



Automotive Spare Parts Operations Assistant

QP Code: ASC/Q1501

Version: 2.0

NSQF Level: 3

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

Contents

| | |
|---|----|
| ASC/Q1501: Automotive Spare Parts Operations Assistant | 3 |
| <i>Brief Job Description</i> | 3 |
| Applicable National Occupational Standards (NOS) | 3 |
| <i>Compulsory NOS</i> | 3 |
| <i>Qualification Pack (QP) Parameters</i> | 3 |
| ASC/N9801: Organize work and resources (Service) | 5 |
| ASC/N9802: Interact effectively with colleagues, customers and others | 11 |
| ASC/N1501: Assist in storage, issuance and maintenance of spare parts | 15 |
| Assessment Guidelines and Weightage..... | 20 |
| <i>Assessment Guidelines</i> | 20 |
| <i>Assessment Weightage</i> | 21 |
| Acronyms | 22 |
| Glossary | 23 |

ASC/Q1501: Automotive Spare Parts Operations Assistant

Brief Job Description

The individual needs to assist in packing, storing and maintaining inventory in a storage facility.

Personal Attributes

An individual in this job should be a keen observer and have an eye for detail and quality. They should be organised, team-oriented, customer centric, able to multi-task and have the ability to work for long hours in adverse conditions. The person must have good communication and interpersonal skills.

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/N1501: Assist in storage, issuance and maintenance of spare parts](#)

Qualification Pack (QP) Parameters

| | |
|---|---|
| Sector | Automotive |
| Sub-Sector | Automotive Vehicle Service |
| Occupation | Spare Parts Operations |
| Country | India |
| NSQF Level | 3 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/4321.0101 |
| Minimum Educational Qualification & Experience | 8th Class with 1 year relevant exp OR Certificate-NSQF (Automotive Packing Assistant Level 2) with 1 Year of experience |
| Minimum Level of Education for Training in School | 8th Class |
| Pre-Requisite License or Training | NA |

| | |
|-----------------------|----------|
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | NA |
| Next Review Date | NA |
| NSQC Approval Date | |
| Version | 2.0 |

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 |
|--|--------------|-----------------|---------------|------------|
| <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 |

| 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 |

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 | 22/09/2025 |
| NSQC Clearance Date | 25/02/2021 |

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 |
|--|--------------|-----------------|---------------|------------|
| <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 |

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 | 22/09/2025 |
| NSQC Clearance Date | 25/02/2021 |

ASC/N1501: Assist in storage, issuance and maintenance of spare parts

Description

This OS unit is about assisting in packaging, storing and maintaining inventory and labelling the spare parts for easy retrieval.

Scope

The scope covers the following :

- Perform unloading and binning of spare parts as per layout
- Maintain inventory and storage facility
- Assist in processing orders
- Assist in scraping damaged or obsolete material

Elements and Performance Criteria

Perform unloading and binning of spare parts as per layout

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

- PC1. identify work requirement and material (spare parts, lubricants, fluids etc.) as per the instructions given by supervisor
- PC2. take precautions to avoid damage to spare parts, lubricant/fluid containers during unloading/loading and handling
- PC3. use suitable tools, equipment, PPE and technique for unloading/loading the spare parts, lubricant/fluid
- PC4. carry out unboxing of received consignment and tally material as per invoice
- PC5. report if notice any damage/discrepancies in received consignment to the person concerned
- PC6. follow guidelines and carry out binning of items to designated place as per storage plan

Maintain inventory and storage facility

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

- PC7. dispose left over packing material as per organization's policies
- PC8. follow 5S and maintain storage facility as per storage guideline/instruction given by supervisor
- PC9. assist supervisor to carry out physical inventory verification on regular intervals as per organisation's policy
- PC10. identify damaged, dead/obsolete items and move to a separate, difficult to reach location and make room for moving stock
- PC11. maintain documentation related to identified damaged or dead/obsolete items
- PC12. segregate items from one another using storage boxes-bins, plastic separators etc., If mixed storage (several different parts in one location) cannot be avoided
- PC13. carry out periodic maintenance required for items stored such as rotate tyre in rack to avoid flat spot
- PC14. assist the supervisor in maintaining complete and up-to-date stock records

Assist in processing orders

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

- PC15. use spare parts catalogue to identify the appropriate part number required for a particular vehicle
- PC16. assist supervisor in processing orders by moving spare parts from one location to other as instructed
- PC17. locate and pick correct part as per repair order/parts requisition slip/instructions by supervisor
- PC18. pre pull spare parts and prepare kit for vehicle appointment scheduled for next day, wherever applicable
- PC19. use appropriate tools, equipment and material to make tamper-proof packaging of cartons and label them as per requirement

Assist in scraping damaged or obsolete material

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

- PC20. segregate dead/obsolete items as per organisation's policy and supervisor instruction
- PC21. use suitable tools and technique to scrap dead/obsolete items, adhering to organisation's guideline, local law and regulations regarding disposal
- PC22. assist supervisor to collect evidence of scrapping and disposing the dead/obsolete items

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. about the Automotive Industry in India, workshop structure and role and responsibilities of different people in the workshop
- KU2. SOPs regarding receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints etc.
- KU3. different components/aggregates as well as auto component manufacturer's specifications
- KU4. storage layout, plan and guidelines
- KU5. about storage facility operations, procedures and processes
- KU6. organisational and professional code of ethics and standards of practice
- KU7. safety, health policies and regulations for the workplace and for automotive trade in general
- KU8. SOP recommended by OEM for using tools and equipment related to packaging, loading and unloading
- KU9. about handling, periodic maintenance and care of various spare parts/material/fluids during storage
- KU10. systems and procedures for parts storage, parts packaging and labelling
- KU11. various personal protective equipment required for loading/unloading, handling, material and their usage
- KU12. safety requirements for upkeep of spare, equipment and components as prescribed by the OEM
- KU13. spare parts terminology and codes
- KU14. arrangement required for effective space utilisation
- KU15. 5S principle
- KU16. spare parts scrapping policies for dead/obsolete items and evidence collection

Generic Skills (GS)

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

- GS1. write in English/regional language
- GS2. read and interpret workplace related documentation
- GS3. interpret the needs of customers by understanding the key issues
- GS4. communicate using terms, names, grades and other nomenclature pertaining to the automotive trade
- GS5. analyse and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS6. identify potential workplace problem and take suitable action
- GS7. plan and organise work according to the principles of 5S

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Perform unloading and binning of spare parts as per layout</i> | 4 | 11 | - | 5 |
| PC1. identify work requirement and material (spare parts, lubricants, fluids etc.) as per the instructions given by supervisor | 1 | 2 | - | 2 |
| PC2. take precautions to avoid damage to spare parts, lubricant/fluid containers during unloading/loading and handling | - | 1 | - | 1 |
| PC3. use suitable tools, equipment, PPE and technique for unloading/loading the spare parts, lubricant/fluid | 1 | 3 | - | - |
| PC4. carry out unboxing of received consignment and tally material as per invoice | 1 | 2 | - | - |
| PC5. report if notice any damage/discrepancies in received consignment to the person concerned | - | 1 | - | 1 |
| PC6. follow guidelines and carry out binning of items to designated place as per storage plan | 1 | 2 | - | 1 |
| <i>Maintain inventory and storage facility</i> | 12 | 16 | - | 6 |
| PC7. dispose left over packing material as per organization's policies | 1 | 1 | - | - |
| PC8. follow 5S and maintain storage facility as per storage guideline/instruction given by supervisor | 2 | 3 | - | 2 |
| PC9. assist supervisor to carry out physical inventory verification on regular intervals as per organisation's policy | 1 | 2 | - | - |
| PC10. identify damaged, dead/obsolete items and move to a separate, difficult to reach location and make room for moving stock | 2 | 2 | - | 1 |
| PC11. maintain documentation related to identified damaged or dead/obsolete items | 1 | 2 | - | - |
| PC12. segregate items from one another using storage boxes-bins, plastic separators etc., If mixed storage (several different parts in one location) cannot be avoided | 2 | 3 | - | 1 |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC13. carry out periodic maintenance required for items stored such as rotate tyre in rack to avoid flat spot | 2 | 2 | - | 2 |
| PC14. assist the supervisor in maintaining complete and up-to-date stock records | 1 | 1 | - | - |
| <i>Assist in processing orders</i> | 10 | 15 | - | 6 |
| PC15. use spare parts catalogue to identify the appropriate part number required for a particular vehicle | 3 | 3 | - | 2 |
| PC16. assist supervisor in processing orders by moving spare parts from one location to other as instructed | 1 | 3 | - | - |
| PC17. locate and pick correct part as per repair order/parts requisition slip/instructions by supervisor | 2 | 4 | - | 2 |
| PC18. pre pull spare parts and prepare kit for vehicle appointment scheduled for next day, wherever applicable | 1 | 3 | - | - |
| PC19. use appropriate tools, equipment and material to make tamper-proof packaging of cartons and label them as per requirement | 3 | 2 | - | 2 |
| <i>Assist in scrapping damaged or obsolete material</i> | 4 | 8 | - | 3 |
| PC20. segregate dead/obsolete items as per organisation's policy and supervisor instruction | 1 | 3 | - | 1 |
| PC21. use suitable tools and technique to scrap dead/obsolete items, adhering to organisation's guideline, local law and regulations regarding disposal | 2 | 3 | - | 2 |
| PC22. assist supervisor to collect evidence of scrapping and disposing the dead/obsolete items | 1 | 2 | - | - |
| NOS Total | 30 | 50 | - | 20 |

National Occupational Standards (NOS) Parameters

| | |
|---------------------|--|
| NOS Code | ASC/N1501 |
| NOS Name | Assist in storage, issuance and maintenance of spare parts |
| Sector | Automotive |
| Sub-Sector | Automotive Vehicle Service |
| Occupation | Spare Part Operations |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | NA |
| 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) 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 : 65

(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/N1501.Assist in storage, issuance and maintenance of spare parts | 30 | 50 | - | 20 | 100 | 75 |
| Total | 130 | 110 | - | 60 | 300 | 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 |
| SOP | Standard Operating Procedure |
| PPE | Personal Protective Equipment |
| 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. |