

Qualification Pack



Automotive Accessory Fitter

QP Code: ASC/Q1422

Version: 1.0

NSQF Level: 4

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

Qualification Pack

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ASC/Q1422: Automotive Accessory Fitter

Brief Job Description

The individual in this job is responsible for installing and fitting various exterior, interior, media and security related accessories on/in the vehicle.

Personal Attributes

The person should be patient, organised, team-oriented and have the ability to work for long hours in adverse conditions. They should be keen observers and have an eye for detail and quality

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9801: Organize work and resources \(Service\)](#)
2. [ASC/N9802: Interact effectively with colleagues, customers and others](#)
3. [ASC/N1433: Install and fit accessories in the vehicle](#)

Qualification Pack (QP) Parameters

| | |
|--|--|
| Sector | Automotive |
| Sub-Sector | Automotive Vehicle Service |
| Occupation | Technical Service & Repair |
| Country | India |
| NSQF Level | 4 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/9329.0701 |
| Minimum Educational Qualification & Experience | 10th Class + 2 years ITI (Mechanic Motor Vehicle/Fitter/Mechanic Auto Electrical and Electronics) OR 10th Class pass with 2 years relevant experience OR 12th Class pass with 1 year relevant experience |

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| | OR Certificate-NSQF (Four wheeler Service Assistant Level 3) with 2 Years of experience in Automotive Service |
| Minimum Level of Education for Training in School | 10th Class |
| Pre-Requisite License or Training | Driving License |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | 20/11/2020 |
| Next Review Date | 20/11/2025 |
| NSQC Approval Date | 20/11/2020 |
| Version | 1.0 |
| Reference code on NQR | 2020/AUT/ASDC/03972 |
| NQR Version | 1.0 |

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ASC/N9801: Organize work and resources (Service)

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
- Perform work as per quality standards
- Health and hygiene
- Material/energy conservation practices
- Effective waste management 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 identified breaches in health, safety, and security policies and procedures to the designated person
- PC3. identify the risks and hazards associated with work activities, their causes and prevention

Perform work as per quality standards

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

- PC4. ensure work area is clean and tidy
- PC5. ensure that work is accomplished as per the requirements within the specified timeline
- PC6. ensure team goals are given preference over individual goals

Health and hygiene

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

- PC7. sanitize workstation and equipment regularly
- PC8. clean hands with soap, alcohol-based sanitizer regularly
- PC9. avoid contact with ill people and self-isolate in a similar situation
- PC10. wear and dispose PPEs regularly and appropriately
- PC11. report advanced hygiene and sanitation issues to appropriate authority
- PC12. follow stress and anxiety management techniques

Material/energy conservation practices

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

- PC13. identify ways to optimise usage of material in various tasks/activities/processes
- PC14. use resources, including water, in a responsible manner

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- PC15. check for spills/leakages in various tasks/activities/processes
- PC16. plug spills/leakages and escalate to appropriate authority if unable to rectify
- PC17. carry out routine cleaning of tools, machines and equipment
- PC18. check if the equipment/machine is functioning normally before commencing work and rectify wherever required
- PC19. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment
- PC20. ensure electrical equipment and appliances are properly connected and turned off when not in use

Effective waste management practices

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

- PC21. identify recyclable and non-recyclable, and hazardous waste generated
- PC22. segregate waste into different categories
- PC23. dispose non-recyclable waste appropriately
- PC24. deposit recyclable and reusable material at identified location
- PC25. follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisation procedures for health, safety and security, and individual role and responsibilities in this context
- KU2. the organisations emergency procedures for different emergency situations and the importance of following the same
- KU3. evacuation procedures for workers and visitors
- KU4. how and when to report hazards as well as the limits of responsibility for dealing with hazards
- KU5. potential hazards, risks and threats based on the nature of work
- KU6. the implications of own work on the schedule and work of others
- KU7. efficient utilisation of material and water
- KU8. basics of electricity and prevalent energy efficient devices
- KU9. ways to recognise common electrical problems
- KU10. common practices of conserving electricity
- KU11. common sources of pollution and ways to minimize it
- KU12. categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU13. usage of different colours of dustbins
- KU14. waste management and methods of waste disposal
- KU15. significance of greening
- KU16. organisation's policies to maintain personal health and hygiene at workplace

Generic Skills (GS)

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

- GS1. read instructions/guidelines/standard operating procedures
- GS2. complete statutory documents relevant to safety and hygiene
- GS3. modify work practices to improve them
- GS4. ask for clarifications from superior about the job requirement
- 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 for efficient utilization of resources
- GS9. write in at least one language and complete written work with attention to detail
- GS10. record data on waste disposal at workplace
- GS11. be punctual, utilize time and manage workload efficiently
- GS12. evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response

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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> | 8 | 4 | - | 3 |
| PC1. organise work as per organisation's current health, safety and security policies and procedures | - | 2 | - | 1 |
| PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person | 3 | 1 | - | - |
| PC3. identify the risks and hazards associated with work activities, their causes and prevention | 5 | 1 | - | 2 |
| <i>Perform work as per quality standards</i> | 12 | 8 | - | 6 |
| PC4. ensure work area is clean and tidy | 4 | 2 | - | - |
| PC5. ensure that work is accomplished as per the requirements within the specified timeline | 6 | 4 | - | 2 |
| PC6. ensure team goals are given preference over individual goals | 2 | 2 | - | 4 |
| <i>Health and hygiene</i> | 12 | 8 | - | 5 |
| PC7. sanitize workstation and equipment regularly | 2 | 2 | - | 2 |
| PC8. clean hands with soap, alcohol-based sanitizer regularly | 2 | 1 | - | - |
| PC9. avoid contact with ill people and self-isolate in a similar situation | 2 | 1 | - | - |
| PC10. wear and dispose PPEs regularly and appropriately | 2 | 2 | - | 1 |
| PC11. report advanced hygiene and sanitation issues to appropriate authority | 2 | 2 | - | 2 |
| PC12. follow stress and anxiety management techniques | 2 | - | - | - |
| <i>Material/energy conservation practices</i> | 10 | 4 | - | 3 |
| PC13. identify ways to optimise usage of material in various tasks/activities/processes | 2 | - | - | 1 |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC14. use resources, including water, in a responsible manner | 2 | - | - | - |
| PC15. check for spills/leakages in various tasks/activities/processes | - | 1 | - | - |
| PC16. plug spills/leakages and escalate to appropriate authority if unable to rectify | - | 1 | - | 1 |
| PC17. carry out routine cleaning of tools, machines and equipment | 2 | - | - | - |
| PC18. check if the equipment/machine is functioning normally before commencing work and rectify wherever required | - | 1 | - | 1 |
| PC19. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment | 2 | 1 | - | - |
| PC20. ensure electrical equipment and appliances are properly connected and turned off when not in use | 2 | - | - | - |
| <i>Effective waste management practices</i> | 8 | 6 | - | 3 |
| PC21. identify recyclable and non-recyclable, and hazardous waste generated | 2 | - | - | 1 |
| PC22. segregate waste into different categories | - | 2 | - | - |
| PC23. dispose non-recyclable waste appropriately | 2 | 2 | - | 1 |
| PC24. deposit recyclable and reusable material at identified location | 2 | 1 | - | - |
| PC25. follow processes specified for disposal of hazardous waste | 2 | 1 | - | 1 |
| NOS Total | 50 | 30 | - | 20 |

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National Occupational Standards (NOS) Parameters

| | |
|---------------------|---------------------------------------|
| NOS Code | ASC/N9801 |
| NOS Name | Organize work and resources (Service) |
| Sector | Automotive |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 20/11/2020 |
| Next Review Date | 20/11/2025 |
| NSQC Clearance Date | 20/11/2020 |

Qualification Pack

ASC/N9802: Interact effectively with colleagues, customers and others

Description

This NOS unit is about communicating with customers and colleagues/superiors, either in own work group or in other work groups within organisation.

Scope

The scope covers the following :

- Communicate effectively with colleagues, customers and others
- Interact with supervisor or 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. maintain clear communication with colleagues, customers and others, wherever needed, through all means i.e. face-to-face, telephonic or written
- PC2. adjust communication styles to reflect gender and persons with disability (PwD) sensitivity
- PC3. work in a way that shows respect for colleagues and others
- PC4. follow the organisation's policies and procedures while working in a team
- PC5. respect personal space of colleagues and customers

Interact with supervisor or superior

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

- PC6. identify work requirements by receiving instructions from reporting supervisor
- PC7. escalate problems to supervisors that cannot be handled including repairs and maintenance of machine
- PC8. report the completed work
- PC9. rectify errors as per feedback

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the importance of effective communication and establishing good working relationships with colleagues and supervisor
- KU2. different methods of communication as per the circumstances
- KU3. gender based concepts, issues and legislation

Generic Skills (GS)

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

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- 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. deliver consistent and reliable service to customers
- GS7. complete written work with attention to detail
- GS8. check that the work meets customer 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> | 36 | 11 | - | 14 |
| PC1. maintain clear communication with colleagues, customers and others, wherever needed, through all means i.e. face-to-face, telephonic or written | 8 | - | - | 4 |
| PC2. adjust communication styles to reflect gender and persons with disability (PwD) sensitivity | 8 | - | - | - |
| PC3. work in a way that shows respect for colleagues and others | 7 | 4 | - | 3 |
| PC4. follow the organisation's policies and procedures while working in a team | 7 | 4 | - | 3 |
| PC5. respect personal space of colleagues and customers | 6 | 3 | - | 4 |
| <i>Interact with supervisor or superior</i> | 14 | 19 | - | 6 |
| PC6. identify work requirements by receiving instructions from reporting supervisor | 7 | 4 | - | - |
| PC7. escalate problems to supervisors that cannot be handled including repairs and maintenance of machine | - | 5 | - | 3 |
| PC8. report the completed work | 7 | 5 | - | - |
| PC9. rectify errors as per feedback | - | 5 | - | 3 |
| NOS Total | 50 | 30 | - | 20 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | ASC/N9802 |
| NOS Name | Interact effectively with colleagues, customers and others |
| Sector | Automotive |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 20/11/2020 |
| Next Review Date | 20/11/2025 |
| NSQC Clearance Date | 20/11/2020 |

Qualification Pack

ASC/N1433: Install and fit accessories in the vehicle

Description

This NOS unit is about installing and fitting the accessories depending on the vehicle type and model.

Scope

The scope covers the following :

- Prepare for installation of accessories
- Install and fit accessories
- Perform post accessory installation activities

Elements and Performance Criteria

Prepare for installation of accessories

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

- PC1. review the job card and understand work to be carried out to install the accessories
- PC2. identify the auto component and accessories manufacturer specifications related to the various brand/model/variant of vehicle
- PC3. collect tools, equipment and accessories required for the job depending upon the brand/model/variant of the vehicle, and check their condition
- PC4. follow standard operating procedure to validate and diagnose faults in various accessories
- PC5. report the defects/malfunctions if any, in the tools, equipment & accessories to the person concerned for rectification
- PC6. co-ordinate with the concerned vendor/supplier for specific accessory installation, wherever applicable

Install and fit accessories

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

- PC7. take precautions to avoid damage to the vehicle and its components
- PC8. comply with standard operating procedures for fitment of the accessories in the vehicle as specified by the OEM
- PC9. make holes/cuts on various surfaces such as metal sheet, plastic, fabric etc., for fitting accessories
- PC10. remove dummy plugs, covers, old/damaged/defective parts of accessories and clean surrounding areas prior to installing/replacing accessories and its parts
- PC11. perform wiring connection as specified by the OEM to fit electrical/electronic accessories
- PC12. install and fit all exterior, interior, audio-visual, navigation and security related accessories as specified by OEM

Perform post installation activities

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

- PC13. ensure activation/calibration of accessories post installation such as enabling fog lamps/review camera, wheel balancing, wheel alignment etc.

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- PC14. ensure all accessories are installed/fitted/functioning properly
- PC15. explain features, functioning and maintenance procedures of accessories to the customer
- PC16. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed, to the person concerned
- PC17. ensure completeness of tasks assigned before releasing the vehicle
- PC18. dispose off packing wraps/box/covers and other material as per organization's policies
- PC19. maintain documentation required on the job regarding the overall process of accessories fitment in the vehicle

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. SOP recommended by OEM for using tools/equipment and accessories fitment
- KU2. accessories list specified by OEM suitable for different brand/vehicle type/model/variant
- KU3. various methods to install different types of accessories such as Electrical/electronic, metal/plastic/interior/exterior etc.
- KU4. precautions to be taken to ensure no damage is caused to the electrical/other advanced systems in case of hybrid/electric vehicles
- KU5. any recommended changes in the process of fitment for the latest accessories w.r.t. a particular model/brand of vehicle
- KU6. installation of newly launched technologically advanced accessories having complex electronics/electrical aggregates as per the prescribed process specified in the accessory manual/recommended by the OEM
- KU7. various provisions given by OEM in vehicles to install accessories such as markings, cuts, dummy plugs, fasteners, switches etc.
- KU8. SOP recommended by OEM to validate, diagnose and repair defect/fault in accessories fitted in the vehicle
- KU9. various methods of activation and calibration of accessories, post fitment wherever applicable
- KU10. safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general
- KU11. SOPs regarding receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints etc.
- KU12. maintenance requirement of different types of accessories
- KU13. documentation required on the job (including job cards, work sheets, etc.) regarding the basic details of repair, maintenance and service performed
- KU14. basic technology used in and functioning of various accessories specified by the OEM
- KU15. how to use computers

Generic Skills (GS)

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

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- GS1. read and interpret workplace related documentation
- GS2. interpret the needs of customers by understanding the key issues
- GS3. communicate using terms, names, grades and other nomenclature pertaining to the automotive trade
- GS4. analyse and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS5. identify potential workplace problem and take suitable action
- GS6. write in English/regional language

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare for installation of accessories</i> | 7 | 15 | - | 6 |
| PC1. review the job card and understand work to be carried out to install the accessories | - | 1 | - | - |
| PC2. identify the auto component and accessories manufacturer specifications related to the various brand/model/variant of vehicle | 2 | 3 | - | 2 |
| PC3. collect tools, equipment and accessories required for the job depending upon the brand/model/variant of the vehicle, and check their condition | 2 | 3 | - | 2 |
| PC4. follow standard operating procedure to validate and diagnose faults in various accessories | 3 | 5 | - | 2 |
| PC5. report the defects/malfunctions if any, in the tools, equipment & accessories to the person concerned for rectification | - | 2 | - | - |
| PC6. co-ordinate with the concerned vendor/supplier for specific accessory installation, wherever applicable | - | 1 | - | - |
| <i>Install and fit accessories</i> | 15 | 20 | - | 7 |
| PC7. take precautions to avoid damage to the vehicle and its components | 2 | 2 | - | 1 |
| PC8. comply with standard operating procedures for fitment of the accessories in the vehicle as specified by the OEM | 3 | 5 | - | 2 |
| PC9. make holes/cuts on various surfaces such as metal sheet, plastic, fabric etc., for fitting accessories | 2 | 3 | - | 1 |
| PC10. remove dummy plugs, covers, old/damaged/defective parts of accessories and clean surrounding areas prior to installing/replacing accessories and its parts | - | 2 | - | - |
| PC11. perform wiring connection as specified by the OEM to fit electrical/electronic accessories | 3 | 3 | - | 2 |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC12. install and fit all exterior, interior, audio-visual, navigation and security related accessories as specified by OEM | 5 | 5 | - | 1 |
| <i>Perform post installation activities</i> | 8 | 15 | - | 7 |
| PC13. ensure activation/calibration of accessories post installation such as enabling fog lamps/review camera, wheel balancing, wheel alignment etc. | 1 | 1 | - | 1 |
| PC14. ensure all accessories are installed/fitted/functioning properly | - | 2 | - | - |
| PC15. explain features, functioning and maintenance procedures of accessories to the customer | 5 | 5 | - | 2 |
| PC16. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed, to the person concerned | - | 1 | - | - |
| PC17. ensure completeness of tasks assigned before releasing the vehicle | - | 2 | - | 2 |
| PC18. dispose off packing wraps/box/covers and other material as per organization's policies | 2 | 2 | - | 1 |
| PC19. maintain documentation required on the job regarding the overall process of accessories fitment in the vehicle | - | 2 | - | 1 |
| NOS Total | 30 | 50 | - | 20 |

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National Occupational Standards (NOS) Parameters

| | |
|---------------------|--|
| NOS Code | ASC/N1433 |
| NOS Name | Install and fit accessories in the vehicle |
| Sector | Automotive |
| Sub-Sector | Automotive Vehicle Service |
| Occupation | Technical Service & Repair |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 20/11/2020 |
| Next Review Date | 20/11/2025 |
| NSQC Clearance Date | 20/11/2020 |

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

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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/N9801.Organize work and resources (Service) | 50 | 30 | - | 20 | 100 | 15 |
| ASC/N9802.Interact effectively with colleagues, customers and others | 50 | 30 | - | 20 | 100 | 10 |
| ASC/N1433.Install & fit vehicle accessories | 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 |
| PwD | Persons with Disability |
| OEM | Original Equipment Manufacturer |

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Glossary

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| 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. |