



Automotive Detailer Technician

QP Code: ASC/Q1433

Version: 1.0

NSQF Level: 4

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

Qualification Pack

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ASC/Q1433: Automotive Detailer Technician

Brief Job Description

The individual cleans the exteriors and interiors of vehicles, polishes the vehicle body, correct paint defects and apply protective coating on the vehicle according to company standards and client requirements.

Personal Attributes

The person should be patient, organised, team-oriented, customer centric and have the ability to work for long hours in adverse conditions. The individual should be a keen observer 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/N1455: Perform vehicle detailing work](#)

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-2015/3115.0602
Minimum Educational Qualification & Experience	10th Class + 2 years ITI (Mechanic Motor Vehicle/Diesel Mechanic/Mechanic Auto Electrical and Electronics) OR

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	<p>10th Class pass with 2 years relevant experience</p> <p>OR</p> <p>12th Class pass with 1 year relevant experience</p> <p>OR</p> <p>Certificate-NSQF (Automotive Detailer Assistant Level 3) with 2 Years of relevant experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	30/06/2022
Next Review Date	30/06/2025
Deactivation Date	30/06/2025
NSQC Approval Date	30/06/2022
Version	1.0
Reference code on NQR	2021/AUT/ASDC/
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

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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	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	
NSQC Clearance Date	

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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	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	
NSQC Clearance Date	

Qualification Pack

ASC/N1455: Perform vehicle detailing work

Description

This NOS unit is about performing and supporting detailer assistant in all tasks related to vehicle detailing such as steam cleaning of vehicle interior and exterior, correction of paint defects and polishing of vehicle parts. This is also about applying protective coating like ceramic / nano coating / Paint Protection Film (PPF) etc. on the vehicle for body protection.

Scope

The scope covers the following:

- Prepare for vehicle detailing work
- Perform steam cleaning of vehicle
- Perform polishing and correction of paint defects
- Perform post-vehicle detailing activities

Elements and Performance Criteria

Prepare for vehicle detailing work

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

- PC1. determine work to be done and work requirements by obtaining required information from the job card and instructions received from supervisor
- PC2. identify appropriate material, tools & equipment such as cleaning agent, polish, foam, brushes, mops, microfiber cloth, solvent sprayer, vacuum cleaner, buffers, hoses, steamers, protective coatings etc. required for work
- PC3. check material, tools & equipment for any issues and required quality standards before use
- PC4. report the defects/malfunctions if any, in the tools and equipment to the concerned person for rectification
- PC5. inspect the vehicle interior & exterior for cleaning and detailing work
- PC6. support the detailer assistant in removing detachable items, seats etc. and place them securely at specified location
- PC7. support the detailer assistant in mixing cleaning solutions, abrasive compositions or other compounds as per requirement and SOP

Perform steam cleaning of vehicle

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

- PC8. follow safety precautions to avoid any hazard and accident during work
- PC9. carry out steam cleaning of the vehicle interior & exterior components with the assistance of detailer assistant by following SOP/WI
- PC10. ensure that all the segments and surfaces of the vehicle such as carpet, seats, trims, headlining, consoles, grill, vents, body panels, wheels, etc. are cleaned properly as per the SOP/WI
- PC11. clean all exposed glass like windshield, side windows, side mirrors, rear window, headlight, fog light, taillight lenses etc. by using appropriate glass cleaner and microfiber

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cloths

Perform polishing and correction of paint defects

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

- PC12. perform polishing with appropriate abrasive compound and buffers on painted components of vehicle as per SOP/WI
- PC13. identify minor paint imperfections such as scratches, swirl marks etc. and any remaining contamination on the vehicle parts/panels
- PC14. ensure that detailer assistant covered the exterior parts/fittings adjacent to the painted panels with masking tape or paper to prevent their surface finish
- PC15. remove the minor paint imperfections by applying appropriate paint compounds and pads on the panels with the assistance of detailer assistant by following SOP/WI
- PC16. use sandpaper with a specific set of grids to sand a particular area for removal of the defects
- PC17. remove any contaminants, overspray, or residue left by using clay bar with the assistance of detailer assistant after the cleaning and polishing
- PC18. apply paint sealer/wax on the vehicle parts to give final glossy shine on the painted panels/parts of vehicle by following SOP/WI
- PC19. apply protective coating like ceramic / nano coating / Paint Protection Film (PPF) etc. on the vehicle to protect the paint of vehicle by following SOP/WI

Perform post vehicle detailing activities

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

- PC20. inspect surface finish of vehicle parts/panels after vehicle detailing activities and report to supervisor in case of any discrepancy
- PC21. ensure that all the cleaning and detailing activities are completed before releasing the vehicle
- PC22. dispose off materials such as debris, old masking paper, empty cans/tube, etc. as per organization's policies
- PC23. return leftover consumable/parts, tools and equipment after completion of work
- PC24. record the details of various treatment and washing activities done on the vehicle in job card as per organizational procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. relevant legislation, standards, policies, and procedures followed in the organization
- KU2. SOPs regarding receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints etc.
- KU3. identification, nomenclature, manufacturer's specifications of various consumable/material (abrasives, solvent, masking paper, cloth etc.
- KU4. various interior & exterior segments such as seat (fabric/PU/leathered), dash panel, engine compartment, bonnet, dickey etc. and detachable items such as foot-mats, mobile charger etc. of the vehicle
- KU5. Standard Operating Procedures of the dealership for vehicle washing, cleaning and detailing

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- KU6.** SOP recommended by manufacturer for using cleaning agents, material, tools and equipment during work
- KU7.** different types of grime such as scuff marks, soil, dust, oil, grease, dried food and other stains
- KU8.** methods like steam cleaning, brushing, water/air spray, use of chemicals, manual or machine-assisted cleaning for cleaning various grimes
- KU9.** application method of various polish & abrasive, on different surfaces such as dashboard, seats, door trim, tyre, bumper, front grill etc. using buffer/polisher
- KU10.** methods of using different squeegees, mops, cloth, vacuum cleaner, steamer, buffing machine, buffing pads, etc.
- KU11.** various types of paint protection coatings like ceramic / nano coating / Paint Protection Film (PPF) and how to apply them
- KU12.** safety, health and environmental policies and regulations of the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/under vehicles)

Generic Skills (GS)

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

- 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 vehicle detailing work</i>	8	10	-	4
PC1. determine work to be done and work requirements by obtaining required information from the job card and instructions received from supervisor	2	1	-	-
PC2. identify appropriate material, tools & equipment such as cleaning agent, polish, foam, brushes, mops, microfiber cloth, solvent sprayer, vacuum cleaner, buffers, hoses, steamers, protective coatings etc. required for work	2	2	-	1
PC3. check material, tools & equipment for any issues and required quality standards before use	2	1	-	1
PC4. report the defects/malfunctions if any, in the tools and equipment to the concerned person for rectification	-	1	-	1
PC5. inspect the vehicle interior & exterior for cleaning and detailing work	-	2	-	1
PC6. support the detailer assistant in removing detachable items, seats etc. and place them securely at specified location	-	1	-	-
PC7. support the detailer assistant in mixing cleaning solutions, abrasive compositions or other compounds as per requirement and SOP	2	2	-	-
<i>Perform steam cleaning of vehicle</i>	6	12	-	6
PC8. follow safety precautions to avoid any hazard and accident during work	2	3	-	2
PC9. carry out steam cleaning of the vehicle interior & exterior components with the assistance of detailer assistant by following SOP/WI	2	5	-	2
PC10. ensure that all the segments and surfaces of the vehicle such as carpet, seats, trims, headlining, consoles, grill, vents, body panels, wheels, etc. are cleaned properly as per the SOP/WI	1	4	-	1

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PC11. clean all exposed glass like windshield, side windows, side mirrors, rear window, headlight, fog light, taillight lenses etc. by using appropriate glass cleaner and microfiber cloths	1	2	-	1
<i>Perform polishing and correction of paint defects</i>	10	16	-	6
PC12. perform polishing with appropriate abrasive compound and buffers on painted components of vehicle as per SOP/WI	1	3	-	-
PC13. identify minor paint imperfections such as scratches, swirl marks etc. and any remaining contamination on the vehicle parts/panels	2	2	-	1
PC14. ensure that detailer assistant covered the exterior parts/fittings adjacent to the painted panels with masking tape or paper to prevent their surface finish	1	2	-	-
PC15. remove the minor paint imperfections by applying appropriate paint compounds and pads on the panels with the assistance of detailer assistant by following SOP/WI	2	3	-	1
PC16. use sandpaper with a specific set of grids to sand a particular area for removal of the defects	1	2	-	1
PC17. remove any contaminants, overspray, or residue left by using clay bar with the assistance of detailer assistant after the cleaning and polishing	1	2	-	1
PC18. apply paint sealer/wax on the vehicle parts to give final glossy shine on the painted panels/parts of vehicle by following SOP/WI	1	2	-	1
PC19. apply protective coating like ceramic / nano coating / Paint Protection Film (PPF) etc. on the vehicle to protect the paint of vehicle by following SOP/WI	1	2	-	1
<i>Perform post vehicle detailing activities</i>	6	10	-	4
PC20. inspect surface finish of vehicle parts/panels after vehicle detailing activities and report to supervisor in case of any discrepancy	1	2	-	1
PC21. ensure that all the cleaning and detailing activities are completed before releasing the vehicle	1	2	-	-
PC22. dispose off materials such as debris, old masking paper, empty cans/tube, etc. as per organization's policies	2	2	-	1

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PC23. return leftover consumable/parts, tools and equipment after completion of work	1	2	-	1
PC24. record the details of various treatment and washing activities done on the vehicle in job card as per organizational procedures	1	2	-	1
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1455
NOS Name	Perform vehicle detailing work
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	
NSQC Clearance Date	

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 : 60

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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 (Service)	50	30	-	20	100	10
ASC/N1432.Perform vehicle washing and cleaning	30	50	-	20	100	75
Total	120	120	-	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

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Glossary

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

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