

Qualification Pack



Digital Cataloguer

QP Code: RAS/Q0302

Version: 2.0

NSQF Level: 4

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RAS/Q0302: Digital Cataloguer

Brief Job Description

The individual is responsible for aiding in creation of an attractive digital catalogue and other digital pages with respect to the look and feel of the product and product description. Thus, the accuracy of the information and the correctness of placing products as per buyers directive will be his/her job.

Personal Attributes

The individual needs to demonstrate creativity, innovation and enthusiasm in his/her role. He/she needs to be physically fit and mentally balanced to carry out his/her duties efficiently.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [RAS/N0308: List products and map SKUs accurately to cater to category and customer needs](#)
2. [RAS/N0309: Adhere to quality standards for creating and maintaining catalogues and digital pages](#)
3. [RAS/N0310: Adhere to company policies and statutory regulations related to sales and service](#)
4. [RAS/N0311: Update self on basics of category management](#)
5. [RAS/N0312: Liaise with internal and external stakeholders for listing](#)

Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	E-commerce
Occupation	Sales Operations
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1222.0102
Minimum Educational Qualification & Experience	12th Class/I.T.I (2 Years after Class 10) with 2 Years of experience in a similar role

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Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	No licencing or statutory approvals required for the training
Minimum Job Entry Age	18 Years
Last Reviewed On	27/05/2021
Next Review Date	26/05/2024
Deactivation Date	26/05/2024
NSQC Approval Date	27/05/2021
Version	2.0
Reference code on NQR	2021/RET/RASCI/04283
NQR Version	1

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RAS/N0308: List products and map SKUs accurately to cater to category and customer needs

Description

This unit deals in sub tasks that lead to accurate product listing, increased ease of navigation and improved SKU mapping thereby leading to enhanced sales conversion.

Scope

The scope covers the following :

- Listing of products as per customer and category need
- Mapping of listed products/SKUs to listed vendors

Elements and Performance Criteria

Listing of products as per customer and category need

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

- PC1. study online customer attitudes towards the merchandise / brands
- PC2. understand customer needs with respect to merchandise category
- PC3. suggest methods to communicate the merchandise in an online platform
- PC4. update self on comparative features and benefits of merchandise from other e-commerce players
- PC5. update self on competitors online product presentations
- PC6. coordinate with teams to ensure development of accurate product descriptions as per category norms
- PC7. list and map the products in a manner that improves ease of navigation and search
- PC8. maintain accuracy of products against uploaded images in pages/leaves created
- PC9. periodic updates to existing product listings for prices, offers, quantity etc.

Mapping of listed products/SKUs to listed vendors

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

- PC10. correct mapping of listed products/SKUs to listed vendors
- PC11. mapping additional SKUs to listed products

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. categories of products being sold
- KU2. industry and market information about products being sold
- KU3. marketing plans and promotions within the organization
- KU4. possible errors in listing of products and how to prevent them
- KU5. consumer attitudes towards online navigation and online shopping

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KU6. best practices in digital cataloguing

KU7. creation of a new document in MS Word and how to modify, format and append the same

KU8. most commonly used photo-editing softwares

Generic Skills (GS)

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

- GS1. collate simple data when required
- GS2. populate documents related to listing of products
- GS3. populate documents indicating status with respect to exchange of catalogue related data within the organization
- GS4. populate documents indicating status with respect to exchange of catalogue related data with sellers /vendors
- GS5. read documents related to listing of products
- GS6. read documents indicating status with respect to exchange of catalogue related data within the organization
- GS7. read documents with respect to exchange of catalogue related data with sellers /vendors
- GS8. follow instructions accurately
- GS9. explain organization and technical requirements to vendors with respect to catalogue related data
- GS10. communicate with internal teams to explain and understand relevant information to ensure an efficient and aesthetically appealing online catalogue/digital pages
- GS11. use gestures or simple words to communicate where language barriers exist
- GS12. display courteous behavior at all times
- GS13. make appropriate decisions regarding the responsibilities of the job role
- GS14. organize product images to be mapped accurately to the right products
- GS15. prepare a catalogue/digital page keeping in mind customer convenience and ease of navigation
- GS16. identify problems immediately and take up solutions quickly to resolve delays
- GS17. think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS18. interpret and infer data
- GS19. analyze relevant portals/leaves and corresponding data to identify consumer behaviour with respect to logic adopted for the layout
- GS20. apply, analyze, and evaluate the information gathered from competitors through observation, experience, reasoning or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Listing of products as per customer and category need</i>	41	41	-	-
PC1. study online customer attitudes towards the merchandise / brands	5	5	-	-
PC2. understand customer needs with respect to merchandise category	4.5	4.5	-	-
PC3. suggest methods to communicate the merchandise in an online platform	4.5	4.5	-	-
PC4. update self on comparative features and benefits of merchandise from other e-commerce players	4.5	4.5	-	-
PC5. update self on competitors online product presentations	4.5	4.5	-	-
PC6. coordinate with teams to ensure development of accurate product descriptions as per category norms	4.5	4.5	-	-
PC7. list and map the products in a manner that improves ease of navigation and search	4.5	4.5	-	-
PC8. maintain accuracy of products against uploaded images in pages/leaves created	4.5	4.5	-	-
PC9. periodic updates to existing product listings for prices, offers, quantity etc.	4.5	4.5	-	-
<i>Mapping of listed products/SKUs to listed vendors</i>	9	9	-	-
PC10. correct mapping of listed products/SKUs to listed vendors	4.5	4.5	-	-
PC11. mapping additional SKUs to listed products	4.5	4.5	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0308
NOS Name	List products and map SKUs accurately to cater to category and customer needs
Sector	Retail
Sub-Sector	E-commerce
Occupation	Sales Operations
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

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RAS/N0309: Adhere to quality standards for creating and maintaining catalogues and digital pages

Description

This unit deals in sub tasks that ensure the desired quality of the catalogue and digital pages is maintained.

Elements and Performance Criteria

Relevance, accuracy and quality of description and photograph of relevant products

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

- PC1. ensure correct mapping of products and product descriptions to the photographs being showcased/displayed
- PC2. explain photographic nuances that enhance the aesthetic aspects of the merchandise and increase impact and movement on the page
- PC3. recommend usage of editing softwares that impacts photo quality
- PC4. work closely with category teams to conform to brand and sales requirements
- PC5. explain the concepts of visual communication being used in the catalogue/digital pages
- PC6. conduct timely product audit on the digital marketplace

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. categories of products being sold
- KU2. concept of digital visual communication
- KU3. availability of content and digital capabilities within the organization
- KU4. quality parameters involved in digital cataloguing
- KU5. possible errors in listing of products and how to prevent the same
- KU6. consumer behaviour towards merchandise categories
- KU7. photo editing softwares used to enhance information being shared by vendors
- KU8. elements of visual communication and application of the same
- KU9. process of mapping listed products
- KU10. proficiency in excel, word and digital softwares

Generic Skills (GS)

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

- GS1. collate simple data when required
- GS2. populate documents related to listing of products
- GS3. draft reports related to quality and impact of catalogue on the page/leaf

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- GS4. read documents related to listing of products
- GS5. read documents related to brand/product requirements and specifications
- GS6. communicate with internal teams to explain and understand relevant information to ensure an efficient and aesthetically appealing online catalogue/digital pages
- GS7. use gestures or simple words to communicate where language barriers exist
- GS8. display courteous behavior at all times
- GS9. make appropriate decisions within the purview of responsibilities of the job role
- GS10. organize and upload product images in an accurate manner relevant to the product description
- GS11. design and develop a visual communication keeping the customer buying behaviour in mind
- GS12. identify problems immediately and take up solutions quickly to resolve delays
- GS13. think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14. interpret and infer data
- GS15. break down complex problems into single and manageable components within his/her area of work
- GS16. analyse relevant portals/leaves and corresponding data to identify consumer behavior with respect to logic adopted for the layout
- GS17. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Relevance, accuracy and quality of description and photograph of relevant products</i>	50	50	-	-
PC1. ensure correct mapping of products and product descriptions to the photographs being showcased/displayed	9	9	-	-
PC2. explain photographic nuances that enhance the aesthetic aspects of the merchandise and increase impact and movement on the page	9	9	-	-
PC3. recommend usage of editing softwares that impacts photo quality	8	8	-	-
PC4. work closely with category teams to conform to brand and sales requirements	8	8	-	-
PC5. explain the concepts of visual communication being used in the catalogue/digital pages	8	8	-	-
PC6. conduct timely product audit on the digital marketplace	8	8	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0309
NOS Name	Adhere to quality standards for creating and maintaining catalogues and digital pages
Sector	Retail
Sub-Sector	E-commerce
Occupation	Category Management
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

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RAS/N03 10: Adhere to company policies and statutory regulations related to sales and service

Description

This unit deals in sub tasks that leads to conformation with company policies and statutory regulations related to sales and service.

Elements and Performance Criteria

Validating catalogue content with buyer and category manager to ensure accuracy of information and adherence to company policies

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

- PC1. collect desired layout of products and relevant descriptions as required by buyer and category manager
- PC2. share photographs, descriptions and other relevant information with respect to products as received from sellers/ vendors
- PC3. validate photographs, descriptions and other relevant information with respect to company and brand policies
- PC4. validate the updated information with concerned stake holders and get the same uploaded on the website
- PC5. seek approval from concerned stake holders on digital pages as well as pages/leaves in the online catalogue
- PC6. collect feedback in an accurate manner and get the same addressed by all concerned

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. categories of products being sold
- KU2. policies with respect to data transfer to and from business partners
- KU3. availability of content and digital capabilities within the organization
- KU4. page/leave creation/product listing on the website
- KU5. business policies with respect to listing/adding vendors
- KU6. specifications with respect to product images
- KU7. photo editing softwares used to enhance information being shared by vendors
- KU8. process of mapping SKUs to listed products
- KU9. computer proficiency in excel and word

Generic Skills (GS)

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

- GS1. populate documents related to listing of products

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- GS2. prepare necessary documentation related to uploads for validation from stakeholders
- GS3. read documents related to listing of products
- GS4. read documents with respect to guidelines for exchange of catalogue related data within the organization
- GS5. read documents with respect to guidelines status with respect to exchange of catalogue related data with sellers /vendors
- GS6. explain organization and technical requirements to vendors with respect to catalogue related data
- GS7. communicate with internal teams to explain and understand relevant information to ensure an efficient and aesthetically appealing on-line catalogue/digital pages
- GS8. use gestures or simple words to communicate where language barriers exist
- GS9. display courteous behavior at all times
- GS10. make appropriate decisions within the purview of responsibilities of the job role
- GS11. organize documentation such as product descriptions, photographs for the purpose of validation
- GS12. identify problems immediately and take up solutions quickly to resolve delays
- GS13. think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14. interpret and infer data
- GS15. break down complex problems into single and manageable components within his/her area of work
- GS16. analyse relevant portals/leaves and corresponding data to identify consumer behavior with respect to logic adopted for the layout
- GS17. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Validating catalogue content with buyer and category manager to ensure accuracy of information and adherence to company policies</i>	50	50	-	-
PC1. collect desired layout of products and relevant descriptions as required by buyer and category manager	8	8	-	-
PC2. share photographs, descriptions and other relevant information with respect to products as received from sellers/ vendors	8	8	-	-
PC3. validate photographs, descriptions and other relevant information with respect to company and brand policies	9	9	-	-
PC4. validate the updated information with concerned stake holders and get the same uploaded on the website	9	9	-	-
PC5. seek approval from concerned stake holders on digital pages as well as pages/leaves in the online catalogue	8	8	-	-
PC6. collect feedback in an accurate manner and get the same addressed by all concerned	8	8	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0310
NOS Name	Adhere to company policies and statutory regulations related to sales and service
Sector	Retail
Sub-Sector	E-commerce
Occupation	Category Management
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0311: Update self on basics of category management

Description

This unit deals in sub tasks that ensure that the digital catalogue is in-keeping with the category norms and sales theories.

Elements and Performance Criteria

Awareness about category specifications

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

PC1. understand category specifications with respect to grouping and sub grouping of products

PC2. group products correctly as per their sub-categories and hierarchies

Awareness of features, advantages and benefits of products

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

PC3. explain the features, advantages and benefits of products

PC4. identify the importance of features, advantages and benefits in customer buying decision

PC5. relate to strategies of comparative brands with respect to catalogues/page designs and site lay-out

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. concept of category management

KU2. categories of products being sold

KU3. industry and market information about products being sold

KU4. policies with respect to data transfer to and from business partners

KU5. availability of content and digital capabilities within the organization

KU6. computer proficiency in excel and word

KU7. categories and subcategories of products

KU8. features, advantages and benefits of products

Generic Skills (GS)

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

GS1. collate simple data when required

GS2. populate documents related to listing of products

GS3. read documents related to categories of products being sold

GS4. read information on products with respect to their features, advantages and benefits

GS5. communicate with internal teams to explain and understand relevant information to ensure an efficient and aesthetically appealing online catalogue/digital pages

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- GS6. use gestures or simple words to communicate where language barriers exist
- GS7. display courteous behavior at all times
- GS8. make appropriate decisions within the purview of responsibilities of the job role
- GS9. make appropriate decisions within the purview of responsibilities of the job role
- GS10. position the products and the importance of features, advantages and benefits so as to impact customer buying decision
- GS11. identify problems immediately and take up solutions quickly to resolve delays
- GS12. think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS13. interpret and infer data
- GS14. break down complex problems into single and manageable components within his/her area of work
- GS15. analyses of relevant portals/leaves and corresponding data to identify consumer behavior with respect to logic adopted for the layout
- GS16. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Awareness about category specifications</i>	20	20	-	-
PC1. understand category specifications with respect to grouping and sub grouping of products	10	10	-	-
PC2. group products correctly as per their sub-categories and hierarchies	10	10	-	-
<i>Awareness of features, advantages and benefits of products</i>	30	30	-	-
PC3. explain the features, advantages and benefits of products	10	10	-	-
PC4. identify the importance of features, advantages and benefits in customer buying decision	10	10	-	-
PC5. relate to strategies of comparative brands with respect to catalogues/page designs and site lay-out	10	10	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0311
NOS Name	Update self on basics of category management
Sector	Retail
Sub-Sector	E-commerce
Occupation	Category Management
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

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RAS/N0312: Liaise with internal and external stakeholders for listing

Description

This unit deals in inter departmental coordination that leads to listing of products.

Scope

The scope covers the following :

- Coordinating with stakeholders within the company to ensure product listings
- Coordinating with vendors for products, product descriptions and supportings

Elements and Performance Criteria

Coordinating with stakeholders within the company to ensure product listings

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

PC1. interact with category managers to understand specified listing structure

PC2. interact with category managers to identify products to be displayed as per specified structure

PC3. identify internal processes that need to be followed for listings to go live

PC4. interact with various internal departments to ensure product listings go live

Coordinating with vendors for products, product descriptions and supportings

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

PC5. co-ordinate with vendors to ensure information is available in the desired form and in accurate formats

PC6. co-ordinate with vendors for products, product descriptions and supporting documents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. categories of products being sold

KU2. marketing plans and promotions within the organization

KU3. possible errors in listing of products and how to prevent the same

KU4. policies with respect to data transfer to and from business partners

KU5. availability of content and digital capabilities within the organization

KU6. page/leaf creation/product listing on the site

KU7. business policies with respect to listing/adding vendors

KU8. process of mapping vendors to listed products

KU9. process of adding new vendors to listed products

KU10. computer proficiency in excel and word

Generic Skills (GS)

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

- GS1. collate simple data when required
- GS2. populate documents related to listing of products
- GS3. populate documents indicating status with respect to exchange of catalogue related data within the organization
- GS4. populate documents indicating status with respect to exchange of catalogue related data with sellers /vendors
- GS5. read documents related to listing of products
- GS6. read documents indicating status with respect to exchange of catalogue related data within the organization
- GS7. read documents indicating status with respect to exchange of catalogue related data with sellers /vendors
- GS8. explain organization and technical requirements to vendors with respect to catalogue related data
- GS9. communicate with internal teams to explain and understand relevant information to ensure an efficient and aesthetically appealing online catalogue
- GS10. make appropriate decisions within the purview of responsibilities of the job role
- GS11. organize necessary work processes for smooth integration to digital platform
- GS12. keep customer needs, preferences and interest in mind while co-ordinating with stakeholders for product listings
- GS13. identify problems immediately and take up solutions quickly to resolve delays
- GS14. think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS15. interpret and infer data
- GS16. break down complex problems into single and manageable components within his/her area of work
- GS17. analyses relevant portals/leaves and corresponding data to identify consumer behavior with respect to logic adopted for the layout
- GS18. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinating with stakeholders within the company to ensure product listings</i>	33	33	-	-
PC1. interact with category managers to understand specified listing structure	8	8	-	-
PC2. interact with category managers to identify products to be displayed as per specified structure	9	9	-	-
PC3. identify internal processes that need to be followed for listings to go live	8	8	-	-
PC4. interact with various internal departments to ensure product listings go live	8	8	-	-
<i>Coordinating with vendors for products, product descriptions and supportings</i>	17	17	-	-
PC5. co-ordinate with vendors to ensure information is available in the desired form and in accurate formats	9	9	-	-
PC6. co-ordinate with vendors for products, product descriptions and supporting documents	8	8	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0312
NOS Name	Liaise with internal and external stakeholders for listing
Sector	Retail
Sub-Sector	E-commerce
Occupation	Sales Operations
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

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
RAS/N0308.List products and map SKUs accurately to cater to category and customer needs	50	50	-	-	100	24
RAS/N0309.Adhere to quality standards for creating and maintaining catalogues and digital pages	50	50	-	-	100	24
RAS/N0310.Adhere to company policies and statutory regulations related to sales and service	50	50	-	-	100	20
RAS/N0311.Update self on basics of category management	50	50	-	-	100	16
RAS/N0312.Liaise with internal and external stakeholders for listing	50	50	-	-	100	16
Total	250	250	-	-	500	100

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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Glossary

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

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