

Qualification Pack



Automotive Sales Executive

QP Code: ASC/Q1001

Version: 2.0

NSQF Level: 4

Automotive Skills Development Council || 153, GF, Okhla Industrial Area, Phase 3
New Delhi 110020

Qualification Pack

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ASC/Q1001: Automotive Sales Executive

Brief Job Description

The individual primarily handles potential customer leads, presents value propositions for vehicles and manages vehicle retail sales.

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/N9807: Organize work and resources](#)
2. [ASC/N9806: Interact effectively with colleagues, customers and others \(Sales\)](#)
3. [ASC/N1001: Handle leads generated from various sources](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Dealer)
Occupation	Vehicle Sales
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.1304
Minimum Educational Qualification & Experience	10th Class + 1 year ITI OR 10th Class pass with 2 years relevant experience OR 11th Class OR Certificate-NSQF Level 3 (Automotive Showroom Host/Automotive Sales Assistant) with 2 Years of relevant experience

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Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	25/11/2021
Next Review Date	25/11/2024
NSQC Approval Date	25/11/2021
Version	2.0
Reference code on NQR	2021/AUT/ASDC/04685
NQR Version	1.0

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ASC/N9807: Organize work and resources

Description

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

Scope

The scope covers the following :

- Maintain safe and secure working environment
- Health and hygiene
- Perform work as per quality standards
- Material/energy conservation practices

Elements and Performance Criteria

Maintain safe and secure working environment

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

- PC1. organise work as per organisation's current health, safety and security policies and procedures
- PC2. report any breaches in health, safety and security policies and procedures to the designated person
- PC3. identify any risks and hazards associated with work activities, their causes and prevention

Health and hygiene

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

- PC4. ensure workstation and equipment are regularly cleaned and sanitized
- PC5. clean hands with soap, alcohol-based sanitizer regularly
- PC6. wear and dispose PPEs regularly and appropriately
- PC7. avoid contact with ill people and self-isolate in a similar situation
- PC8. follow stress and anxiety management techniques

Perform work as per quality standards

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

- PC9. ensure that work requirements are accomplished within the specified timeline
- PC10. ensure team goals are given preference over individual goals

Material/energy conservation practices

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

- PC11. identify ways to optimise usage of material and resources like stationary items, electricity and water in various tasks/activities/processes
- PC12. check for spills/leakages around the workstation which may prove to be a potential risk especially around electrical sockets, power sources, computers etc.
- PC13. check if the electronic appliances and peripherals are properly functioning and are turned off when not in use

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PC14. identify recyclable and non-recyclable waste generated at the showroom and segregate these into respective categories

PC15. deposit recyclable and reusable material at identified location in the showroom's store/back area

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisation's procedures for health, safety, security and individual's role and responsibilities in this context
- KU2. different medications used for relieving symptoms of basic ailment
- KU3. organisation's emergency procedures for various situations and the importance of following the same
- KU4. evacuation procedures for workers and visitors
- KU5. how and when to report hazards as well as the responsibility for dealing with hazards
- KU6. potential hazards, risks and threats based on the nature of work
- KU7. efficient utilisation of material and water
- KU8. common practices of conserving electricity and prevalent energy efficient devices
- KU9. common sources of pollution and ways to minimize it
- KU10. categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU11. usage of different colours of dustbins
- KU12. waste management
- KU13. significance of greening
- KU14. organisation's policies to maintain personal health and hygiene at workplace

Generic Skills (GS)

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

- GS1. read instructions/guidelines/Standard Operating Procedures(SOPs)
- GS2. complete statutory documents relevant to safety and hygiene
- GS3. modify work practices to improve them
- GS4. ask for clarifications about the job requirement from superior
- GS5. work with supervisors/team members to carry out work related tasks
- GS6. complete tasks efficiently and accurately within stipulated time
- GS7. inform/report to concerned person in case of any problem
- GS8. make timely decisions
- GS9. be punctual, utilize time and manage workload efficiently
- GS10. write in at least one language and complete written work with attention to detail
- GS11. evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response



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GS12. use correct body language and etiquette for attending customers

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	14	3	-	9
PC1. organise work as per organisation's current health, safety and security policies and procedures	4	-	-	3
PC2. report any breaches in health, safety and security policies and procedures to the designated person	5	3	-	3
PC3. identify any risks and hazards associated with work activities, their causes and prevention	5	-	-	3
<i>Health and hygiene</i>	9	6	-	-
PC4. ensure workstation and equipment are regularly cleaned and sanitized	-	3	-	-
PC5. clean hands with soap, alcohol-based sanitizer regularly	-	3	-	-
PC6. wear and dispose PPEs regularly and appropriately	-	-	-	-
PC7. avoid contact with ill people and self-isolate in a similar situation	5	-	-	-
PC8. follow stress and anxiety management techniques	4	-	-	-
<i>Perform work as per quality standards</i>	12	9	-	6
PC9. ensure that work requirements are accomplished within the specified timeline	7	5	-	3
PC10. ensure team goals are given preference over individual goals	5	4	-	3
<i>Material/energy conservation practices</i>	15	12	-	5
PC11. identify ways to optimise usage of material and resources like stationary items, electricity and water in various tasks/activities/processes	5	4	-	3

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. check for spills/leakages around the workstation which may prove to be a potential risk especially around electrical sockets, power sources, computers etc.	5	4	-	2
PC13. check if the electronic appliances and peripherals are properly functioning and are turned off when not in use	5	4	-	-
PC14. identify recyclable and non-recyclable waste generated at the showroom and segregate these into respective categories	-	-	-	-
PC15. deposit recyclable and reusable material at identified location in the showroom's store/back area	-	-	-	-
NOS Total	50	30	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9807
NOS Name	Organize work and resources
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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ASC/N9806: Interact effectively with colleagues, customers and others (Sales)

Description

This NOS unit is about communicating professionally with customers and colleagues/manager at the showroom.

Scope

The scope covers the following :

- Communicate effectively with colleagues, customers and others
- Interact with superior

Elements and Performance Criteria

Communicate effectively with colleagues, customers and others

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

- PC1. communicate timely, clearly with colleagues, customers and others with proper diction, vocabulary and body language
- PC2. coordinate with other departments (finance/insurance, accounts, accessories etc.) for smooth working
- PC3. select appropriate communication styles to be used under different situations i.e. verbal, non-verbal/written, formal or informal as per organisation's policies and procedures
- PC4. adhere to professional etiquette for effective interaction on the showroom shop floor or during a call with colleagues/customers/prospects
- PC5. adjust communication styles to reflect gender and persons with disability (PWD) sensitivity
- PC6. work in a manner that shows gratitude for all customers, colleagues and others
- PC7. acknowledge customer complaint and apologize for the inconvenience caused and promptly forward the complaint to the concerned department
- PC8. present oneself well while dealing/interacting with customers
- PC9. resolve queries/issues of customers with the help of sales team within the scope of work
- PC10. provide relevant, complete, accurate and up-to-date information (price list, new schemes, new vehicle launch etc.) and advice to customers

Interact with superior

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

- PC11. receive instructions from reporting manager and identify work requirements/timelines
- PC12. provide suggestions and ideas to improve work processes (JD power, feedback Score on vehicle delivery, SSI score etc.) within his/her scope
- PC13. identify challenges that are out of scope and report/escalate them to managers
- PC14. prepare a daily report and record necessary information regarding assigned/completed work
- PC15. analyse customer/manager feedback and take appropriate action
- PC16. report completed work to manager

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the importance of effective communication and establishing good relationships with customers, colleagues and manager
- KU2. different methods of communication as per the circumstances and customer type (e.g. using regional language vis-à-vis conversing in English)
- KU3. etiquette and protocols for interaction with customers, colleagues and manager
- KU4. gender-based concepts, issues and legislation
- KU5. different type of information that should be timely and correctly shared with colleagues, such as any promotional scheme, new product/accessories information from OEM, new launch dates, models discontinued by OEM, etc.
- KU6. organisation policies and procedures pertaining to written and verbal communication
- KU7. how to maintain personal hygiene and a presentable appearance to effectively carry out the role and responsibilities

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. maintain positive and effective relationship with colleagues and customers
- GS5. evaluate appropriate solution(s) to customer's requirements/concerns
- GS6. deliver consistent and reliable service to customers
- GS7. complete written work timely with attention to detail
- GS8. ensure that the work meets customer and organizational requirements

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with colleagues, customers and others</i>	32	13	-	14
PC1. communicate timely, clearly with colleagues, customers and others with proper diction, vocabulary and body language	4	3	-	4
PC2. coordinate with other departments (finance/insurance, accounts, accessories etc.) for smooth working	4	-	-	-
PC3. select appropriate communication styles to be used under different situations i.e. verbal, non-verbal/written, formal or informal as per organisation's policies and procedures	4	-	-	-
PC4. adhere to professional etiquette for effective interaction on the showroom shop floor or during a call with colleagues/customers/prospects	3	-	-	3
PC5. adjust communication styles to reflect gender and persons with disability (PwD) sensitivity	4	4	-	3
PC6. work in a manner that shows gratitude for all customers, colleagues and others	4	3	-	3
PC7. acknowledge customer complaint and apologize for the inconvenience caused and promptly forward the complaint to the concerned department	3	-	-	1
PC8. present oneself well while dealing/interacting with customers	-	3	-	-
PC9. resolve queries/issues of customers with the help of sales team within the scope of work	3	-	-	-
PC10. provide relevant, complete, accurate and up-to-date information (price list, new schemes, new vehicle launch etc.) and advice to customers	3	-	-	-
<i>Interact with superior</i>	18	17	-	6
PC11. receive instructions from reporting manager and identify work requirements/timelines	4	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. provide suggestions and ideas to improve work processes (JD power, feedback Score on vehicle delivery, SSI score etc.) within his/her scope	3	-	-	1
PC13. identify challenges that are out of scope and report/escalate them to managers	-	5	-	3
PC14. prepare a daily report and record necessary information regarding assigned/completed work	4	4	-	2
PC15. analyse customer/manager feedback and take appropriate action	4	3	-	-
PC16. report completed work to manager	3	-	-	-
NOS Total	50	30	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9806
NOS Name	Interact effectively with colleagues, customers and others (Sales)
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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ASC/N1001: Handle leads generated from various sources

Description

This NOS is about handling sales leads generated from various sources and following up with potential customers to achieve vehicle sales and work in support with sales team lead

Scope

The scope covers the following :

- Handle 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

Handle 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, target achievements, new schemes, new launches etc. by participating in daily briefings/meetings
- PC2. handle potential leads generated through various sources like showroom walk-ins, telephonic enquiries, referrals, other marketing campaigns and ATL/BTL activities
- PC3. adhere to the standard operating procedure (SOP) of OEM for a successful sales closure

Follow up on sales leads and deliver a sales pitch

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

- PC4. greet customers on sales floor and takes them through the entire vehicle buying process supported by established selling steps, selling policies and procedures
- PC5. deliver a sales pitch highlighting Unique Selling Points (USPs) of the vehicle tailored to potential customer needs/requirements
- PC6. explain details about the vehicle and its features, advantages, benefits (FAB), comparison with other vehicles by demonstration and physical operation of vehicle in showroom or viatest drive/ride
- PC7. manage a diverse range of customer retention campaigns and initiatives including preparation and presentation of vehicle sales delivery proposals for successfully executing sales
- PC8. analyse and review the campaign outcomes in detail by using a variety of proprietary software applications and present them to the sales team lead for planning future activity

Process sales closure of all leads

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

- PC9. respond to all customer queries related to vehicle sales, price and dealership/promotional schemes (exchange, VAS, discounts etc.)
- PC10. provide enriching customer experience by offering hassle-free and quick services related to the buying process, documentation and additional vehicle accessories purchases

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- PC11. check availability of test drive cars and schedule test drives as per booked appointments by potential customers
- PC12. provide a comparative analysis on competitor vehicles to explain product performance, application, current schemes finance, discounts, exchange, loyalty bonus etc.) and FABs to prospective customers describing all optional accessories available and responding to unfavorable comparisons of the vehicle
- PC13. provide support to the customers in fulfilling all documentation required for purchase, registration and delivery of the vehicle
- PC14. process customer orders in a timely manner, ensuring hassle free delivery and customer satisfaction
- PC15. deliver the new vehicle to 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:

- PC16. record and track all deliveries through dealer management system (DMS) and follow up for new, repeat and referral business
- PC17. forward any request for vehicle service and complaints or queries from customers to the concerned departments/managers
- PC18. follow up on all post-delivery items including accessories request or requests made at the time of delivery to meet customer expectations
- PC19. follow up with existing customers for service reminders and to promote other value-added services (loyalty program, exchange bonus, roadside assistance, annual maintenance package etc.)

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 roadshows, exhibitions, mall activities, exchange melas, canopy promotions, local contests, bank loan melas and organising promotional test-drives
- KU3. SOPs of the organisation/dealership for responding to sales enquiries
- KU4. how to handle telephonic queries including cold calls and providing information regarding vehicle variants, colour options and stock availability
- KU5. details about the vehicle such as price, taxes and other add-ons such as promotions, discounts, offers available at the dealership
- KU6. technical details and specifications of the competitor
- KU7. 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
- KU8. facilities of vehicle finance and insurance offered at the dealership
- KU9. how to connect with Banks/NBFC's officials to obtain information on finance offers, new schemes, changes in policies, discounts and current rate of interest

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- KU10. method to compute and arrive at final on-road cost of a vehicle
- KU11. documentation required for customers and dealers to carry out sales procedures
- KU12. 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. recognise a 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 workplace
- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle sales leads</i>	4	5	-	3
PC1. update oneself regarding the overall process of vehicle sales, target achievements, new schemes, new launches etc. by participating in daily briefings/meetings	1	-	-	1
PC2. handle potential leads generated through various sources like showroom walk-ins, telephonic enquiries, referrals, other marketing campaigns and ATL/BTL activities	2	3	-	1
PC3. adhere to the standard operating procedure (SOP) of OEM for a successful sales closure	1	2	-	1
<i>Follow up on sales leads and deliver a sales pitch</i>	10	16	-	6
PC4. greet customers on sales floor and takes them through the entire vehicle buying process supported by established selling steps, selling policies and procedures	2	3	-	1
PC5. deliver a sales pitch highlighting Unique Selling Points (USPs) of the vehicle tailored to potential customer needs/requirements	2	3	-	1
PC6. explain details about the vehicle and its features, advantages, benefits (FAB), comparison with other vehicles by demonstration and physical operation of vehicle in showroom or via test drive/ride	2	4	-	1
PC7. manage a diverse range of customer retention campaigns and initiatives including preparation and presentation of vehicle sales delivery proposals for successfully executing sales	2	3	-	1
PC8. analyse and review the campaign outcomes in detail by using a variety of proprietary software applications and present them to the sales team lead for planning future activity	2	3	-	2
<i>Process sales closure of all leads</i>	11	20	-	6

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. respond to all customer queries related to vehicle sales, price and dealership/promotional schemes (exchange, VAS, discounts etc.)	2	3	-	-
PC10. provide enriching customer experience by offering hassle-free and quick services related to the buying process, documentation and additional vehicle accessories purchases	1	2	-	1
PC11. check availability of test drive cars and schedule test drives as per booked appointments by potential customers	2	4	-	1
PC12. provide a comparative analysis on competitor vehicles to explain product performance, application, current schemes finance, discounts, exchange, loyalty bonus etc.) and FABs to prospective customers describing all optional accessories available and responding to unfavorable comparisons of the vehicle	2	5	-	2
PC13. provide support to the customers in fulfilling all documentation required for purchase, registration and delivery of the vehicle	1	2	-	1
PC14. process customer orders in a timely manner, ensuring hassle free delivery and customer satisfaction	1	1	-	-
PC15. deliver the new vehicle to 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>	5	9	-	5
PC16. record and track all deliveries through dealer management system (DMS) and follow up for new, repeat and referral business	1	2	-	1
PC17. forward any request for vehicle service and complaints or queries from customers to the concerned departments/managers	1	2	-	2
PC18. follow up on all post-delivery items including accessories request or requests made at the time of delivery to meet customer expectations	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC19. follow up with existing customers for service reminders and to promote other value-added services (loyalty program, exchange bonus, roadside assistance, annual maintenance package etc.)	2	3	-	2
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1001
NOS Name	Handle leads generated from various sources
Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Dealer)
Occupation	Vehicle Sales
NSQF Level	4
Credits	TBD
Version	3.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

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(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/N9807.Organize work and resources	50	30	-	20	100	10
ASC/N9806.Interact effectively with colleagues, customers and others (Sales)	50	30	-	20	100	15
ASC/N1001.Handle leads generated from various sources	30	50	-	20	100	75
Total	130	110	-	60	300	100

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Acronyms

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

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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.

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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.