



Ambulance Driver

QP Code: ASC/Q9706

Version: 2.0

NSQF Level: 4

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building
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ASC/Q9706: Ambulance Driver

Brief Job Description

The individual at work is responsible to driving ambulance carefully and safely through traffic, assess road and keep the ambulance properly serviced to be road worthy, and takes the patient to the destination on time.

Personal Attributes

The job requires the individual to be physically fit to drive continuously for long hours, able to remain calm and should have ability to communicate effectively.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9809: Organize work and resources \(Road Transportation\)](#)
2. [ASC/N9808: Interact effectively with colleagues and customers \(Road Transportation\)](#)
3. [ASC/N9709: Assess road and service worthiness of ambulance](#)
4. [ASC/N9711: Take the patient to the destination carefully](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8322.0301
Minimum Educational Qualification & Experience	8th Class with 3 years relevant driving experience OR Certificate-NSQF (Light Motor Vehicle Level 3) with 2 Year of relevant experience Valid LMV Permanent license

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	30/09/2021
Next Review Date	30/09/2024
NSQC Approval Date	30/09/2021
Version	2.0

ASC/N9809: Organize work and resources (Road Transportation)

Description

This NOS unit is about maintaining working environment safe and secure, maintaining health and hygiene and practicing optimizing use of resources as per organizational standards.

Scope

The scope covers the following :

- Maintain safe and secure working environment
- Maintain health and hygiene
- Material/energy conservation 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. organize work as per the organization's health, safety and security policies and procedures
- PC2. identify the risks and hazards associated while driving and their causes and preventions
- PC3. check and ensure the functioning of vehicle before commencing work
- PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any
- PC5. take corrective measures and follow standard first-aid procedures in case of an accident
- PC6. ensure safety of all passengers and immediately report any breaches to the appropriate authority

Maintain health and hygiene

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

- PC7. ensure vehicle and equipment are regularly cleaned and sanitized
- PC8. wash hands with soap and use alcohol-based sanitizer regularly
- PC9. avoid contact with ill people and self-isolate in a similar situation
- PC10. wear and dispose of PPEs regularly and appropriately
- PC11. report hygiene and sanitation issues to appropriate authority, if any
- PC12. follow processes specified for disposal of hazardous waste

Material/energy conservation practices

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

- PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle
- PC14. use resources in a responsible manner
- PC15. check for spills/leakages in the vehicle with caution
- PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify
- PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle
- PC18. ensure the various equipment of the vehicle is properly connected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisations procedures for health, safety and security, individual role and responsibilities in this context
- KU2. organizations emergency procedures for different emergency situations and the importance of following the same
- KU3. how and when to report hazards, as well as the limits of responsibility for dealing with hazards
- KU4. potential hazards, risks and threats based on the nature of work
- KU5. efficient utilization of material and water
- KU6. common sources of pollution and ways to minimize it
- KU7. categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU8. usage of different colours of dustbins
- KU9. significance of greening
- KU10. organisation's policies to maintain personal health and hygiene at the workplace
- KU11. helpline number related to the women safety
- KU12. standard first-aid procedures
- KU13. appropriate action to be taken in case of accidents, agitations, road block, etc.

Generic Skills (GS)

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

- GS1. read safety instructions/guidelines
- GS2. modify work practices to improve them
- GS3. ask for clarifications from superior about the job requirement
- GS4. work with supervisors/team members to carry out work related tasks
- GS5. complete tasks efficiently and accurately within the stipulated time
- GS6. inform/report to concerned person in case of any problem
- GS7. make timely decisions for efficient utilization of resources
- GS8. write in at least one language and complete written work with attention to detail
- GS9. be punctual, utilize time and manage workload efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	17	11	-	5
PC1. organize work as per the organization's health, safety and security policies and procedures	3	2	-	1
PC2. identify the risks and hazards associated while driving and their causes and preventions	3	2	-	1
PC3. check and ensure the functioning of vehicle before commencing work	3	2	-	1
PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any	3	2	-	1
PC5. take corrective measures and follow standard first-aid procedures in case of an accident	2	2	-	1
PC6. ensure safety of all passengers and immediately report any breaches to the appropriate authority	3	1	-	-
<i>Maintain health and hygiene</i>	15	11	-	8
PC7. ensure vehicle and equipment are regularly cleaned and sanitized	2	1	-	1
PC8. wash hands with soap and use alcohol-based sanitizer regularly	1	2	-	1
PC9. avoid contact with ill people and self-isolate in a similar situation	3	3	-	1
PC10. wear and dispose of PPEs regularly and appropriately	3	2	-	1
PC11. report hygiene and sanitation issues to appropriate authority, if any	3	1	-	2
PC12. follow processes specified for disposal of hazardous waste	3	2	-	2
<i>Material/energy conservation practices</i>	18	8	-	7
PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle	3	2	-	1
PC14. use resources in a responsible manner	2	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. check for spills/leakages in the vehicle with caution	3	1	-	1
PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify	4	2	-	2
PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle	3	1	-	1
PC18. ensure the various equipment of the vehicle is properly connected	3	1	-	1
NOS Total	50	30	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9809
NOS Name	Organize work and resources (Road Transportation)
Sector	Automotive
Sub-Sector	
Occupation	Generic
NSQF Level	3
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/N9808: Interact effectively with colleagues and customers (Road Transportation)

Description

This NOS unit is about communicating effectively with colleagues and customers of all ages, genders and abilities.

Scope

The scope covers the following :

- Communicate effectively with colleagues and customer
- Interact with supervisor or superior

Elements and Performance Criteria

Communicate effectively with colleagues and customers

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

- PC1. greet the customers promptly and appropriately as per the organization's procedure
- PC2. communicate with the customers, colleagues and others in a polite and professional manner
- PC3. address customers dis-satisfactions and complaints effectively, if any
- PC4. work in a manner that shows respect for all customers, colleagues and others
- PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards
- PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal
- PC7. provide assistance to persons with disability, if asked
- PC8. maintain positive and effective relationships with colleagues and customers
- PC9. show respect to the personal space of the others

Interact with supervisor or superior

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

- PC10. identify work requirements basis instructions received from the supervisor
- PC11. escalate problems to superiors that cannot be handled
- PC12. report the completed trips and other data to the supervisor
- PC13. analyse customer/manager feedback and take appropriate action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational service standards and policies on behavioral etiquette, professionalism and gender sensitive service practices at workplace
- KU2. organizational policy with regards to Persons with disability (PwD)

KU3. the importance of effective communication and establishing good working relationships with supervisor and customers

KU4. different methods of communication as per the circumstances

Generic Skills (GS)

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

GS1. read instructions/guidelines/procedures

GS2. communicate effectively using an appropriate body language/tone

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 and customers</i>	37	22	-	16
PC1. greet the customers promptly and appropriately as per the organization's procedure	5	3	-	2
PC2. communicate with the customers, colleagues and others in a polite and professional manner	4	2	-	2
PC3. address customers dis-satisfactions and complaints effectively, if any	4	3	-	2
PC4. work in a manner that shows respect for all customers, colleagues and others	4	3	-	1
PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards	5	3	-	2
PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal	5	3	-	2
PC7. provide assistance to persons with disability, if asked	4	2	-	2
PC8. maintain positive and effective relationships with colleagues and customers	2	1	-	1
PC9. show respect to the personal space of the others	4	2	-	2
<i>Interact with supervisor or superior</i>	13	8	-	4
PC10. identify work requirements basis instructions received from the supervisor	5	2	-	2
PC11. escalate problems to superiors that cannot be handled	3	2	-	1
PC12. report the completed trips and other data to the supervisor	3	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. analyse customer/manager feedback and take appropriate action	2	1	-	-
NOS Total	50	30	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9808
NOS Name	Interact effectively with colleagues and customers (Road Transportation)
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
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/N9709: Assess road and service worthiness of ambulance

Description

This OS unit is about ensuring compliance to duty, performing basic check on the ambulance before commencing the trip, liaising with the control room/authorised person, and escalating any technical problem for immediate repair.

Scope

The scope covers the following :

- Ensure compliance to duty
- Perform basic check on the ambulance before the trip
- Liase with the control room/authorised person
- Escalate the technical problem

Elements and Performance Criteria

Ensure compliance to duty

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

- PC1. report to duty on time as per the schedule
- PC2. wear proper uniform and PPE like masks, gloves, etc. as per standards
- PC3. follow duty closure procedure on completion of responsibilities for the day

Perform basic check on the ambulance before the trip

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

- PC4. ensure the ambulance meets the basic legal and compliance requirements such as CMVR guidelines from MoRTH, guidelines issued by Road Transport Authorities (like RTOs, etc.), and other safety, security and environmental guidelines, etc.
- PC5. check ambulance for any technical defects or immediate need for servicing like oil/filter change, coolant and fuel levels and tyre inflation levels, etc.
- PC6. record all deviations observed while carrying out basic check of the ambulance
- PC7. check oxygen level in the cylinder and ensure to get it refilled if it is empty
- PC8. inspect stretcher for durability, physical damages, wheels locks, legs folding, etc.
- PC9. ensure the equipment to be checked by a paramedic as per the checklist and type of ambulance (AIS125 document)
- PC10. make sure the ventilator system and nebulizer is working properly as per standards and any other equipment, in case of an I.C.U. ambulance
- PC11. check rescue equipment such as hammer, cutter, etc.

Liase with the control room/authorised person

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

- PC12. inform the control room regarding the status of the previous journey on completion
- PC13. obtain details of the pickup passenger and information of the route and current traffic condition from control room
- PC14. inform the concerned person regarding the inability to reach the pickup point on time because of heavy traffic jams, vehicle breakdown etc. well in advance

PC15. close the call at the control room post dropping of the passenger as per duty closure and procedure

Escalate the technical problem

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

PC16. report vehicle defects to the supervisor to diagnose and resolve the problem, if any

PC17. inform superior about the road worthiness of ambulance and use another ambulance, if found unfit

PC18. inform the authorized person about incidents like accidents, breakdowns, minor altercation, etc. during the day, if any

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. standard policies regarding duty, reporting, and associated compliances

KU2. types and usage of PPE kit like face masks, hand gloves, use of sanitizer, etc.

KU3. basic legal and compliance related requirements of the CMVR guidelines from MoRTH, and other guidelines issued by Road Transport Authorities (like RTOs, etc), and other safety, security and environmental guidelines, etc.

KU4. types of faults in the ambulance and expected deviations

KU5. types of ambulances and equipment in each type of ambulance

KU6. checklist to inspect ambulance and equipment

KU7. SOP to check the stretcher, and rescue equipments

KU8. standard procedures to coordinate with the control room/depot/branch office/authorized person

KU9. significance of informing the delay to the concerned person

Generic Skills (GS)

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

GS1. read and interpret safety instructions/guidelines/procedures

GS2. communicate effectively with the patients, supervisors, colleagues and others

GS3. make timely decisions for efficient utilization of resources

GS4. complete tasks efficiently and accurately within the stipulated time

GS5. resolve conflict while dealing with passenger and public

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure compliance to duty</i>	5	8	-	3
PC1. report to duty on time as per the schedule	1	2	-	1
PC2. wear proper uniform and PPE like masks, gloves, etc. as per standards	2	3	-	1
PC3. follow duty closure procedure on completion of responsibilities for the day	2	3	-	1
<i>Perform basic check on the ambulance before the trip</i>	13	25	-	10
PC4. ensure the ambulance meets the basic legal and compliance requirements such as CMVR guidelines from MoRTH, guidelines issued by Road Transport Authorities (like RTOs, etc.), and other safety, security and environmental guidelines, etc.	2	4	-	2
PC5. check ambulance for any technical defects or immediate need for servicing like oil/filter change, coolant and fuel levels and tyre inflation levels, etc.	2	4	-	2
PC6. record all deviations observed while carrying out basic check of the ambulance	1	-	-	1
PC7. check oxygen level in the cylinder and ensure to get it refilled if it is empty	2	4	-	1
PC8. inspect stretcher for durability, physical damages, wheels locks, legs folding, etc.	2	4	-	1
PC9. ensure the equipment to be checked by a paramedic as per the checklist and type of ambulance (AIS125 document)	1	3	-	1
PC10. make sure the ventilator system and nebulizer is working properly as per standards and any other equipment, in case of an I.C.U. ambulance	2	4	-	1
PC11. check rescue equipment such as hammer, cutter, etc.	1	2	-	1
<i>Liase with the control room/ authorised person</i>	6	11	-	4

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. inform the control room regarding the status of the previous journey on completion	2	1	-	1
PC13. obtain details of the pickup passenger and information of the route and current traffic condition from control room	2	4	-	1
PC14. inform the concerned person regarding the inability to reach the pickup point on time because of heavy traffic jams, vehicle breakdown etc. well in advance	1	3	-	1
PC15. close the call at the control room post dropping of the passenger as per duty closure and procedure	1	3	-	1
<i>Escalate the technical problem</i>	6	6	-	3
PC16. report vehicle defects to the supervisor to diagnose and resolve the problem, if any	2	2	-	1
PC17. inform superior about the road worthiness of ambulance and use another ambulance, if found unfit	2	2	-	1
PC18. inform the authorized person about incidents like accidents, breakdowns, minor altercation, etc. during the day, if any	2	2	-	1
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9709
NOS Name	Assess road and service worthiness of ambulance
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

ASC/N9711: Take the patient to the destination carefully

Description

This OS unit is about taking the patients to hospital/home location/diagnostic centre using the quickest route, and conforming to traffic regulation for ambulance driving.

Scope

The scope covers the following :

- Take the patient carefully
- Conform to traffic regulation for ambulance driving

Elements and Performance Criteria

Take the patient carefully

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

- PC1. reach the patient's location and rescue the patient, if required in a scientific manner
- PC2. confirm the patient's name and transfer the patient safely on a stretcher and in the ambulance
- PC3. follow proper safety guidelines like wearing a seat belt, keeping door windows closed, using inner and outer rear view mirrors and wearing PPE kit, etc.
- PC4. make sure all the doors are closed/locked and all the equipment are fitted properly, as required
- PC5. start the ambulance, switch on the siren and drive the ambulance as per driving standards
- PC6. select the shortest route based on the distance and traffic conditions
- PC7. pick the patient and drop to the hospital or at the desired destination
- PC8. choose the destination route of the patient pickup and hospital/diagnostic center considering the traffic conditions and distance
- PC9. start and adjust air conditioning/blower as per the requirement and coordinate with control room for another ambulance, in case of an emergency/breakdown/malfunction
- PC10. pull out the patients on a stretcher with the help of an assistant or paramedic doctor after stopping the ambulance and reaching at the destination

Conform to traffic regulation for ambulance driving

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

- PC11. switch on the siren while moving in traffic
- PC12. use emergency lane for driving as per traffic norms
- PC13. drive within the speed limit, keeping safe distance in relation to other vehicles/any emergency vehicles, ambulances ahead, behind or at the sides, etc.
- PC14. make way for the ambulance by maintaining safe distance from other ambulance/vehicles in case of traffic jams
- PC15. coordinate with a traffic control room in case of traffic jams/accidents/road blocks
- PC16. follow rules, regulations and practices for handling general public issues

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. scientific methods to rescue the patient
- KU2. procedure to check the equipment placement in the ambulance
- KU3. safety procedures while driving
- KU4. effective ways to drive patient appropriately
- KU5. driving method of an ambulance
- KU6. traffic regulation for ambulance driving
- KU7. methods to select appropriate route
- KU8. procedure to coordinate with control room
- KU9. general conduct on the road
- KU10. process to load and unload the stretcher in the ambulance

Generic Skills (GS)

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

- GS1. read and interpret safety instructions/guidelines/procedures
- GS2. communicate effectively with the patients, supervisors, colleagues and others
- GS3. make timely decisions for efficient utilization of resources
- GS4. complete tasks efficiently and accurately within the stipulated time
- GS5. resolve conflict while dealing with patient and crowd

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Take the patient carefully</i>	20	39	-	13
PC1. reach the patient's location and rescue the patient, if required in a scientific manner	2	3	-	2
PC2. confirm the patient's name and transfer the patient safely on a stretcher and in the ambulance	2	3	-	2
PC3. follow proper safety guidelines like wearing a seat belt, keeping door windows closed, using inner and outer rear view mirrors and wearing PPE kit, etc.	2	4	-	2
PC4. make sure all the doors are closed/locked and all the equipment are fitted properly, as required	2	4	-	1
PC5. start the ambulance, switch on the siren and drive the ambulance as per driving standards	2	3	-	1
PC6. select the shortest route based on the distance and traffic conditions	2	5	-	1
PC7. pick the patient and drop to the hospital or at the desired destination	2	5	-	1
PC8. choose the destination route of the patient pickup and hospital/diagnostic center considering the traffic conditions and distance	2	4	-	1
PC9. start and adjust air conditioning/blower as per the requirement and coordinate with control room for another ambulance, in case of an emergency/breakdown/malfunction	2	4	-	1
PC10. pull out the patients on a stretcher with the help of an assistant or paramedic doctor after stopping the ambulance and reaching at the destination	2	4	-	1
<i>Conform to traffic regulation for ambulance driving</i>	10	11	-	7
PC11. switch on the siren while moving in traffic	2	4	-	1
PC12. use emergency lane for driving as per traffic norms	-	4	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. drive within the speed limit, keeping safe distance in relation to other vehicles/any emergency vehicles, ambulances ahead, behind or at the sides, etc.	2	3	-	1
PC14. make way for the ambulance by maintaining safe distance from other ambulance/vehicles in case of traffic jams	2	-	-	1
PC15. coordinate with a traffic control room in case of traffic jams/accidents/road blocks	2	-	-	1
PC16. follow rules, regulations and practices for handling general public issues	2	-	-	1
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9711
NOS Name	Take the patient to the destination carefully
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
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Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (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 Element/ PC.
2. The assessment for the theory part will be based on 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 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. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. 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/N9809.Organize work and resources (Road Transportation)	50	30	-	20	100	15
ASC/N9808.Interact effectively with colleagues and customers (Road Transportation)	50	30	-	20	100	10
ASC/N9709.Assess road and service worthiness of ambulance	30	50	-	20	100	40
ASC/N9711.Take the patient to the destination carefully	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

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.