Automotive Warranty Processor

QP Code: ASC/Q1428

Version: 1.0

NSQF Level: 4

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

Contents

ASC/Q1428 : Automotive Warranty Processor

Brief Job Description

A warranty processor coordinates with the workshop personnel for warranty claims, tagging and storing of warranty parts, maintenance of storage room where parts replaced under warranty are kept, uploading claims, and scrap/disposal of failed parts. The individual also keeps track of warranty claim reimbursement or rejection.

Personal Attributes

The person should be organized, team-oriented and have the ability to work independently for long hours in adverse conditions. He should be result-oriented, 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/N1445: Manage and maintain warranty claims

4. ASC/N1446: Perform storage, retrieval and disposal of failed spare parts

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-2015/4321.0701

Minimum Educational Qualification & Experience	10th Class with 2 Years of relevant experience OR I.T.I (Mechanic Motor Vehicle/ Mechanic Diesel) OR Certificate-NSQF (Two/Four Wheeler Service Assistant Level 3) with 2 Years of relevant experience in Automotive Service
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	30/09/2021
Next Review Date	30/09/2024
NSQC Approval Date	30/09/2021
Version	1.0

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

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)

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain safe and secure working environment	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
Perform work as per quality standards	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
Health and hygiene	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	-	-	-
Material/energy conservation practices	10	4	-	3
PC13. identify ways to optimise usage of material in various tasks/activities/processes	2	-	-	1

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	-	-	-
Effective waste management practices	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**

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	3
Credits	TBD
Version	1.0
Last Reviewed Date	29/04/2020
Next Review Date	27/05/2026
Deactivation Date	27/05/2026
NSQC Clearance Date	27/05/2021

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:

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicate effectively with colleagues, customers and others	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
Interact with supervisor or superior	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

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	3
Credits	TBD
Version	1.0
Last Reviewed Date	29/04/2020
Next Review Date	24/06/2026
Deactivation Date	24/06/2026
NSQC Clearance Date	24/06/2021

ASC/N1445: Manage and maintain warranty claims

Description

This OS unit is about monitoring and maintaining warranty claims in a workshop as per the mandated guidelines.

Scope

The scope covers the following :

- Process and manage warranty claims
- Maintain warranty related records

Elements and Performance Criteria

Process and manage warranty claims

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

PC1. collect the information related to warranty claims from job cards, vehicle history and technician notes

PC2. identify defective parts as per OEM or component manufacturer's specification such as manufacturing date, batch code etc. w.r.t vehicle model/variant and model year

PC3. follow the procedure to record and process various type of claims as per the manufacturer guidelines

PC4. maintain warranty data for various failed components/aggregates as per the guidelines

PC5. handle day to day warranty claims for the parts as specified in the warranty manual

PC6. adhere to warranty policy and procedures at dealer's end

PC7. follow up with OEM/auto components manufacturers for payments of warranty claims uploaded on the system

PC8. record any special service used and claim the amount from the respective OEM as per the guideline given in the warranty manual

PC9. resubmit the rejected claim after correction, if it is valid, or report about the claim if resubmission is not possible

Maintain warranty related records

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

PC10. maintain MIS for warranty claims and payments

PC11. maintain records related to warranty contracts

PC12. investigate about overdue claims and discuss the issues with representatives and colleagues as appropriate manufacturer/concessionaire

PC13. file and archive the required documents to ensure a clear audit trail

PC14. attend trainings organized by the OEM from time-to-time

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. SOPs of the organisation/dealership for warranty process along with that for the warranty room/any other place where failed parts are stocked

KU2. the importance of regular maintenance and not voiding the warranty terms and conditions

KU3. the parameters to be checked before processing and managing claims

KU4. the importance of regular maintenance and not voiding the warranty terms and conditions

KU5. the warranty policy applicable to particular vehicle and segment along with the terms and conditions

KU6. organisational and professional code of ethics and standards of practice

KU7. the different types of warranties offered such as manufacturers' warranties, extended warranties, vehicle service contract, mechanical breakdown insurance, product warranties

KU8. how to assist in getting the claims submitted and settled

KU9. the tenure for which warranty is applicable

KU10. documentation requirements for each procedure carried out as part of roles and responsibilities

KU11. various checklists for both internal/external warranty audits either by field service team/Plant quality control team both from the OEM/auto component manufacturer

Generic Skills (GS)

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

GS1. read and interpret workplace documentation

GS2. write in English/regional language

GS3. plan daily operations for smooth workflow

GS4. interact with all stakeholders in a polite and courteous manner

GS5. evaluate the information gathered to resolve issues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Process and manage warranty claims	20	30	-	12
PC1. collect the information related to warranty claims from job cards, vehicle history and technician notes	3	5	-	2
PC2. identify defective parts as per OEM or component manufacturer's specification such as manufacturing date, batch code etc. w.r.t vehicle model/variant and model year	2	3	-	2
PC3. follow the procedure to record and process various type of claims as per the manufacturer guidelines	4	5	-	2
PC4. maintain warranty data for various failed components/aggregates as per the guidelines	2	3	-	2
PC5. handle day to day warranty claims for the parts as specified in the warranty manual	2	4	-	1
PC6. adhere to warranty policy and procedures at dealer's end	3	4	-	1
PC7. follow up with OEM/auto components manufacturers for payments of warranty claims uploaded on the system	1	2	-	-
PC8. record any special service used and claim the amount from the respective OEM as per the guideline given in the warranty manual	2	2	-	1
PC9. resubmit the rejected claim after correction, if it is valid, or report about the claim if resubmission is not possible	1	2	-	1
Maintain warranty related records	10	20	-	8
PC10. maintain MIS for warranty claims and payments	2	5	-	2
PC11. maintain records related to warranty contracts	2	4	-	2
PC12. investigate about overdue claims and discuss the issues with representatives and colleagues as appropriate manufacturer/concessionaire	2	5	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. file and archive the required documents to ensure a clear audit trail	2	3	-	2
PC14. attend trainings organized by the OEM from time-to-time	2	3	-	-
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1445
NOS Name	Manage and maintain warranty claims
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

ASC/N1446: Perform storage, retrieval and disposal of failed spare parts

Description

This OS unit is about supervising the storage and retrieval of failed spare parts, which are replaced under warranty.

Scope

The scope covers the following :

- Store the faulty components
- Return defective parts to OEM's parts recall centre
- Scrap and dispose the failed parts

Elements and Performance Criteria

Store the faulty components

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

PC1. identify defective OEM or component manufacturer's specification such as manufacturing date, batch code, etc. wherever applicable w.r.t vehicle model/variant and model year

PC2. perform segregation of the various types of bigger aggregates like axle and gear box from small components so as to avoid any damage to the smaller parts

PC3. allocate proper space to store each faulty component/aggregate as per their respective code

PC4. stock the spare parts as per their claim serial numbers

PC5. manage and improve the parts handling ergonomics

PC6. follow 5S and maintain storage facility as per storage guideline/instruction

PC7. record the required information about the failed components/aggregates with respect to type of the spare part, its condition, cost and part code

Return defective parts to OEM's parts recall centre

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

PC8. extract warranty claims data through warranty portal/Dealer Management System(DMS) and schedule standard or priority dispatch as per OEM instruction and timeline

PC9. locate and pick correct defective parts to be dispatch as per requirement

PC10. use appropriate tools, equipment and material to make tamper-proof packaging of cartons and label them as per OEM guidelines

PC11. apprise courier service, schedule consignment dispatch

PC12. ensure safely loading of consignment for transportation and maintain documentation related to parts and consignments dispatched

PC13. monitor dispatched parts status for approval/rejection by the respective OEM within the system

Scrap and dispose the failed parts

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

PC14. seek advice of service advisor/workshop manager on proper scrappage or disposal techniques as per the mandated guidelines

PC15. scrap or dispose the failed parts according to the directives of the OEM and the environment policies

PC16. collect evidence for scrappage or disposal of material as per OEM guidelines

PC17. maintain documentation related to parts scrappage and disposal as per OEM guidelines

PC18. contact the auto part manufacturer in case of any observed discrepancies

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. different part types and the various models

KU2. the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/aggregates

KU3. safety requirements for handling various components/ aggregates as prescribed by the OEM/ auto component manufacturer

KU4. the codes and terminologies associated with spare parts for orderly storage and retrieval

KU5. how to operate material handling equipment such as dollies, hand trucks, pallet jacks, forklifts, cranes, and conveyers

KU6. documentation requirements for each procedure carried out as part of roles and responsibilities

KU7. the cost and part code indicating the location where the component procured or manufactured

KU8. how to manage and control various types of failed parts in the warranty room and use the most optimum way for its disposal

KU9. the overall process and procedure to be followed for parts recall, scrap and disposal as mandated by the respective OEM/auto component manufacturer

KU10. the overall process and procedure to be followed for parts retrieval or disposal as mandated by the respective OEM/auto component manufacturer

KU11. safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts

KU12. how to use OEM mandated computer storage systems and software to manage, control and retrieve various failed spare parts/aggregates

Generic Skills (GS)

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

GS1. write in English/regional language

GS2. read and interpret workplace documentation

GS3. interact with all stakeholders in a polite and courteous manner

GS4. evaluate the information gathered to resolve issues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Store the faulty components	**10**	**18**	**-**	**7**
PC1. identify defective OEM or component manufacturer's specification such as manufacturing date, batch code, etc. wherever applicable w.r.t vehicle model/variant and model year	2	3	-	2
PC2. perform segregation of the various types of bigger aggregates like axle and gear box from small components so as to avoid any damage to the smaller parts	2	3	-	2
PC3. allocate proper space to store each faulty component/aggregate as per their respective code	1	2	-	-
PC4. stock the spare parts as per their claim serial numbers	1	2	-	-
PC5. manage and improve the parts handling ergonomics	1	3	-	-
PC6. follow 5S and maintain storage facility as per storage guideline/instruction	1	3	-	2
PC7. record the required information about the failed components/aggregates with respect to type of the spare part, its condition, cost and part code	2	2	-	1
Return defective parts to OEM's parts recall centre	**10**	**18**	**-**	**7**
PC8. extract warranty claims data through warranty portal/Dealer Management System(DMS) and schedule standard or priority dispatch as per OEM instruction and timeline	2	3	-	1
PC9. locate and pick correct defective parts to be dispatch as per requirement	1	4	-	1
PC10. use appropriate tools, equipment and material to make tamper-proof packaging of cartons and label them as per OEM guidelines	2	5	-	2
PC11. apprise courier service, schedule consignment dispatch	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure safely loading of consignment for transportation and maintain documentation related to parts and consignments dispatched	2	2	-	2
PC13. monitor dispatched parts status for approval/rejection by the respective OEM within the system	2	2	-	1
Scrap and dispose the failed parts	10	14	-	6
PC14. seek advice of service advisor/workshop manager on proper scrappage or disposal techniques as per the mandated guidelines	2	2	-	-
PC15. scrap or dispose the failed parts according to the directives of the OEM and the environment policies	2	3	-	2
PC16. collect evidence for scrappage or disposal of material as per OEM guidelines	2	4	-	2
PC17. maintain documentation related to parts scrappage and disposal as per OEM guidelines	2	3	-	2
PC18. contact the auto part manufacturer in case of any observed discrepancies	2	2	-	-
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1446
NOS Name	Perform storage, retrieval and disposal of failed spare parts
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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

(**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/N1445.Manage and maintain warranty claims	30	50	-	20	100	40
ASC/N1446.Perform storage, retrieval and disposal of failed spare parts	30	50	-	20	100	35
Total	160	160	-	80	400	100

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
MIS	Management Information System
SOP	Standard Operating Procedure
DMS	Dealer Management System
OEM	Original Equipment Manufacturer

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.
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.