

Qualification Pack



Base Station Sub-system (BSS) Support Engineer

QP Code: TEL/Q6200

Version: 3.0

NSQF Level: 6

Telecom Sector Skill Council || 3rd Floor, Plot No 126, Sector - 44
Gurgaon - 122003

Qualification Pack

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TEL/Q6200: Base Station Sub-system (BSS) Support Engineer

Brief Job Description

An individual in this job role is responsible for ensuring network uptime through preventive maintenance of Base Station Controller (BSC) sites and effective fault management in case of fault occurrence. They also assist field engineers in performing their assigned activities at BSS including Base Transceiver Station (BTS) locations.

Personal Attributes

This job requires the individual to work closely with multiple teams and operate on critical telecommunication equipment. They need to possess strong leadership, critical thinking and problem-solving skills to be able to supervise and guide the teams effectively.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [TEL/N6243: Analyse Performance Reports and Customer Complaints](#)
2. [TEL/N6244: Perform Maintenance at Base Station Controller \(BSC\)](#)
3. [TEL/N6245: Perform Change Management Activities](#)
4. [TEL/N9103: Implement Effective Interaction at workplace](#)
5. [TEL/N9104: Manage Work, Resources and Safety at workplace](#)
6. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network Operation and Maintenance
Country	India
NSQF Level	6
Credits	20

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/3114.0601
Minimum Educational Qualification & Experience	<p>Pursuing first year of 2-year PG program after completing 3 year UG degree OR Pursuing 1st year of PG- Eng (diploma after 3-year UG degree) OR Completed 4 year UG program (in case of 4-year UG) OR Pursuing 4th year UG (in case of 4-year UG with honours/ honours with research) (and continuing education with No Experience Required) OR Completed 3 year UG degree with 1 Year of experience OR Previous relevant Qualification of NSQF Level (5) with 3 Years of experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23 Years
Last Reviewed On	NA
Next Review Date	30/12/2024
NSQF Approval Date	30/12/2021
Version	3.0
Reference code on NQR	QG-06-TL-00447-2023-V1.1-TSSC
NQR Version	1.1

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TEL/N6243: Analyse Performance Reports and Customer Complaints

Description

This OS unit is about analysing Base Station Sub-system (BSS) performance reports, alarm trends, customer complaints and suggesting specific maintenance activities to the team. In addition, this OS unit also discusses assisting the team onsite/field in handling critical faults and upgrade activities.

Scope

The scope covers the following :

- Examine BSS performance reports, alarm details and tickets
- Advise BSS field team for corrective actions for complaints related to service

Elements and Performance Criteria

Examine BSS performance reports, alarm details and tickets

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

- PC1.** collect network reports from Operation Support System (OSS) to review defined parameters for checking network performance
- PC2.** use reports to diagnose common issues such as software error bugs, high temperature sites, SD block, TCH block and adherence to other Key Performance Indicators (KPIs)
- PC3.** examine performance reports to identify instances of deteriorating cell-site performance such as call drops, effectiveness of call handover etc.
- PC4.** collate alarm information from Network Operation Center (NOC) team and determine alarm severity, SLAs and affected network elements
- PC5.** study various logs (computer logs, black box logs etc.) from BSC to analyse issues
- PC6.** identify faults using the indicators or information provided in BSS nodes or, Indoor Unit (IDU) for microwave
- PC7.** identify the root cause of the problem by performing necessary diagnostic tests and analysing the nature of alarm related to BSS
- PC8.** perform real-time analysis of alarms to support field team in troubleshooting
- PC9.** examine the alarm communication records to ensure that all alarms are informed to field team with minimum delay

Advise the BSS field team for corrective actions for complaints related to service

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

- PC10.** advise the field team to perform specific maintenance activities on the network or for addressing customer issues
- PC11.** ensure timely completion of activities by monitoring performance of the field team
- PC12.** assist the field team in troubleshooting during maintenance and fault correction activities
- PC13.** coordinate with infrastructure engineers in case of infrastructure related alarms/faults
- PC14.** ensure periodic communication with zonal teams to facilitate sharing of good practices, typical alarm details of each zone, etc.

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** critical logs from BSC
- KU2.** standard fault-finding (troubleshooting) techniques
- KU3.** escalation matrix for reporting identified incidents, troubles and/ or emergencies e.g. fire system and power system failures etc.
- KU4.** the functionality of passive infrastructure equipment like Diesel Generator (DG) sets, Power Interface Unit (PIU) panel, transformer, Switch Mode Power Supply (SMPS), air conditioner, battery bank, etc.
- KU5.** transmission media such as optical, microwave, login cables (RJ45, RS232, and Hi-Speed USB) for different site equipment
- KU6.** the functionality of test equipment like E1 tester, Ethernet tester, Voltage Standing Wave Ratio (VSWR) meter

Generic Skills (GS)

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

- GS1.** interpret reports, readings and numerical data
- GS2.** address complex problems using effective critical thinking
- GS3.** communicate in the local language with field team
- GS4.** handle multiple tasks and complete them successfully within due timelines
- GS5.** adopt methodical and scientific approach to arrive at an optimum solution

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Examine BSS performance reports, alarm details and tickets</i>	21	42	-	7
PC1. collect network reports from Operation Support System (OSS) to review defined parameters for checking network performance	3	5	-	1
PC2. use reports to diagnose common issues such as software error bugs, high temperature sites, SD block, TCH block and adherence to other Key Performance Indicators (KPIs)	2	4	-	1
PC3. examine performance reports to identify instances of deteriorating cell-site performance such as call drops, effectiveness of call handover etc.	2	5	-	1
PC4. collate alarm information from Network Operation Center (NOC) team and determine alarm severity, SLAs and affected network elements	2	4	-	1
PC5. study various logs (computer logs, black box logs etc.) from BSC to analyse issues	2	6	-	-
PC6. identify faults using the indicators or information provided in BSS nodes or, Indoor Unit (IDU) for microwave	2	4	-	1
PC7. identify the root cause of the problem by performing necessary diagnostic tests and analysing the nature of alarm related to BSS	4	7	-	1
PC8. perform real-time analysis of alarms to support field team in troubleshooting	2	4	-	-
PC9. examine the alarm communication records to ensure that all alarms are informed to field team with minimum delay	2	3	-	1
<i>Advise the BSS field team for corrective actions for complaints related to service</i>	9	18	-	3
PC10. advise the field team to perform specific maintenance activities on the network or for addressing customer issues	2	4	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure timely completion of activities by monitoring performance of the field team	1	3	-	1
PC12. assist the field team in troubleshooting during maintenance and fault correction activities	2	4	-	-
PC13. coordinate with infrastructure engineers in case of infrastructure related alarms/faults	2	3	-	1
PC14. ensure periodic communication with zonal teams to facilitate sharing of good practices, typical alarm details of each zone, etc.	2	4	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6243
NOS Name	Analyse Performance Reports and Customer Complaints
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network Operation and Maintenance
NSQF Level	6
Credits	5
Version	2.0
Last Reviewed Date	NA
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

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TEL/N6244: Perform Maintenance at Base Station Controller (BSC)

Description

This OS unit is about carrying out preventive and corrective maintenance/fault management at BSC site locations to ensure their optimal working.

Scope

The scope covers the following :

- Plan maintenance activities
- Perform maintenance operations
- Report and record status of maintenance activities

Elements and Performance Criteria

Plan maintenance activities

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

- PC1.** identify typical preventive and corrective maintenance activities in coordination with concerned teams for BSS
- PC2.** prioritize actions w.r.t alarm based on fault service impact analysis
- PC3.** ensure that Network Operation Centre (NOC) is notified before initiating maintenance activities
- PC4.** evaluate the options to rectify the fault and confirm the same with supervisors if required
- PC5.** ensure availability of specific software like network manager and login cables such as RJ45, RS232, Hi-Speed USB etc.
- PC6.** collect spare hardware equipment and raise request for spares if they are not available as per the standard process
- PC7.** ensure that faulty equipment is sent to the logistics team for repair and replacement
- PC8.** identify the potential impact of proposed maintenance and plan for possible outage or deferral of maintenance
- PC9.** coordinate with infrastructure engineer to rectify the fault if it is due to passive infrastructure
- PC10.** ensure that standard maintenance activities are scheduled on periodic basis (monthly/quarterly)

Perform maintenance operations

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

- PC11.** complete physical and logical maintenance tasks at BSC locations such as temperature checking/correction, routing of ethernet cables and optical fibers, alarm status, system availability parameters, etc.
- PC12.** monitor the rectification of network problems/faults within the alarm SLAs and other related activities performed by infrastructure engineer
- PC13.** ensure that NOC team raises tickets to respective vendors for the third party elements that require repair/maintenance
- PC14.** ensure customer complaints pertaining to BSS are resolved within defined timelines

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- PC15.** escalate any emergency situation/unresolved issues/instances of delays to the concerned personnel
- PC16.** ensure that proper environmental up-keep of the site has been performed by infrastructure engineer
- PC17.** assess effectiveness of the maintenance process by monitoring site alarm status in coordination with the NOC team
- PC18.** ensure completion of administrative jobs such as site clearance, return of test equipments, etc.
- PC19.** ensure that all relevant parties like NOC team and other supervisors are notified about the results of the fault management activities after sign-off has been obtained from the client/customer

Report and record status of maintenance activities

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

- PC20.** identify the documents that are required to be updated after successful completion of the maintenance activities
- PC21.** ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines
- PC22.** ensure that updated documents are readily available to concerned authorities for inspection after completion of the BSS activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** risks and impact of not following defined procedures/work instructions
- KU2.** escalation matrix for reporting identified incidents, troubles and/or emergencies e.g. system failures, fire and power failures
- KU3.** spare management, repair/return process for faulty equipments
- KU4.** Safety, Health & Environment (SHE) and Occupational Health and Safety (OHS) guidelines and regulations as per company's norms
- KU5.** use of protection equipment such as anti-static bands, anti-static packaging and appropriate insulations
- KU6.** first aid requirements in case of electrical shocks, cuts, fall from height and other common injuries electrical and chemical related hazards and precautionary measures
- KU7.** use of safety kit for climbing towers
- KU8.** standard maintenance activities performed at radio site locations
- KU9.** standard fault-finding (troubleshooting) technique
- KU10.** implications for not responding to tickets within defined SLAs
- KU11.** Telnet and File Transfer Protocol (FTP) commands for file sharing
- KU12.** process for obtaining sign-off post completion of the maintenance activities
- KU13.** records to be maintained and implications of non-maintenance of the same

Generic Skills (GS)

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

- GS1.** liaise and coordinate with supervisor and third party vendors
- GS2.** provide advice and guidance to peers and juniors
- GS3.** communicate in the regional language with concerned teams
- GS4.** handle multiple tasks, completing them successfully within due timelines
- GS5.** use and maintain resources efficiently and effectively
- GS6.** stay up-to-date with new technology
- GS7.** apply critical thinking to address complex problems
- GS8.** create and maintain effective working relationships and team environment
- GS9.** take initiatives and progressively assume increased responsibilities
- GS10.** share knowledge with other team members and colleagues
- GS11.** effectively resolve disputes and manage disagreements

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan maintenance activities</i>	18	29	-	5
PC1. identify typical preventive and corrective maintenance activities in coordination with concerned teams for BSS	2	3	-	-
PC2. prioritize actions w.r.t alarm based on fault service impact analysis	2	3	-	1
PC3. ensure that Network Operation Centre (NOC) is notified before initiating maintenance activities	2	2	-	-
PC4. evaluate the options to rectify the fault and confirm the same with supervisors if required	2	3	-	1
PC5. ensure availability of specific software like network manager and login cables such as RJ45, RS232, Hi-Speed USB etc.	1	3	-	-
PC6. collect spare hardware equipment and raise request for spares if they are not available as per the standard process	2	3	-	-
PC7. ensure that faulty equipment is sent to the logistics team for repair and replacement	2	3	-	1
PC8. identify the potential impact of proposed maintenance and plan for possible outage or deferral of maintenance	1	3	-	1
PC9. coordinate with infrastructure engineer to rectify the fault if it is due to passive infrastructure	2	3	-	1
PC10. ensure that standard maintenance activities are scheduled on periodic basis (monthly/quarterly)	2	3	-	-
<i>Perform maintenance operations</i>	14	21	-	3
PC11. complete physical and logical maintenance tasks at BSC locations such as temperature checking/correction, routing of ethernet cables and optical fibers, alarm status, system availability parameters, etc.	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. monitor the rectification of network problems/faults within the alarm SLAs and other related activities performed by infrastructure engineer	2	3	-	-
PC13. ensure that NOC team raises tickets to respective vendors for the third party elements that require repair/maintenance	2	3	-	-
PC14. ensure customer complaints pertaining to BSS are resolved within defined timelines	-	2	-	-
PC15. escalate any emergency situation/unresolved issues/instances of delays to the concerned personnel	2	2	-	1
PC16. ensure that proper environmental up-keep of the site has been performed by infrastructure engineer	2	2	-	-
PC17. assess effectiveness of the maintenance process by monitoring site alarm status in coordination with the NOC team	-	2	-	-
PC18. ensure completion of administrative jobs such as site clearance, return of test equipments, etc.	2	2	-	1
PC19. ensure that all relevant parties like NOC team and other supervisors are notified about the results of the fault management activities after sign-off has been obtained from the client/customer	2	2	-	-
<i>Report and record status of maintenance activities</i>	3	5	-	2
PC20. identify the documents that are required to be updated after successful completion of the maintenance activities	1	2	-	1
PC21. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines	1	2	-	1
PC22. ensure that updated documents are readily available to concerned authorities for inspection after completion of the BSS activities	1	1	-	-
NOS Total	35	55	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6244
NOS Name	Perform Maintenance at Base Station Controller (BSC)
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network Operation and Maintenance
NSQF Level	6
Credits	5
Version	2.0
Last Reviewed Date	NA
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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TEL/N6245: Perform Change Management Activities

Description

The OS unit is about performing change management activities (system upgrade/ site capacity augmentation/physical optimization) at BSC locations.

Scope

The scope covers the following :

- Determine change requirements
- Perform change activities and monitor the changes
- Check change effectiveness and take backup

Elements and Performance Criteria

Determine change requirements

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

- PC1.** identify change requests such as hardware upgrade, software upgrade, capacity augmentation, etc. from the NOC team and supervisors
- PC2.** analyse criticality and timelines for carrying out the changes
- PC3.** develop an effective workplan for the change requirement and identify dependencies
- PC4.** attain approval from the customer in case the service impacts change activity

Perform change activities and monitor the changes

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

- PC5.** implement changes like system/software upgrade with global releases, capacity augmentation, configuration changes, migration, rehomeing of BTS, Location Area Code (LAC) split
- PC6.** ensure completion of the requested task as per customer requirement
- PC7.** perform continuous monitoring of the change activities for progress and in case of any issues, notify the requester
- PC8.** devise a plan to abort changes if a change activity leads to major service disruption
- PC9.** ensure compliance with the defined SLA for carrying out changes

Check change effectiveness and take backup

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

- PC10.** confirm effectiveness of the change process by monitoring site alarm status in coordination with the NOC team
- PC11.** obtain backup of BSC configuration both pre and post performance of change activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** spare management and repair/return process for faulty equipment

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- KU2.** functionality of BSC and BTS site equipment like BSC node, indoor and outdoor BTS, feeder cables (IF, RF cables), microwave (TDM and IP based), optical fiber cables
- KU3.** software types and versions of BSC, BTS and other equipment
- KU4.** usage and deployment of cable connectors, cable ties and cable tray
- KU5.** BTS Operation and Maintenance (O&M) software tools like microwave link
- KU6.** IP based network - IP backhauling and IP networking

Generic Skills (GS)

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

- GS1.** liaise and coordinate with third party vendors
- GS2.** prioritize and execute tasks in a high-pressure environment
- GS3.** maintain resources efficiently and effectively
- GS4.** address complex problem
- GS5.** adopt methodical and scientific approach to arrive at an optimum solution

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Determine change requirements</i>	16	23	-	4
PC1. identify change requests such as hardware upgrade, software upgrade, capacity augmentation, etc. from the NOC team and supervisors	3	5	-	1
PC2. analyse criticality and timelines for carrying out the changes	4	6	-	1
PC3. develop an effective workplan for the change requirement and identify dependencies	5	6	-	1
PC4. attain approval from the customer in case the service impacts change activity	4	6	-	1
<i>Perform change activities and monitor the changes</i>	13	22	-	5
PC5. implement changes like system/software upgrade with global releases, capacity augmentation, configuration changes, migration, rehomings of BTS, Location Area Code (LAC) split	3	5	-	1
PC6. ensure completion of the requested task as per customer requirement	2	4	-	1
PC7. perform continuous monitoring of the change activities for progress and in case of any issues, notify the requester	2	4	-	1
PC8. devise a plan to abort changes if a change activity leads to major service disruption	4	4	-	1
PC9. ensure compliance with the defined SLA for carrying out changes	2	5	-	1
<i>Check change effectiveness and take backup</i>	6	10	-	1
PC10. confirm effectiveness of the change process by monitoring site alarm status in coordination with the NOC team	2	5	-	-
PC11. obtain backup of BSC configuration both pre and post performance of change activities	4	5	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	35	55	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6245
NOS Name	Perform Change Management Activities
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Network Operation and Maintenance
NSQF Level	6
Credits	4
Version	2.0
Last Reviewed Date	NA
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

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TEL/N9103: Implement Effective Interaction at workplace

Description

This OS unit is about communicating with superiors and colleagues as well as customers and other stakeholders in own or other work groups within as well as outside the organisation

Scope

The scope covers the following :

- Interact effectively with superiors
- Interact effectively with colleagues and customers
- Respect differences of gender and ability

Elements and Performance Criteria

Interact effectively with superiors

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

- PC1.** interpret work requirements from the superior and customers
- PC2.** report any unforeseen disruptions or delays to superiors and/or concerned person
- PC3.** achieve productivity and quality of work as per the company procedure

Interact effectively with colleagues and customers

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

- PC4.** explain the work requirements and the scope of work to the team
- PC5.** communicate information using different techniques such as face-to-face, telephonic and written means
- PC6.** co-ordinate with team to integrate work as per requirements
- PC7.** respect colleagues and customers and communicate taking care of their personal spaces
- PC8.** find solutions to work related difficulties with mutual agreement with colleagues and customers
- PC9.** resolve conflicts within the team at work to achieve smooth workflow
- PC10.** motivate team members to put organizational goals over individual goals
- PC11.** encourage the team to provide feedback on any issues facing them

Respect differences of gender and ability

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

- PC12.** ensure personal behaviour of self and team is conducted taking gender and disability of the person into consideration
- PC13.** demonstrate sensitivity towards gender and person with disability while communicating
- PC14.** list the different types of disabilities with their respective issues
- PC15.** provide help to PwD team members in overcoming any challenges faced in work
- PC16.** use inclusive language irrespective of the disability and the gender of the person
- PC17.** treat all colleagues and co-workers equally

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PC18. respect personal space of colleagues and co-workers

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of effective and different means of communication and establishing good working relationships with colleagues and superiors
- KU2.** importance of helping colleagues with problems, in order to meet quality and time standards as a team
- KU3.** different methods of communication
- KU4.** different types of information that colleagues might need and the importance of providing this information in an appropriate manner
- KU5.** helping colleagues with problems, in order to meet quality and time standards as a team
- KU6.** organisation's policies and procedures for working with colleagues and superior
- KU7.** implications of own work on the work and schedule of others
- KU8.** importance of understanding consequences of gender based behaviour
- KU9.** gender based concepts, issues and legislation
- KU10.** organisation standards and guidelines to be followed for PwD and knowledge about laws, acts and provisions defined for PwD by the statutory bodies and the right way to use them including various medical conditions associated with PwD
- KU11.** health and safety requirements at workplace for PwD
- KU12.** rights and duties at workplace with respect to PwD
- KU13.** process of recruiting people for a particular job profile w.r.t PwD and gender
- KU14.** various government / private schemes and benefits available for PwD and information about various institutes working for PwD to enable in providing livelihood opportunities for PwD

Generic Skills (GS)

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

- GS1.** complete written work with attention to detail and read instructions/guidelines/procedures
- GS2.** listen effectively and orally communicate information
- GS3.** ask for clarification and advice from the concerned person
- GS4.** deliver consistent and reliable service to customers
- GS5.** check that the work meets customer requirements
- GS6.** practice and acceptance of gender and its concepts
- GS7.** develop empathy across genders and towards PwD
- GS8.** reflect on own gender identity, gender roles and PwD issues
- GS9.** engage and participate in discussions to end gender and disability discrimination
- GS10.** improve and modify work practices
- GS11.** maintain positive and effective relationships with colleagues and customers
- GS12.** evaluate the possible solution(s) to the problem

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact effectively with superiors</i>	2	9	-	1
PC1. interpret work requirements from the superior and customers	1	2	-	-
PC2. report any unforeseen disruptions or delays to superiors and/or concerned person	1	2	-	1
PC3. achieve productivity and quality of work as per the company procedure	-	5	-	-
<i>Interact effectively with colleagues and customers</i>	13	27	-	5
PC4. explain the work requirements and the scope of work to the team	2	3	-	-
PC5. communicate information using different techniques such as face-to-face, telephonic and written means	2	4	-	1
PC6. co-ordinate with team to integrate work as per requirements	-	4	-	1
PC7. respect colleagues and customers and communicate taking care of their personal spaces	-	3	-	-
PC8. find solutions to work related difficulties with mutual agreement with colleagues and customers	3	3	-	-
PC9. resolve conflicts within the team at work to achieve smooth workflow	-	4	-	1
PC10. motivate team members to put organizational goals over individual goals	3	4	-	1
PC11. encourage the team to provide feedback on any issues facing them	3	2	-	1
<i>Respect differences of gender and ability</i>	15	24	-	4
PC12. ensure personal behaviour of self and team is conducted taking gender and disability of the person into consideration	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. demonstrate sensitivity towards gender and person with disability while communicating	2	3	-	1
PC14. list the different types of disabilities with their respective issues	2	3	-	1
PC15. provide help to PwD team members in overcoming any challenges faced in work	2	3	-	-
PC16. use inclusive language irrespective of the disability and the gender of the person	2	3	-	1
PC17. treat all colleagues and co-workers equally	2	3	-	-
PC18. respect personal space of colleagues and co-workers	3	5	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9103
NOS Name	Implement Effective Interaction at workplace
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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TEL/N9104: Manage Work, Resources and Safety at workplace

Description

This OS unit is about planning work and implementing sustainable as well as healthy practices for safety and optimal use of resources

Scope

The scope covers the following :

- Manage learning and self-direction
- Develop critical thinking and problem solving
- Perform work as per quality standards
- Maintain safe and secure working environment
- Comply with material / energy / electricity conservation practices

Elements and Performance Criteria

Manage learning and self-direction

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

- PC1.** develop technical and personal skills to be updated with new technologies prevalent in the industry
- PC2.** train the team such that they are able to adapt latest products/services in their working environment
- PC3.** identify opportunities for team building workshops and motivational trainings

Develop critical thinking and problem solving

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

- PC4.** guide the team to be accountable for timely completion of tasks
- PC5.** analyse problems accurately to be able to correctly suggest suitable solutions to the concerned persons
- PC6.** train the team to estimate the cause of the problem and validate

Perform work as per quality standards

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

- PC7.** implement ways to keep immediate as well as team's work area clean and tidy
- PC8.** maintain efficiency and productivity while performing role/responsibility
- PC9.** supervise the team to ensure that the work is done as per the assigned and agreed requirements
- PC10.** create schedules and rosters for the team to ensure they understand individual work requirements

Maintain safe and secure working environment

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

- PC11.** identify organisation's health, safety, security policies and procedures

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- PC12.** instruct team to report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC13.** manage hazards such as illness, accidents, fires or any other natural calamity safely, as per organisation's emergency procedures, within the limits of individual's authority
- PC14.** report any hazard outside the individual's authority to the relevant person in line with organisational procedures and warn others who may be affected

Material / energy / electricity conservation practices

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

- PC15.** implement ways to optimize usage of material including water in various tasks/activities/processes
- PC16.** supervise the team to ensure responsible use of resources
- PC17.** motivate the team to carry out routine cleaning of tools, machine and equipment
- PC18.** guide the team to optimize use of electricity/energy in various tasks/activities/processes
- PC19.** implement periodic checks of the functioning of the equipment/machine and rectify wherever required
- PC20.** guide the team to report malfunctioning and lapses in maintenance of equipment
- PC21.** implement ways to use electrical equipment and appliances properly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** strategies pertinent to the field that can be used to pursue an advancement of skills
- KU2.** key performance indicators for the new tasks
- KU3.** feedback processes and formats
- KU4.** timelines and goals as well as their relevance to work allocated
- KU5.** importance of quality and timely delivery of the product/service
- KU6.** layout of the workstation and equipment used
- KU7.** escalation matrix and its importance, especially in case of emergencies
- KU8.** ways of time and cost management
- KU9.** rules/regulation for maintaining health and safety at workplace
- KU10.** meaning of hazard, different types of health and safety hazards found in the workplace, risks and threats based on the nature of work
- KU11.** procedures to report breaches in health, safety and security
- KU12.** ways of managing resources and material efficiently
- KU13.** ways to recognize common electrical problems and common practices of conserving electricity

Generic Skills (GS)

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

- GS1.** explore various pathways to expand one's own learning skills and abilities

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- GS2.** analyse feedback for improving one's way of working
- GS3.** interpret feedback from superiors in a constructive way
- GS4.** identify the root cause of problems
- GS5.** understand the problem by asking significant questions to clarify the various points of view on the problem
- GS6.** seek clarifications from superior about the job requirement
- GS7.** work in a team with full coordination of team members
- GS8.** read instructions/guidelines and Standard Operating Practices (SOP) documents
- GS9.** complete tasks efficiently and accurately within stipulated time
- GS10.** record data in statutory documents relevant to safety and hygiene
- GS11.** escalate/refer all anomalies to the concerned persons
- GS12.** identify the most suitable course of action for completing the task using provided resources

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage learning and self-direction</i>	4	5	-	-
PC1. develop technical and personal skills to be updated with new technologies prevalent in the industry	2	1	-	-
PC2. train the team such that they are able to adapt latest products/services in their working environment	1	2	-	-
PC3. identify opportunities for team building workshops and motivational trainings	1	2	-	-
<i>Develop critical thinking and problem solving</i>	4	7	-	-
PC4. guide the team to be accountable for timely completion of tasks	2	3	-	-
PC5. analyse problems accurately to be able to correctly suggest suitable solutions to the concerned persons	1	2	-	-
PC6. train the team to estimate the cause of the problem and validate	1	2	-	-
<i>Perform work as per quality standards</i>	5	9	-	4
PC7. implement ways to keep immediate as well as team's work area clean and tidy	1	2	-	-
PC8. maintain efficiency and productivity while performing role/responsibility	1	2	-	2
PC9. supervise the team to ensure that the work is done as per the assigned and agreed requirements	1	2	-	1
PC10. create schedules and rosters for the team to ensure they understand individual work requirements	2	3	-	1
<i>Maintain safe and secure working environment</i>	12	13	-	2
PC11. identify organisation's health, safety, security policies and procedures	3	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. instruct team to report any identified breaches in health, safety, and security policies and procedures to the designated person	3	3	-	-
PC13. manage hazards such as illness, accidents, fires or any other natural calamity safely, as per organisation's emergency procedures, within the limits of individual's authority	3	4	-	1
PC14. report any hazard outside the individual's authority to the relevant person in line with organisational procedures and warn others who may be affected	3	3	-	1
<i>Material / energy / electricity conservation practices</i>	15	16	-	4
PC15. implement ways to optimize usage of material including water in various tasks/activities/processes	1	2	-	1
PC16. supervise the team to ensure responsible use of resources	2	2	-	1
PC17. motivate the team to carry out routine cleaning of tools, machine and equipment	2	2	-	1
PC18. guide the team to optimize use of electricity/energy in various tasks/activities/processes	3	4	-	-
PC19. implement periodic checks of the functioning of the equipment/machine and rectify wherever required	2	2	-	1
PC20. guide the team to report malfunctioning and lapses in maintenance of equipment	3	2	-	-
PC21. implement ways to use electrical equipment and appliances properly	2	2	-	-
NOS Total	40	50	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N9104
NOS Name	Manage Work, Resources and Safety at workplace
Sector	Telecom
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

DGT/VSQ/N0103: Employability Skills (90 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values - Citizenship

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC6.** recognize the significance of 21st Century Skills for employment

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- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

Communication Skills

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

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- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

Entrepreneurship

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services

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- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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.

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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
TEL/N6243.Analyse Performance Reports and Customer Complaints	30	60	-	10	100	20
TEL/N6244.Perform Maintenance at Base Station Controller (BSC)	35	55	-	10	100	20
TEL/N6245.Perform Change Management Activities	35	55	-	10	100	20
TEL/N9103.Implement Effective Interaction at workplace	30	60	-	10	100	15
TEL/N9104.Manage Work, Resources and Safety at workplace	40	50	-	10	100	15
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	190	310	-	50	550	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
BSC	Base Station Controller
BSS	Base station subsystem
BTS	Base Transceiver Station
DG Set	Diesel Generator Set
FTP	File Transfer Protocol
GGSN	Gateway GPRS Support Node
GPRS	General Packet Radio Service
HLR	Home Location Register
IF cable	Intermediate frequency cable
MGW	Media Gateway
MML	Man-Machine Language
MSC	Mobile Switching Centre
OHS	Organizational Health & Safety
OSS	Operations Support System
PIU	Power Interface unit
RF cable	Radio Frequency Cable
SDP	Service Delivery Platform
SGSN	Serving GPRS Support Node
SHE	Safety Health & Environment
SMPS	Switch Mode Power Supply
VSWR	Voltage Standing Wave Ratio

Qualification Pack

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.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.

Qualification Pack

Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A qualifications Pack is assigned a unique qualification 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.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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 or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.'