



Storekeeper - Plumbing Projects

Options: Transport Coordinator

QP Code: PSC/Q0401

Version: 2.0

NSQF Level: 4

Water Management and Plumbing Skill Council || Unit No-606, DLF Prime Tower
Okhla Phase-1 New Delhi-110020

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PSC/Q0401: Storekeeper - Plumbing Projects

Brief Job Description

A Storekeeper - Plumbing Projects must be able to identify different plumbing tools, equipment, components, fixtures and materials and ensure their upkeep and availability. The individual should also be able to interpret their specifications and quality criteria and maintain necessary documentation.

Personal Attributes

The individual must be meticulous and good at following instructions. The person must also be a team player, good listener, result oriented and have a positive attitude.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [PSC/N0401: Prepare for Plumbing Store Operations](#)
2. [PSC/N0402: Ensure Upkeep and Availability of Plumbing Store Materials and Supplies](#)
3. [LSC/N0107: Perform inbound and outbound documentation in a warehouse](#)
4. [PSC/N0136: Apply Health and Safety Practices at the Workplace](#)
5. [PSC/N0137: Work Effectively with Others](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Options(Not mandatory):

Option : Transport Coordinator

A Transport Coordinator coordinates with Internal Teams and Transport Operators for all Transport related activities

1. [LSC/N0109: Perform transport coordination](#)

Qualification Pack (QP) Parameters

Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Material Handling

Country	India
NSQF Level	4
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 4322.0101
Minimum Educational Qualification & Experience	<p>12th grade Pass OR Pursuing 3rd year of 3-year diploma after 10th OR 10th grade pass with 1 year NTC plus CITS (or NAC) OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR Previous relevant Qualification of NSQF Level (3 as Assistant Plumber - General with 8th Grade Pass) with 2 Years of experience Relevant</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	2.0

PSC/N0401: Prepare for Plumbing Store Operations

Description

This unit is about preparing for activities related to store management as per work instructions and industry standards.

Scope

The scope covers the following :

- Gather information and supplies.
- Organize work area and equipment.

Elements and Performance Criteria

Gather information and supplies

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

- PC1.** obtain the work instructions from designated personnel and/or related project documents
- PC2.** identify the potential suppliers to coordinate for material delivery
- PC3.** obtain required equipment and infrastructure from authorized sources

Organise work area and equipment

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

- PC4.** ensure there is enough space for material storage by coordinating with the relevant department
- PC5.** ensure that the storage space is free from health and safety hazards
- PC6.** sort the various plumbing materials, tools, equipment, lubricants and chemicals to be stored
- PC7.** co-ordinate with IT department to ensure proper functioning of computer system with appropriate store keeping related software

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational quality procedures and processes to be conducted at the work site
- KU2.** organization's policies on delivery standards, safety and hazards, integrity, dress code, etc.
- KU3.** organizational procedure for reporting the work progress
- KU4.** individual's role in the workflow
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** terminologies used for plumbing and fire protection systems
- KU7.** how various store related information is recorded using relevant software
- KU8.** different materials used in plumbing and fire protection systems
- KU9.** classification of various types of materials at work site
- KU10.** how to identify potential suppliers for material delivery
- KU11.** health and safety hazards at the workplace

KU12. basic tools, lubricants and chemicals required for drilling operations at the workplace

KU13. importance of PPE at the workplace

KU14. material specification sheets and project documents

Generic Skills (GS)

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

GS1. document the details of the materials and stock

GS2. document the requirements for the stockroom

GS3. read project documents, material specification sheets and work instructions in local language and English

GS4. read symbols used in plumbing and fire protection systems industry

GS5. comprehend work instructions and information about work related matters in local language or Hindi or English

GS6. state information, doubts and concerns about work related matters in local language or Hindi or English

GS7. participate in workplace conversations and meetings and communicate by telephone in local language or Hindi or English

GS8. evaluate adequacy of information available for sound decision making

GS9. co-ordinate with a range of team members and activities

GS10. plan work activities and communicate to others whose work plans and timelines may be affected

GS11. think through the problem, evaluate the possible solution(s) and take up the best one

GS12. manage the inflow and outflow of materials

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Gather information and supplies</i>	13	24	7	5
PC1. obtain the work instructions from designated personnel and/or related project documents	3	7	2	1
PC2. identify the potential suppliers to coordinate for material delivery	7	13	3	2
PC3. obtain required equipment and infrastructure from authorized sources	3	4	2	2
<i>Organise work area and equipment</i>	12	26	8	5
PC4. ensure there is enough space for material storage by coordinating with the relevant department	3	6	2	2
PC5. ensure that the storage space is free from health and safety hazards	3	8	2	1
PC6. sort the various plumbing materials, tools, equipment, lubricants and chemicals to be stored	3	6	2	1
PC7. co-ordinate with IT department to ensure proper functioning of computer system with appropriate store keeping related software	3	6	2	1
NOS Total	25	50	15	10

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0401
NOS Name	Prepare for Plumbing Store Operations
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Material Handling
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

PSC/N0402: Ensure Upkeep and Availability of Plumbing Store Materials and Supplies

Description

This unit is about performing activities to ensure proper upkeep of stock and materials and coordinating with concerned personnel to ensure work compliance for store management.

Scope

The scope covers the following :

- Ensure upkeep of materials and stock
- Ensure availability of stock and equipment

Elements and Performance Criteria

Ensure availability and upkeep of stock

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

- PC1.** receive, unload and shelve material supplies as per SOP
- PC2.** perform various stock-related duties such as inwarding, outwarding, returning, packing and labelling of supplies as per defined procedures
- PC3.** follow storage related guidelines as per organisational procedures and manufacturer's instruction manual
- PC4.** ensure safety and security of the materials under custody
- PC5.** inspect deliveries for any damage and discrepancies by conducting relevant checks
- PC6.** rotate the stocks as per work requirements
- PC7.** ensure compliance of store activities with International Standards Organisation (ISO) and Indian Standards
- PC8.** conduct periodic physical verification of materials in the store
- PC9.** ensure the availability and proper functioning of material handling equipment in coordination with relevant personnel

Perform operational and administrative tasks

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

- PC10.** coordinate activities such as disposal of surpluses, handling of freight, movement of equipment and necessary minor repairs with the concerned personnel
- PC11.** issue, track and charge the complimentary, reusable and chargeable materials respectively
- PC12.** claim reimbursements from the authorized person(s)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational quality procedures and processes to be conducted at the work site
- KU2.** organization's policies on delivery standards, safety and hazards, integrity, dress code, etc.

- KU3.** organisational procedure for reporting the work progress
- KU4.** individual's role in the workflow
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** properties of materials required at the plumbing work site
- KU7.** importance of monthly physical verification and supervision of materials
- KU8.** how to stack and preserve materials as per manufacturer instructions
- KU9.** techniques for safe material handling for plumbing and fire equipment
- KU10.** how to perform various stock-related duties
- KU11.** documentation for inflow and outflow of materials
- KU12.** tools required for MIS and the information to be shared on MIS
- KU13.** importance of MIS for stakeholders
- KU14.** process of receiving, unloading and shelving plumbing project supplies
- KU15.** accounting process for reimbursements and record keeping
- KU16.** importance of compliance with ISO and Indian standards
- KU17.** importance of maintaining inspection and test plans for piping activities
- KU18.** how to select the materials based on preliminary information received from materials specialist

Generic Skills (GS)

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

- GS1.** document the findings observed while inspection
- GS2.** report the findings to the designated personnel
- GS3.** read notes in local language or English or Hindi
- GS4.** read symbols used in fire protection and plumbing systems
- GS5.** comprehend verbal instructions and information about work related matters in local language or Hindi or English
- GS6.** state information, doubts and concerns about work related matters in local language or Hindi or English
- GS7.** participate in workplace conversations and meetings and communicate in local language or Hindi or English
- GS8.** evaluate adequacy of information available for sound decision making
- GS9.** co-ordinate with a range of team members and activities
- GS10.** plan work activities and communicate to others whose work plans and timelines may be affected
- GS11.** think through the problem, evaluate the possible solution(s) and take up an optimum/ best possible solution(s)

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure availability and upkeep of stock</i>	19	34	7	4
PC1. receive, unload and shelve material supplies as per SOP	3	5	1	1
PC2. perform various stock-related duties such as inwarding, outwarding, returning, packing and labelling of supplies as per defined procedures	3	7	1.5	0.5
PC3. follow storage related guidelines as per organisational procedures and manufacturer's instruction manual	3	6	1	0.5
PC4. ensure safety and security of the materials under custody	3	5	0.5	0.5
PC5. inspect deliveries for any damage and discrepancies by conducting relevant checks	2	4	0.5	0.5
PC6. rotate the stocks as per work requirements	2	3	1	0.5
PC7. ensure compliance of store activities with International Standards Organisation (ISO) and Indian Standards	3	4	1.5	0.5
PC8. conduct periodic physical verification of materials in the store	-	-	-	-
PC9. ensure the availability and proper functioning of material handling equipment in coordination with relevant personnel	-	-	-	-
<i>Perform operational and administrative tasks</i>	7	9	4	2
PC10. coordinate activities such as disposal of surpluses, handling of freight, movement of equipment and necessary minor repairs with the concerned personnel	3	4	2	1
PC11. issue, track and charge the complimentary, reusable and chargeable materials respectively	2	3	1	0.5
PC12. claim reimbursements from the authorized person(s)	2	2	1	0.5



Qualification Pack



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	26	43	11	6

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0402
NOS Name	Ensure Upkeep and Availability of Plumbing Store Materials and Supplies
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Material Handling
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

LSC/N0107: Perform inbound and outbound documentation in a warehouse

Description

This unit is about preparing documentation for inbound and outbound goods in a warehouse

Elements and Performance Criteria

Perform inbound and outbound documentation

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

- PC1.** before unloading, check packages for availability of mandatory document
- PC2.** perform the arithmetic check on inbound packages to verify accuracy of numbers in accordance with system information
- PC3.** conduct preliminary QC check along with warehouse supervisor for damaged and tampered packages
- PC4.** prepare inbound documentation and get it signed by the shipper
- PC5.** follow-up with the delivery team and update the status of the delivery in the system
- PC6.** check the delivery manifest with the pick list to cross verify that correct products are being shipped out
- PC7.** perform the arithmetic check on outbound packages to verify accuracy of numbers
- PC8.** conduct preliminary QC check of outbound packages for damages
- PC9.** update the information regarding failed delivery in the system with a valid reason
- PC10.** check if the delivery data is updated in the system for proper tracking
- PC11.** check for availability and correctness of appropriate documentation including air way bill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation etc.
- PC12.** perform complete outbound documentation and update same in ERP.

Undertake claims documentation

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

- PC13.** obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor
- PC14.** check the reason in the claim form and perform a visual inspection of the quarantined goods along with concerned supervisor
- PC15.** check whether the claims were filed within the authorised timelines and classify claims as outdated or timely
- PC16.** verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine
- PC17.** escalate false or outdated claims to the manager
- PC18.** process the claim documentations to supervisor/manager for approval. On receipt of internal approval, forward them to the concerned insurance companies along with evidence and recommendation.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys reporting structure to support and expedite project activities
- KU2.** companys policy and work instructions on quality standards, documentation, etc.
- KU3.** importance of the individuals role in the workflow
- KU4.** occupational health and safety standards and security procedures to be followed
- KU5.** procedures for dealing with loss or damage to goods
- KU6.** coding system followed to label items
- KU7.** ERP and reporting system of the organization
- KU8.** use of computer and associated equipment like hand held data management devices
- KU9.** different material handling equipment and their uses
- KU10.** different geographical locations
- KU11.** information from the ERP system
- KU12.** labels and understand instructions
- KU13.** insurance claim documentation
- KU14.** escalations regarding resolving and catering to the customer query
- KU15.** overall process in warehouse operations
- KU16.** different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods
- KU17.** various inventory counting methods and processes

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** product instructions, invoicing label and shipment labels
- GS3.** product tags and labels
- GS4.** various reports and notes
- GS5.** write damage reports and daily output reports
- GS6.** generate daiy reports from MIS
- GS7.** Develop presentations on operational trends
- GS8.** communicate with supervisors and co-workers
- GS9.** collect information from supervisors, associates and peers
- GS10.** communicate with vendors and insurance companies
- GS11.** conduct basic checks on packages both inbound and outbound
- GS12.** identify damamges and issues in accruacy of packages w.r.t checklists
- GS13.** maintain punctuality
- GS14.** plan for timely collection of information from spervisors and associates
- GS15.** organise the data to streamline data entry processes
- GS16.** Be a team player and acheive joint goals
- GS17.** adhere to the timelines



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- GS18.** address issues related to non delivery of packages
- GS19.** address issues of pilferage and damage
- GS20.** resolve issues with respect to identification of damages and accuracy of product as per specification
- GS21.** suggest methods to streamline the tracking process
- GS22.** improve work processes by adopting best practices
- GS23.** concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform inbound and outbound documentation</i>	18	52	-	-
PC1. before unloading, check packages for availability of mandatory document	2	5	-	-
PC2. perform the arithmetic check on inbound packages to verify accuracy of numbers in accordance with system information	2	5	-	-
PC3. conduct preliminary QC check along with warehouse supervisor for damaged and tampered packages	2	5	-	-
PC4. prepare inbound documentation and get it signed by the shipper	2	5	-	-
PC5. follow-up with the delivery team and update the status of the delivery in the system	2	5	-	-
PC6. check the delivery manifest with the pick list to cross verify that correct products are being shipped out	1	4	-	-
PC7. perform the arithmetic check on outbound packages to verify accuracy of numbers	1	4	-	-
PC8. conduct preliminary QC check of outbound packages for damages	1	4	-	-
PC9. update the information regarding failed delivery in the system with a valid reason	1	4	-	-
PC10. check if the delivery data is updated in the system for proper tracking	1	4	-	-
PC11. check for availability and correctness of appropriate documentation including air way bill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation etc.	1	4	-	-
PC12. perform complete outbound documentation and update same in ERP.	2	3	-	-
<i>Undertake claims documentation</i>	12	18	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor	2	3	-	-
PC14. check the reason in the claim form and perform a visual inspection of the quarantined goods along with concerned supervisor	2	3	-	-
PC15. check whether the claims were filed within the authorised timelines and classify claims as outdated or timely	2	3	-	-
PC16. verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine	2	3	-	-
PC17. escalate false or outdated claims to the manager	2	3	-	-
PC18. process the claim documentations to supervisor/manager for approval. On receipt of internal approval, forward them to the concerned insurance companies along with evidence and recommendation.	2	3	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0107
NOS Name	Perform inbound and outbound documentation in a warehouse
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

PSC/N0136: Apply Health and Safety Practices at the Workplace

Description

This unit is about following safety procedures, communicating potential hazards and dangers of accidents on the job.

Scope

The scope covers the following :

- Follow safety measures to avoid accidents
- Daily inspection of tools and equipment
- Deal with emergencies

Elements and Performance Criteria

Follow safety measures to avoid accidents

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

- PC1.** identify risks and hazards at the workplace
- PC2.** wear personal protective equipment (PPE) as per the type of plumbing work
- PC3.** place protective barricades and signages around the pits and trenches
- PC4.** isolate the plumbing fittings and fixtures from electrical wiring to avoid accidents
- PC5.** adhere to organisational procedures for reporting hazards and incidents to relevant authorities
- PC6.** establish ventilation before entering underground work areas
- PC7.** work safely in and around trenches, elevated places and confined areas
- PC8.** ensure tools and hazardous materials are not left unattended
- PC9.** ensure good housekeeping in order to prevent hazards e.g. fire
- PC10.** dispose waste materials and used PPE according to regulations and codes of practice

Follow hygiene and sanitation practices

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

- PC11.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing etc.
- PC12.** clean and disinfect work area, materials/supplies, equipment etc. before and after use.
- PC13.** report hygiene and sanitation issues to appropriate authority

Use tools, equipment and materials safely

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

- PC14.** check that the tools, equipment and materials are in good condition and as per industry standards before use
- PC15.** use power tools and machinery that are grounded
- PC16.** replace or repair split or loose tools before use
- PC17.** store and transport various plumbing materials safely

Deal with emergencies

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

- PC18.** follow workplace emergency and evacuation procedures
- PC19.** use a fire extinguisher correctly
- PC20.** use safe methods to free a person from electrocution
- PC21.** administer appropriate first aid (such as CPR etc.) to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** possible causes of risk, hazard or accident in the workplace
- KU2.** organisational procedures for upkeep of tools and plumbing materials, health and safety
- KU3.** location of all the general health and safety equipment in the workplace
- KU4.** meaning of hazards and risks
- KU5.** hazardous environment encountered during work such as underground areas, elevated areas, areas with water and electricity supply, presence of biological waste, under construction sites etc.
- KU6.** work practices and precautions to control and prevent risks, hazards and accidents
- KU7.** importance of each personal protective equipment used such as eye protection mask, hard hats, gloves, apron, rubber boots etc.
- KU8.** tools and plumbing equipment as per latest industry standards
- KU9.** preventative and remedial actions to be taken in case of exposure to toxic materials
- KU10.** specific safety and health related problems faced in domestic, commercial and institutional setups
- KU11.** various causes of fire and precautionary activities to prevent the fire accident
- KU12.** techniques of using the different fire extinguishers
- KU13.** rescue techniques applied during a fire hazard
- KU14.** various types of safety signs and meaning
- KU15.** appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, minor burns, poisoning, eye injuries etc.
- KU16.** potential injuries and ill health associated with incorrect handling of tools and equipment

Generic Skills (GS)

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

- GS1.** write an accident/incident report in local language or English
- GS2.** read and comprehend labels, charts, signages, manuals, plumbing symbols etc.
- GS3.** question coworkers appropriately in order to clarify instructions and other issues
- GS4.** plan and organize the work schedule, work area, tools, equipment and materials for improved productivity
- GS5.** determine key considerations and priorities when faced with problems



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- GS6.** seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow safety measures to avoid accidents</i>	13	32	-	3
PC1. identify risks and hazards at the workplace	2	2	-	0.5
PC2. wear personal protective equipment (PPE) as per the type of plumbing work	2	2	-	0.5
PC3. place protective barricades and signages around the pits and trenches	1	4	-	0.5
PC4. isolate the plumbing fittings and fixtures from electrical wiring to avoid accidents	1	4	-	-
PC5. adhere to organisational procedures for reporting hazards and incidents to relevant authorities	2	4	-	0.5
PC6. establish ventilation before entering underground work areas	1	4	-	-
PC7. work safely in and around trenches, elevated places and confined areas	1	3	-	-
PC8. ensure tools and hazardous materials are not left unattended	1	3	-	-
PC9. ensure good housekeeping in order to prevent hazards e.g. fire	1	3	-	0.5
PC10. dispose waste materials and used PPE according to regulations and codes of practice	1	3	-	0.5
<i>Follow hygiene and sanitation practices</i>	3	8	-	1
PC11. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing etc.	1	3	-	0.5
PC12. clean and disinfect work area, materials/supplies, equipment etc. before and after use.	1	3	-	0.5
PC13. report hygiene and sanitation issues to appropriate authority	1	2	-	-
<i>Use tools, equipment and materials safely</i>	6	9	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check that the tools, equipment and materials are in good condition and as per industry standards before use	1	3	-	0.25
PC15. use power tools and machinery that are grounded	1	2	-	0.25
PC16. replace or repair split or loose tools before use	2	2	-	0.25
PC17. store and transport various plumbing materials safely	2	2	-	0.25
<i>Deal with emergencies</i>	8	14	-	2
PC18. follow workplace emergency and evacuation procedures	2	3	-	0.5
PC19. use a fire extinguisher correctly	2	4	-	0.5
PC20. use safe methods to free a person from electrocution	2	3	-	0.5
PC21. administer appropriate first aid (such as CPR etc.) to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.	2	4	-	0.5
NOS Total	30	63	-	7

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0136
NOS Name	Apply Health and Safety Practices at the Workplace
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing, Water Supply & Water Treatment & Quality Control, Sewerage & Sewage Treatment, Drainage, Water Harvesting & Ground Recharging, Firefighting & Safety Systems, Gas & Piping (Industrial / Medical), HVAC & Steam, Manufacturing of Plumbing / Firefighting Products, Micro-Hydel Power
Occupation	Plumbing Systems Installation and Maintenance, Designing, Sales, Material Handling, Plumbing Servicing, Plumbing Plant Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

PSC/N0137: Work Effectively with Others

Description

This unit covers basic etiquette and competencies required in behavior and interactions with others at the workplace.

Scope

The scope covers the following :

- Communicate effectively
- Work in a team effectively
- Respect diversity

Elements and Performance Criteria

Communicate effectively

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

- PC1.** obtain complete information and instructions
- PC2.** seek clarifications from appropriate source when required
- PC3.** provide information accurately and clearly
- PC4.** use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive

Work in a team effectively

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

- PC5.** prioritize tasks as required
- PC6.** consult with and assist others to maximize effectiveness and efficiency in carrying out tasks
- PC7.** escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict
- PC8.** act upon constructive feedback from others

Respect diversity

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

- PC9.** transact with everyone without any personal bias based on gender, disability, caste, religion, colour, sexual orientation and culture
- PC10.** recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace
- PC11.** report incidents of harassment and discrimination to appropriate authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to employment, behavior, harassment, discrimination and performance conditions
- KU2.** reporting structure, inter-dependent functions, lines and procedures in the work area

- KU3.** escalation matrix and procedures for reporting work and employment related issues
- KU4.** types of harassment and discrimination based on gender, disability, caste, religion and culture and how to recognize it.
- KU5.** importance of effective communication and the impact of poor communication on the employee, the employer and the customer
- KU6.** importance of teamwork in organizational and individual success
- KU7.** various components of effective communication such as tone and pitch
- KU8.** importance of ethics and discipline for professional success
- KU9.** how to express and address grievances appropriately and effectively
- KU10.** importance and ways of managing interpersonal conflict effectively
- KU11.** different types of disabilities and the challenges faced by persons with disability (PwD)
- KU12.** laws, acts and provisions defined for PwD by the statutory bodies
- KU13.** government and private schemes and benefits available for PwD
- KU14.** Importance of gender sensitivity and equality.
- KU15.** gender, disability and cultural biases, stereotypes and impact on others
- KU16.** gender and its concepts such as gender roles, gender spectrum, gender as an identity
- KU17.** legislations, grievance redressal mechanisms, and penalties against harassment in the workplace

Generic Skills (GS)

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

- GS1.** write clear and legible notes, keep records, prepare to-do lists and take down instructions
- GS2.** write basic numbers, quantities and basic work-related terminology for operational requirements in the local language and English
- GS3.** read basic terminologies to accurately interpret labels, supervisor's instructions in the local language and English
- GS4.** read and interpret accurate information from work-related documents and various relevant work instructions and records in local
- GS5.** interact with the concerned personnel appropriately (correct protocol and manner of speaking etc.)
- GS6.** display active listening skills while interacting with co-workers and others in the workplace
- GS7.** deliver consistent and reliable service to internal and external customers
- GS8.** work with co-workers and supervisor to resolve any issues that threaten work quality as per the planned schedule

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively</i>	11	26	-	2
PC1. obtain complete information and instructions	3	8	-	-
PC2. seek clarifications from appropriate source when required	1	5	-	-
PC3. provide information accurately and clearly	3	7	-	1
PC4. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	4	6	-	1
<i>Work in a team effectively</i>	11	25	-	3
PC5. prioritize tasks as required	3	8	-	1
PC6. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	3	8	-	1
PC7. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	3	4	-	1
PC8. act upon constructive feedback from others	2	5	-	-
<i>Respect diversity</i>	8	12	-	2
PC9. transact with everyone without any personal bias based on gender, disability, caste, religion, colour, sexual orientation and culture	3	5	-	1
PC10. recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace	3	5	-	1
PC11. report incidents of harassment and discrimination to appropriate authority	2	2	-	-
NOS Total	30	63	-	7

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0137
NOS Name	Work Effectively with Others
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing, Water Supply & Water Treatment & Quality Control, Sewerage & Sewage Treatment, Drainage, Water Harvesting & Ground Recharging, Firefighting & Safety Systems, Gas & Piping (Industrial / Medical), HVAC & Steam, Manufacturing of Plumbing / Firefighting Products, Micro-Hydel Power
Occupation	Plumbing Systems Installation and Maintenance, Designing, Sales, Material Handling, Plumbing Servicing, Plumbing Plant Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

DGT/VSQ/N0102: Employability Skills (60 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** 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.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** 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

Basic English Skills

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

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** 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:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** 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:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** 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:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** 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:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.
- PC28.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC29.** create a professional Curriculum vitae (Résumé)
- PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC31.** apply to identified job openings using offline /online methods as per requirement
- PC32.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC33.** 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
- KU11.** 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 and use applications such as word processors, spreadsheets etc.
- KU16.** how to identify business opportunities
- KU17.** types and needs of customers
- KU18.** how to apply for a job and prepare for an interview
- KU19.** 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
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode



Qualification Pack



- 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC3. 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.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. 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	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

LSC/N0109: Perform transport coordination

Description

This unit is about performing transport coordination with clients, warehouse and transporters.

Elements and Performance Criteria

Coordinate with internal teams and transport operators

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

- PC1.** identify transporters based on shipping requirements of clients
- PC2.** analyze the cost for transport and communicate with the client for his approval
- PC3.** finalize the transporter and prepare the necessary documentation
- PC4.** coordinate with transporters for pickup
- PC5.** inform the supervisors in various departments regarding the pickup and transport timing
- PC6.** check that the documents of the transporter are in order while pickup
- PC7.** resolve any transportation problems or complaints and
- PC8.** inform the supervisors and customers regarding the pickup and transport timing
- PC9.** check that all the cargo to be loaded is arranged in loading bay in adherence to consolidation chart and are correct in quantity
- PC10.** update the transport information in ERP

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys reporting structure to support and expedite project activities
- KU2.** companys policy and work instructions on quality standards, documentation, etc.
- KU3.** importance of the individuals role in the workflow
- KU4.** occupational health and safety standards and security procedures to be followed
- KU5.** procedures for dealing with loss or damage to goods
- KU6.** coding system followed to label items
- KU7.** ERP and Information Technology (IT) system of the organization
- KU8.** use of computer and associated equipment like hand held data management devices
- KU9.** different material handling equipment and their uses
- KU10.** transportation documentation
- KU11.** types of trucks for different types of goods
- KU12.** different geographical locations
- KU13.** information from the ERP system
- KU14.** labels and understand instructions
- KU15.** escalations regarding resolving and catering to the customer query
- KU16.** overall process in warehouse operations
- KU17.** different types of shipments being handled

- KU18.** precautions and procedures with respect to shipments particularly handling of special items and dangerous goods
- KU19.** various inventory counting methods and processes

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** product instructions, invoicing label and shipment labels
- GS3.** product tags and labels
- GS4.** various reports and notes
- GS5.** write damage reports and daily output reports
- GS6.** generate daily reports from Management Information System MIS
- GS7.** Develop presentations on operational trends
- GS8.** communicate with supervisors and co-workers
- GS9.** collect information from supervisors, associates and peers
- GS10.** analyse and identify the most appropriate transporter keeping customer requirements at forefront
- GS11.** decide if there are any mistakes or issues with transporters documents
- GS12.** maintain punctuality
- GS13.** organise the data to streamline data entry processes
- GS14.** Be a team player and achieve joint goals
- GS15.** importance of customer timelines
- GS16.** transport requirement as per customer instructions
- GS17.** resolve basic issues with respect to various documentation of the transporter
- GS18.** verify the accuracy of the data and apply filters before analyzing data
- GS19.** analyse data of different transporters to identify the appropriate transporter
- GS20.** observe the data to identify aberrations in data
- GS21.** cross check data to check for data gaps and mistakes in analysis

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate with internal teams and transport operators</i>	30	70	-	-
PC1. identify transporters based on shipping requirements of clients	3	7	-	-
PC2. analyze the cost for transport and communicate with the client for his approval	3	7	-	-
PC3. finalize the transporter and prepare the necessary documentation	3	7	-	-
PC4. coordinate with transporters for pickup	3	7	-	-
PC5. inform the supervisors in various departments regarding the pickup and transport timing	3	7	-	-
PC6. check that the documents of the transporter are in order while pickup	3	7	-	-
PC7. resolve any transportation problems or complaints and	3	7	-	-
PC8. inform the supervisors and customers regarding the pickup and transport timing	3	7	-	-
PC9. check that all the cargo to be loaded is arranged in loading bay in adherence to consolidation chart and are correct in quantity	3	7	-	-
PC10. update the transport information in ERP	3	7	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0109
NOS Name	Perform transport coordination
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2026
NSQC Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
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
PSC/N0401.Prepare for Plumbing Store-Operations	25	50	15	10	100	20
PSC/N0402.Ensure Upkeep and Availability of Plumbing Store Materials and Supplies	26	43	11	6	86	20
LSC/N0107.Perform inbound and outbound documentation in a warehouse	30	70	-	-	100	20
PSC/N0136.Apply Health and Safety Practices at the Workplace	30	63	-	7	100	15
PSC/N0137.Work Effectively with Others	30	63	-	7	100	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	161	319	26	30	536	100

Optional: 1 Transport Coordinator

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0109.Perform transport coordination	30	70	-	-	100	20
Total	30	70	-	-	100	20

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.