotion of EV and its software as services to potential customers via social media, telephone, emails, calling, etc. as well as engage in last mile delivery on behalf of Ecommerce companies	2	4	-	-
<b>PC6.</b> explain customer about various features in an EV and the difference between using an Internal Combustion Engine (ICE) engine over an EV	3	4	-	2
<b>PC7.</b> inform existing and potential customers about the latest trends and government schemes and how they are beneficial to EV owners	3	6	-	1
<b>PC8.</b> ensure customer queries are handled appropriately (factors like electric shock, risks, safety parameters etc.) with a logical and realistic approach	3	4	-	2
<i>Coordinate with customers and installation team for EV charging stations</i>	<b>13</b>	<b>24</b>	-	<b>10</b>
<b>PC9.</b> coordinate with installation team to ensure SOPs are followed by EV installer partner on every site/location	3	4	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> conduct survey with customers to inform them about EV technology, VAS, battery replacements, features, advantages and benefits of EV to identify locations for installing EV charging stations	3	6	-	2
<b>PC11.</b> guide EV vehicle owner's to operate/use the EV charger station locator apps	2	4	-	2
<b>PC12.</b> plan and implement a working strategy for EV installer partners to ensure quality in service and deliverables	2	4	-	2
<b>PC13.</b> provide solutions to customers for home charging to ease EV charging, utilize smart charging options and connect for any trouble shooting	3	6	-	2
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1121
<b>NOS Name</b>	Promote sales of Electric Vehicles (EV)
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Dealer Sales Support
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/08/2021
<b>Next Review Date</b>	31/08/2024
<b>NSQC Clearance Date</b>	31/08/2021

## **DGT/VSQ/N0102: Employability Skills (60 Hours)**

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

#### *Introduction to Employability Skills*

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

#### *Constitutional values - Citizenship*

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

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

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

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

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

#### *Basic English Skills*

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

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

#### *Career Development & Goal Setting*

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

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

#### *Communication Skills*

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

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

#### *Diversity & Inclusion*

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

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

#### *Financial and Legal Literacy*

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

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

#### *Essential Digital Skills*

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

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

#### *Entrepreneurship*

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

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

#### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.
- PC28.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC29.** create a professional Curriculum vitae (Résumé)
- PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC31.** apply to identified job openings using offline /online methods as per requirement
- PC32.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services
- KU11.** how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.
- KU16.** how to identify business opportunities
- KU17.** types and needs of customers
- KU18.** how to apply for a job and prepare for an interview
- KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

### **Generic Skills (GS)**

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

- GS1.** read and write different types of documents/instructions/correspondence
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode

- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

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

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

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## 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) (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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the 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
ASC/N9813.Manage work and resources	50	30	-	20	100	10
ASC/N1002.Manage operations to achieve lead closures and deliver vehicle to customer	30	50	-	20	100	35
ASC/N1003.Assist in creation and submission of tenders and sales package for bulk sales	30	50	-	20	100	30
ASC/N1121.Promote sales of Electric Vehicles (EV)	30	50	-	20	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>160</b>	<b>210</b>	<b>-</b>	<b>80</b>	<b>450</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>FAB</b>	Features, Advantages and Benefits
<b>NBFC</b>	Non-Banking Financial Company
<b>SOP</b>	Standard Operating Procedures
<b>OEM</b>	Original Equipment Manufacturer
<b>PDI</b>	Pre Delivery Inspection
<b>OEM</b>	Original Equipment Manufacturer
<b>USP</b>	Unique Selling Proposition
<b>NBFC</b>	Non-Banking Financial Companies
<b>EV</b>	Electric Vehicle
<b>FAB</b>	Features Advantages and Benefits
<b>SOP</b>	Standard Operating Procedure
<b>FAB</b>	Features, Advantages and Benefits
<b>NBFC</b>	Non-Banking Financial Company
<b>SOP</b>	Standard Operating Procedures
<b>OEM</b>	Original Equipment Manufacturer
<b>PDI</b>	Pre Delivery Inspection
<b>OEM</b>	Original Equipment Manufacturer
<b>USP</b>	Unique Selling Proposition
<b>NBFC</b>	Non-Banking Financial Companies
<b>EV</b>	Electric Vehicle
<b>FAB</b>	Features Advantages and Benefits

**SOP**

Standard Operating Procedure

## Glossary

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



<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.