



# Automotive Service Quality Controller

QP Code: ASC/Q1427

Version: 1.0

NSQF Level: 6

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building  
New Delhi - 110020

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## ASC/Q1427 :Automotive Service Quality Controller

### Brief Job Description

A Quality Controller is responsible for proper monitoring, testing and inspecting and final certification of work quality. The individual is able to ensure that quality standards are met as specified by the OEM or components/aggregate manufacturers or service provided by an organisation.

### 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/N9813: Manage work and resources](#)
2. [ASC/N9812: Interact effectively with team, customers and others](#)
3. [ASC/N1443: Perform quality control checks](#)

### Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3139.5002

<p><b>Minimum Educational Qualification &amp; Experience</b></p>	<p>10th Class + I.T.I (Mechanic Auto Electrical and Electronics/ Mechanic Diesel/ Mechanic Motor Vehicle (MMV)) with 4 Years of relevant experience</p> <p>OR</p> <p>3 years Diploma (Automobile/Mechanical Electrical/Electronics) from recognized regulatory body with 3 Year of relevant experience after Class 12th</p> <p>OR</p> <p>Certificate-NSQF (Four Wheeler Lead Technician Level 5) with 3 Years of relevant experience Automotive Service</p>
<p><b>Minimum Level of Education for Training in School</b></p>	
<p><b>Pre-Requisite License or Training</b></p>	<p>Valid Permanent driving Licence</p>
<p><b>Minimum Job Entry Age</b></p>	<p>20 Years</p>
<p><b>Last Reviewed On</b></p>	<p>30/09/2021</p>
<p><b>Next Review Date</b></p>	<p>30/09/2024</p>
<p><b>NSQC Approval Date</b></p>	<p>30/09/2021</p>
<p><b>Version</b></p>	<p>1.0</p>

## 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>	7	5	-	4
PC1. ensure that the team complies with organisation's health, safety, security policies and procedures	2	2	-	1
PC2. identify the risks and hazards associated with work activities, their causes and prevention as per organisation's policy	3	2	-	2
PC3. 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>	15	8	-	5
PC4. ensure work area is kept clean and tidy	2	1	-	-
PC5. identify individual work requirements and provide necessary instructions to the team	2	1	-	1
PC6. ensure the team works as per the assigned and agreed requirements	1	1	-	-
PC7. identify work which fails the requirements, specified quality standards and ensure timely corrective action is taken	3	2	-	2
PC8. implement ways and guide the team to manage time, resources and cost effectively	2	-	-	-
PC9. train the team on skill level advancement to develop expertise in their work	2	1	-	1
PC10. ensure that the team understands accountability for timely completion of tasks	2	-	-	-
PC11. analyse and validate the problem accurately and communicate different possible solutions to the problem	1	2	-	1
<i>Material/energy/electricity conservation practices</i>	10	6	-	4
PC12. 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
PC13. ensure that the team uses resources in a responsible manner	2	1	-	-
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	2	1	-	1
PC15. supervise team to carry out routine cleaning of tools, machine and equipment	2	1	-	-
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	2	1	-	1
<i>Effective waste management/recycling practices</i>	<b>10</b>	<b>6</b>	-	<b>4</b>
PC17. identify recyclable, non-recyclable and hazardous waste generated	2	2	-	1
PC18. ensure the team segregates waste into different categories	2	1	-	1
PC19. ensure proper disposal of non-recyclable waste	2	1	-	-
PC20. ensure recyclable and reusable material is deposited at identified location	2	1	-	1
PC21. 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>
PC22. ensure workplace, equipment, restrooms etc. are sanitized regularly	2	1	-	-
PC23. promote awareness about hygiene and sanitation regulations	2	1	-	1
PC24. check availability of running water, hand wash and alcohol-based sanitizers at workplace	1	1	-	-
PC25. support employees to cope with stress, anxiety etc.	1	1	-	1
PC26. wear and dispose PPEs regularly and appropriately	2	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	50	30	-	20

## National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9813
NOS Name	Manage work and resources
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
NSQC Clearance Date	30/09/2021

## ASC/N9812: Interact effectively with team, customers and others

### Description

This unit is about communicating with team members, superior and others.

### Scope

The scope covers the following :

- Communicate effectively with team members
- Interact with superiors
- Respect gender and ability differences

### Elements and Performance Criteria

#### *Communicate effectively with team members*

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

- PC1. implement ways to share information with team members in line with organisational requirements
- PC2. ensure that work requirements are clearly communicated to the team members through all means including face-to-face, telephonic and written
- PC3. manage and co-ordinate with team members to integrate work as per requirements
- PC4. work in a way that show respect for all team members and customers
- PC5. carry out commitments made to team members and let them know in good time if there is any discrepancy with reasons
- PC6. resolve conflicts within the team members at work to achieve smooth workflow
- PC7. guide the team members to follow the organisation's policies and procedures
- PC8. ensure team goals are given preference over individual goals
- PC9. respect personal space of colleagues and customers

#### *Interact with superiors*

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

- PC10. report progress on job allocated and team performance to the superiors
- PC11. escalate problems to superiors that cannot be handled
- PC12. train the team members to report completed work and receive feedback on work done
- PC13. encourage team members to rectify errors as per feedback and minimize mistakes in future

#### *Respect gender and ability differences*

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

- PC14. ensure team shows sensitivity towards all genders and PwD
- PC15. adjust communication styles to reflect gender sensitivity and sensitivity towards person with disability
- PC16. help PwD team members to overcome the challenges, if asked

### 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 team members and superiors
- KU2. different methods of communication as per the circumstances
- KU3. gender based concepts, issues and legislation
- KU4. organisation standards and guidelines to be followed for PwD
- KU5. rights and duties at workplace with respect to PwD
- KU6. organisation policies and procedures pertaining to written and verbal communication

### Generic Skills (GS)

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

- GS1. read safety instructions/guidelines
- GS2. modify work practices to improve them
- GS3. work with supervisors/team members to carry out work related tasks
- GS4. complete tasks efficiently and accurately within stipulated time
- GS5. make timely decisions for efficient utilization of resources
- GS6. read instructions/guidelines/procedures
- GS7. write in English/any one language

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with team members</i>	20	14	-	8
PC1. implement ways to share information with team members in line with organisational requirements	2	2	-	-
PC2. ensure that work requirements are clearly communicated to the team members through all means including face-to-face, telephonic and written	2	2	-	2
PC3. manage and co-ordinate with team members to integrate work as per requirements	2	1	-	2
PC4. work in a way that show respect for all team members and customers	3	1	-	2
PC5. carry out commitments made to team members and let them know in good time if there is any discrepancy with reasons	2	2	-	-
PC6. resolve conflicts within the team members at work to achieve smooth workflow	3	2	-	-
PC7. guide the team members to follow the organisation's policies and procedures	2	1	-	-
PC8. ensure team goals are given preference over individual goals	2	1	-	-
PC9. respect personal space of colleagues and customers	2	2	-	2
<i>Interact with superiors</i>	18	10	-	7
PC10. report progress on job allocated and team performance to the superiors	4	3	-	2
PC11. escalate problems to superiors that cannot be handled	4	2	-	1
PC12. train the team members to report completed work and receive feedback on work done	5	2	-	2
PC13. encourage team members to rectify errors as per feedback and minimize mistakes in future	5	3	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Respect gender and ability differences</i>	12	6	-	5
PC14. ensure team shows sensitivity towards all genders and PwD	4	2	-	2
PC15. adjust communication styles to reflect gender sensitivity and sensitivity towards person with disability	4	2	-	2
PC16. help PwD team members to overcome the challenges, if asked	4	2	-	1
<b>NOS Total</b>	<b>50</b>	<b>30</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9812
<b>NOS Name</b>	Interact effectively with team, customers and others
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<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/N1443: Perform quality control checks

### Description

This OS unit is about planning and monitoring various activities concerned with the development, application and maintenance of quality standards. It also involves ensuring that the workshop has updated quality and other ISO certifications.

### Scope

The scope covers the following :

- Manage and perform periodic quality checks
- Ensure adherence to quality standards

### Elements and Performance Criteria

#### *Manage and perform periodic quality checks*

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

- PC1. plan work in coordination with the workshop manager and supervisors/service advisors to control the quality
- PC2. plan periodic inspections to monitor the quality levels of various systems and processes with close coordination with other stakeholders
- PC3. identify inspection criteria and verifying process for quality of services as well as parts
- PC4. perform quality checks on vehicle for parameters such as no loose connection/tools left/caps and covers, etc.
- PC5. inspect visually inside the vehicle to check for various parameters such as no fingerprints, foot prints, etc.
- PC6. supervise inspection of auto parts, components and material using precision tools and gauges to avoid spurious or duplicate parts
- PC7. perform other necessary inspections related to quality checks such as verifying wheel alignments, ensuring thorough car wash, etc.
- PC8. evaluate and recommend the use of reconditioned aggregate, new part or repair of an existing part as per the OEM guidelines
- PC9. ensure that the discrepancies, if any, are fixed and work is done as per the job card specifications
- PC10. report the status of quality check, including any discrepancy, to managers and supervisors

#### *Ensure adherence to quality standards*

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

- PC11. ensure that maintenance and service bulletin books are updated as per standards and all concerned personnel are informed about the documentation
- PC12. develop and implement quality control processes to improve efficiency of the daily operations
- PC13. ensure that the quality control process is closely supervised as per the OEM guidelines through regular inspections

- PC14. ensure that all ISO standards such as ISO/TS 16949, ISO 9000 series, ISO 10002 etc. are adhered to during service and repair
- PC15. adhere to audit schedules of each process as per defined formats and frequency
- PC16. ensure proper storage and retrieval of documents as and when required
- PC17. identify and implement certification standards for quality management, customer services par excellence, effective environment management system (EMS) etc.
- PC18. analyse requirements for new certifications to ensure implementation of quality aspects in the workshop like Kaizen

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the automotive industry in India, workshop structure and role and responsibilities of different people in the workshop
- KU2. SOP for receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints etc.
- KU3. Standard Operating Procedures (SOPs) of the organization/dealership to maintain the overall systems, process and quality aspects in the workshop
- KU4. terms and conditions related to quality check and auditing procedure as prescribed by the OEM/ auto component manufacturer
- KU5. documentation requirements for each procedure carried out as part of roles and responsibilities regarding the service, maintenance and repair across various job roles in a workshop as specified by the respective OEM
- KU6. technical specifications of various OEM vehicular products as well as those manufactured by the competitors
- KU7. basic technology used in the overall functioning of various components/aggregates (especially the core aggregates like engine, gear box, propeller shaft, clutch and brake assembly, transmission systems, axles etc.)
- KU8. use of relevant tool, measuring device/equipment and interpretation of all relevant mathematical calculations
- KU9. procedures for car wash and wheel alignment
- KU10. communication mode and means for coordinating with teams on quality inspections and checks
- KU11. technical and quality aspects mentioned in the maintenance & service bulletin books as released by the respective OEM
- KU12. difference between original and spurious auto parts, components and materials along with precision tools and gauges
- KU13. how to update quality check status report as per format specified by respective OEM
- KU14. safety, health and environmental policies and regulations for the work place as well as for automotive trade in general
- KU15. safety requirements recommended by the OEM for handling tool/equipment, hazardous substances and while working in hazardous environments
- KU16. legal regulations that need to be considered for handling hybrid vehicles in the workshop
- KU17. occupational Safety and Health (OSH) measures required for working on vehicles

## Generic Skills (GS)

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

- GS1. read and interpret workplace documentation
- GS2. write in English and at least one regional language
- GS3. operate computer to accomplish basic tasks
- GS4. acquire new information, knowledge and skills
- GS5. flow of information within the organization, whether formal or informal and verbal or written
- GS6. interact with others in a professional and courteous manner
- GS7. identify achievable goals to develop necessary strategies
- GS8. plan work according to the daily operations, required schedules, locations and time management policies
- GS9. take appropriate and timely decision as per the urgency of the task
- GS10. use logic and reasoning to identify the strengths and weaknesses of the others
- GS11. identify all key requirements of the subordinates
- GS12. perform crisis management to deal with crises in a manner that minimizes damage

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage and perform periodic quality checks</i>	20	20	-	10
PC1. plan work in coordination with the workshop manager and supervisors/service advisors to control the quality	2	1	-	1
PC2. plan periodic inspections to monitor the quality levels of various systems and processes with close coordination with other stakeholders	2	1	-	2
PC3. identify inspection criteria and verifying process for quality of services as well as parts	3	2	-	1
PC4. perform quality checks on vehicle for parameters such as no loose connection/tools left/caps and covers, etc.	1	3	-	1
PC5. inspect visually inside the vehicle to check for various parameters such as no fingerprints, foot prints, etc.	2	2	-	1
PC6. supervise inspection of auto parts, components and material using precision tools and gauges to avoid spurious or duplicate parts	3	2	-	2
PC7. perform other necessary inspections related to quality checks such as verifying wheel alignments, ensuring thorough car wash, etc.	1	3	-	-
PC8. evaluate and recommend the use of reconditioned aggregate, new part or repair of an existing part as per the OEM guidelines	3	3	-	1
PC9. ensure that the discrepancies, if any, are fixed and work is done as per the job card specifications	1	2	-	1
PC10. report the status of quality check, including any discrepancy, to managers and supervisors	2	1	-	-
<i>Ensure adherence to quality standards</i>	20	20	-	10
PC11. ensure that maintenance and service bulletin books are updated as per standards and all concerned personnel are informed about the documentation	2	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. develop and implement quality control processes to improve efficiency of the daily operations	2	2	-	2
PC13. ensure that the quality control process is closely supervised as per the OEM guidelines through regular inspections	2	2	-	1
PC14. ensure that all ISO standards such as ISO/TS 16949, ISO 9000 series, ISO 10002 etc. are adhered to during service and repair	3	3	-	2
PC15. adhere to audit schedules of each process as per defined formats and frequency	3	3	-	1
PC16. ensure proper storage and retrieval of documents as and when required	2	2	-	-
PC17. identify and implement certification standards for quality management, customer services par excellence, effective environment management system (EMS) etc.	4	4	-	2
PC18. analyse requirements for new certifications to ensure implementation of quality aspects in the workshop like Kaizen	2	2	-	1
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1443
NOS Name	Perform quality control checks
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
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## 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**

(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	15
ASC/N9812.Interact effectively with team, customers and others	50	30	-	20	100	10
ASC/N1443.Perform quality control checks	40	40	-	20	100	75
<b>Total</b>	<b>140</b>	<b>100</b>	<b>-</b>	<b>60</b>	<b>300</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>OEM</b>	Original Equipment Manufacturer
<b>EMS</b>	Environment Management System
<b>ISO</b>	International Organization for Standardization



## 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.