

## Qualification Pack



# Junior Executive-B2B Customer Relation (Automation)

QP Code: IAS/Q8006

Version: 1.0

NSQF Level: 4

## Qualification Pack

### Contents

IAS/Q8006: Junior Executive-B2B Customer Relation (Automation) .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
IAS/N8002: Identify opportunities to grow the customer base .....	5
IAS/N0218: Build and maintain profitable relationships with key customers .....	9
IAS/N8003: Resolve customer complaints quickly and efficiently .....	14
IAS/N8004: Meeting with management in the organization to plan strategically .....	19
IAS/N8005: Conduct quality assurance surveys .....	24
IAS/N8006: Updating records and reporting to management .....	29
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	34
Assessment Guidelines and Weightage .....	41
<i>Assessment Guidelines</i> .....	41
<i>Assessment Weightage</i> .....	43
Acronyms .....	45
Glossary .....	46

## Qualification Pack

### IAS/Q8006: Junior Executive-B2B Customer Relation (Automation)

#### Brief Job Description

B2B Customer Relation Executive will be a key player in managing and improving relationships with business-to-business (B2B) clients in the context of automation solutions. Individuals in this job will be able to comprehend customer objectives, provide personalized solutions, and streamline their automation journey in automation technology and procedures. An executive will help in creating long-lasting relationships and ensure that automation services and products are successfully adopted. Executive deals with Business-to-Business, within the automation and allied industry to primarily analyse the automation need, provide products, services, or solutions related to automation technologies to other businesses.

#### Personal Attributes

Individuals in this job must be able to communicate similar company with background of automation techniques / Knowledge. B2B Customer relation executive are well-organized multitaskers who have a habit of accomplishing all the responsibilities that face them. They are well spoken, have excellent organizational and communication skills and able to build and maintain client relation on behalf of organisation he is working.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [IAS/N8002: Identify opportunities to grow the customer base](#)
2. [IAS/N0218: Build and maintain profitable relationships with key customers](#)
3. [IAS/N8003: Resolve customer complaints quickly and efficiently](#)
4. [IAS/N8004: Meeting with management in the organization to plan strategically](#)
5. [IAS/N8005: Conduct quality assurance surveys](#)
6. [IAS/N8006: Updating records and reporting to management](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Instrumentation
<b>Sub-Sector</b>	Instrumentation & Automation

### Qualification Pack

<b>Occupation</b>	Installation and Commissioning
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	14
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO2015/2431.0502
<b>Minimum Educational Qualification &amp; Experience</b>	12th Class OR Completed 2nd year of the 3-year diploma after 10 OR 10th grade pass with 2 year NTC plus 1 year NAC (10th grade pass with two years of any combination of NTC/NAC/CITS) OR 10th grade pass plus 1-year NTC/ NAC (10th grade pass with one year NTC/NAC/CITS) with 1 Year of experience Relevant experience OR 11th Class with 1 Year of experience Relevant experience
<b>Minimum Level of Education for Training in School</b>	12th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	31/08/2026
<b>NSQF Approval Date</b>	31/08/2023
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QG-04-OA-00862-2023-V1-IASC
<b>NQR Version</b>	1.0

## Qualification Pack

### IAS/N8002: Identify opportunities to grow the customer base

#### Description

Identifying opportunities to grow the customer base is a critical aspect of business development. Individual will work is to identify and evaluate opportunities for expanding the customer base in Instrumentation and automation through strategic initiatives and actions.

#### Scope

The scope covers the following :

- This scope of work outlines the steps and activities required to identify and capitalize on opportunities for growing the customer base of the Instrumentation and automation industry. The successful execution of these tasks will help drive sustainable business growth and enhance customer relationships.

#### Elements and Performance Criteria

##### *About the industry and roles of executive*

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

- PC1.** Identifying opportunities to grow the customer base in the automation B2B (business-to-business) sector requires a strategic approach that leverages automation technologies to attract and retain new clients.
- PC2.** Explain fundamentals of various automation technologies, including robotic process automation (RPA), workflow automation, AI-driven automation, and their applications
- PC3.** Market research and Customer Profiling
- PC4.** Create high-quality content, such as blog posts, whitepapers, case studies, and videos, that highlights the benefits and success stories of your automation solutions
- PC5.** Collaborate with complementary technology providers, consultants, or industry associations to reach a wider audience.
- PC6.** Develop lead generation campaigns that offer valuable resources in exchange for contact information.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** About Instrumentation, Automation, Surveillance and communication Industry
- KU2.** About allied Industries where automation is preferred
- KU3.** Uses of technical practices in allied industry
- KU4.** Business value in different industry
- KU5.** Competitor analysis across industry
- KU6.** SWOT practice and analysis in the industry
- KU7.** Compliance management system in Industry

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** Communicate politely and professionally
- GS2.** Listen attentively to understand the information being shared
- GS3.** Analyse need of automation
- GS4.** Maintain work-related notes and records
- GS5.** Identify possible disruptions to work and take appropriate preventive measures
- GS6.** Read the relevant literature to get the latest updates about the field of work
- GS7.** About the workplace, objective and organisational value

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>About the industry and roles of executive</i>	<b>18</b>	<b>42</b>	<b>22</b>	<b>18</b>
<b>PC1.</b> Identifying opportunities to grow the customer base in the automation B2B (business-to-business) sector requires a strategic approach that leverages automation technologies to attract and retain new clients.	3	7	3	2
<b>PC2.</b> Explain fundamentals of various automation technologies, including robotic process automation (RPA), workflow automation, AI-driven automation, and their applications	3	7	3	2
<b>PC3.</b> Market research and Customer Profiling	3	7	5	5
<b>PC4.</b> Create high-quality content, such as blog posts, whitepapers, case studies, and videos, that highlights the benefits and success stories of your automation solutions	3	7	5	5
<b>PC5.</b> Collaborate with complementary technology providers, consultants, or industry associations to reach a wider audience.	3	7	3	2
<b>PC6.</b> Develop lead generation campaigns that offer valuable resources in exchange for contact information.	3	7	3	2
<b>NOS Total</b>	<b>18</b>	<b>42</b>	<b>22</b>	<b>18</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	IAS/N8002
<b>NOS Name</b>	Identify opportunities to grow the customer base
<b>Sector</b>	Instrumentation
<b>Sub-Sector</b>	Instrumentation & Automation
<b>Occupation</b>	Product Engineering/System Design
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023



## Qualification Pack

# IAS/N0218: Build and maintain profitable relationships with key customers

## Description

Building and maintaining profitable relationships with key customers in the automation industry requires a specialized approach. Individual in this role will create valuable connect so Automation industry will rely on suppliers for technology, support, and expertise. Understand the unique challenges and opportunities. Adaptability, innovation, and a strong commitment to customer success will be key to success in this industry.

## Scope

The scope covers the following :

- Individual will generate lead and Nurturing the industry for Partnerships and Alliances, conduct Webinars and Workshops as well as customized demonstrations and referral programs to showcase successful implementations of your automation solutions through client testimonials and detailed case studies. Highlight the measurable benefits achieved, such as increased efficiency, reduced costs, and improved accuracy.

## Elements and Performance Criteria

### *Approach key customer*

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

- PC1.** Demonstrate deep understanding of the automation industry, including the latest technologies, trends, and challenges
- PC2.** Identify key customers within the automation industry, such as manufacturers, industrial facilities, or system integrators.
- PC3.** Offer customized automation solutions that address the specific needs and pain points of each key customer. Tailor the products or services suited to their industry and operational requirements.
- PC4.** Provide comprehensive technical support and training programs to help customers maximize the use of automation products or systems.
- PC5.** Keep the customers informed about new automation technologies, software updates, and improvements that can benefit their operations.
- PC6.** Stay up-to-date with industry regulations and safety standards to ensure automation solutions comply with all relevant requirements.
- PC7.** Conduct regular on-site visits to key customers to understand their operational challenges and opportunities better.
- PC8.** Share case studies and success stories showcasing how automation solutions have helped other clients in the industry, also use social media platform, webinar etc.
- PC9.** Attend industry events, trade shows, and conferences to connect with key customers and stay updated on industry developments.
- PC10.** Schedule periodic business reviews with key customers to discuss their goals, performance, and how further support can be provided for their success.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** About automation Industry
- KU2.** Need of automation requirements
- KU3.** Allied industry segment require automation upgradation
- KU4.** Latest technology and requirement to customize the machinery with automation
- KU5.** Categorization of industry having application of automation
- KU6.** Organisational behaviors in instrumentation/automation industry

### Generic Skills (GS)

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

- GS1.** read the relevant literature to get the latest updates about the field of work
- GS2.** communicate politely and professionally
- GS3.** Increase industry connect
- GS4.** listen attentively to understand the information being shared
- GS5.** identify possible disruptions to work and take appropriate preventive measures
- GS6.** about the workplace, objective and organisational value

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Approach key customer</i>	<b>20</b>	<b>42</b>	<b>6</b>	<b>32</b>
<b>PC1.</b> Demonstrate deep understanding of the automation industry, including the latest technologies, trends, and challenges	2	3	3	2
<b>PC2.</b> Identify key customers within the automation industry, such as manufacturers, industrial facilities, or system integrators.	2	4	-	4
<b>PC3.</b> Offer customized automation solutions that address the specific needs and pain points of each key customer. Tailor the products or services suited to their industry and operational requirements.	2	3	3	2
<b>PC4.</b> Provide comprehensive technical support and training programs to help customers maximize the use of automation products or systems.	2	4	-	4
<b>PC5.</b> Keep the customers informed about new automation technologies, software updates, and improvements that can benefit their operations.	2	4	-	4
<b>PC6.</b> Stay up-to-date with industry regulations and safety standards to ensure automation solutions comply with all relevant requirements.	2	5	-	3
<b>PC7.</b> Conduct regular on-site visits to key customers to understand their operational challenges and opportunities better.	2	5	-	3
<b>PC8.</b> Share case studies and success stories showcasing how automation solutions have helped other clients in the industry, also use social media platform, webinar etc.	2	5	-	3
<b>PC9.</b> Attend industry events, trade shows, and conferences to connect with key customers and stay updated on industry developments.	2	4	-	4
<b>PC10.</b> Schedule periodic business reviews with key customers to discuss their goals, performance, and how further support can be provided for their success.	2	5	-	3

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>20</b>	<b>42</b>	<b>6</b>	<b>32</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	IAS/N0218
<b>NOS Name</b>	Build and maintain profitable relationships with key customers
<b>Sector</b>	Instrumentation
<b>Sub-Sector</b>	Instrumentation & Automation
<b>Occupation</b>	Installation and Commissioning
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## Qualification Pack

### IAS/N8003: Resolve customer complaints quickly and efficiently

#### Description

In the B2B customer relations within the automation industry, resolving customer complaints quickly and efficiently is crucial to maintain strong relationships and ensure customer satisfaction. Individual will establish a Customer-Focused Culture, Streamline Complaint Reporting, Designate a Complaints Handling Team, Categorize and Prioritize and offer timely solutions or workarounds to mitigate the impact of the complaint on the customer's operations while the root cause is being addressed.

#### Scope

The scope covers the following :

- Individual will deal with the client to maintain and follow-up for problems and provide the solution with in defined timeline.

#### Elements and Performance Criteria

##### *Customer-Focused complaints resolution*

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

- PC1.** Ensure that business team, from sales to support, understands the importance of customer satisfaction and resolving complaints promptly
- PC2.** Set up a centralized system for customers to report complaints. This could include a dedicated email address, phone line, or an online portal
- PC3.** Gather all necessary information related to the complaint, including product/service details, customer history, and any relevant documentation.
- PC4.** Categorize complaints based on their severity and impact on the customer's operations. Prioritize those that have the greatest potential to disrupt their business.
- PC5.** Identify the root cause of the complaint to prevent similar issues in the future. This may involve collaboration with engineering, manufacturing, or other relevant departments.
- PC6.** Define reporting mechanism
- PC7.** Offer timely solutions or workarounds to mitigate the impact of the complaint on the customer's operations while the root cause is being addressed.
- PC8.** Use the insights gained from complaints to improve your products, services, and processes. Implement preventive measures to minimize future complaints.
- PC9.** Establish a clear escalation process for complaints that cannot be resolved at the initial level. Ensure that upper management is aware of and involved in critical issues.
- PC10.** Develop customer retention strategies to rebuild trust and maintain strong relationships after a complaint has been resolved successfully.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** About instrumentation and automation industry

## Qualification Pack

- KU2.** Review case studies across identified business organisation
- KU3.** The available automation techniques client industry is using
- KU4.** About the production capacity of the industry
- KU5.** Business value and target capacity in Industry
- KU6.** Complaint redressal process

## Generic Skills (GS)

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

- GS1.** Organisational behaviors
- GS2.** Analyse the clients production value chain
- GS3.** Analyse available technology in use by client organisation
- GS4.** Measure available solution / platform readily available including case studies
- GS5.** Demonstrate value addition with available solution
- GS6.** Listen attentively to understand the information being shared
- GS7.** Communicate politely and professionally

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Customer-Focused complaints resolution</i>	<b>30</b>	<b>50</b>	-	<b>20</b>
<b>PC1.</b> Ensure that business team, from sales to support, understands the importance of customer satisfaction and resolving complaints promptly	3	5	-	2
<b>PC2.</b> Set up a centralized system for customers to report complaints. This could include a dedicated email address, phone line, or an online portal	3	5	-	2
<b>PC3.</b> Gather all necessary information related to the complaint, including product/service details, customer history, and any relevant documentation.	3	5	-	2
<b>PC4.</b> Categorize complaints based on their severity and impact on the customer's operations. Prioritize those that have the greatest potential to disrupt their business.	3	5	-	2
<b>PC5.</b> Identify the root cause of the complaint to prevent similar issues in the future. This may involve collaboration with engineering, manufacturing, or other relevant departments.	3	5	-	2
<b>PC6.</b> Define reporting mechanism	3	5	-	2
<b>PC7.</b> Offer timely solutions or workarounds to mitigate the impact of the complaint on the customer's operations while the root cause is being addressed.	3	5	-	2
<b>PC8.</b> Use the insights gained from complaints to improve your products, services, and processes. Implement preventive measures to minimize future complaints.	3	5	-	2
<b>PC9.</b> Establish a clear escalation process for complaints that cannot be resolved at the initial level. Ensure that upper management is aware of and involved in critical issues.	3	5	-	2
<b>PC10.</b> Develop customer retention strategies to rebuild trust and maintain strong relationships after a complaint has been resolved successfully.	3	5	-	2



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	50	-	20

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	IAS/N8003
<b>NOS Name</b>	Resolve customer complaints quickly and efficiently
<b>Sector</b>	Instrumentation
<b>Sub-Sector</b>	Instrumentation & Automation
<b>Occupation</b>	Product Engineering/System Design
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## Qualification Pack

# IAS/N8004: Meeting with management in the organization to plan strategically

## Description

Planning strategically in the B2B automation industry requires a collaborative and well-structured approach. Management meeting is required to strategize, consider the progressive approach like industry trends and market analysis, competitive and SWOT analysis, defining goals and KPIs, technology integration etc. to ensure a successful planning.

## Scope

The scope covers the following :

- Internal business management strategy to increase the business value.

## Elements and Performance Criteria

### *Meeting with management to define strategy*

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

- PC1.** Define the purpose and objectives of the strategic planning session. What are you trying to achieve? What specific goals are you aiming for in the automation industry?
- PC2.** Conduct a SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) to assess company's current position in the automation industry. Identify internal strengths and weaknesses as well as external opportunities and threats.
- PC3.** Present an overview of the current trends and market dynamics within the automation industry.
- PC4.** Analyze competitors in the automation industry including their strengths and weaknesses, and determine how it can be differentiated in the market.
- PC5.** Prepare automated presentations that highlight key data points, customer trends, and strategic goals.
- PC6.** Outline plans for product or service development and enhancement in the automation sector and how individual will stay innovative and meet customer needs.
- PC7.** Develop strategies for reaching and engaging B2B customers in the automation industry.
- PC8.** Discuss the integration of emerging technologies, such as artificial intelligence, the Internet of Things (IoT), and data analytics, in automation solutions.
- PC9.** Create a timeline with clear milestones for implementing your strategic initiatives in the automation industry. Ensure that it aligns with long-term vision.
- PC10.** Explain how you'll monitor progress and evaluate the success of strategic initiatives.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** About instrumentation and automation industry

## Qualification Pack

- KU2.** Review case studies across identified business organisation
- KU3.** Preparation agenda for the meeting including invitation to the senior business manager(s)
- KU4.** The available automation techniques client industry is using
- KU5.** Available technology available in market competitors

## Generic Skills (GS)

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

- GS1.** Listen attentively to understand the information being shared
- GS2.** Communicate politely and professionally
- GS3.** Present the sequential way of activities as part of meeting agenda
- GS4.** Analyse available technology in use by client organisation
- GS5.** Demonstrate value addition with available solution
- GS6.** Note down the solution and strategy offered by senior management

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Meeting with management to define strategy</i>	<b>30</b>	<b>50</b>	-	<b>20</b>
<b>PC1.</b> Define the purpose and objectives of the strategic planning session. What are you trying to achieve? What specific goals are you aiming for in the automation industry?	3	5	-	2
<b>PC2.</b> Conduct a SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) to assess company's current position in the automation industry. Identify internal strengths and weaknesses as well as external opportunities and threats.	3	5	-	2
<b>PC3.</b> Present an overview of the current trends and market dynamics within the automation industry.	3	5	-	2
<b>PC4.</b> Analyze competitors in the automation industry including their strengths and weaknesses, and determine how it can be differentiated in the market.	3	5	-	2
<b>PC5.</b> Prepare automated presentations that highlight key data points, customer trends, and strategic goals.	3	5	-	2
<b>PC6.</b> Outline plans for product or service development and enhancement in the automation sector and how individual will stay innovative and meet customer needs.	3	5	-	2
<b>PC7.</b> Develop strategies for reaching and engaging B2B customers in the automation industry.	3	5	-	2
<b>PC8.</b> Discuss the integration of emerging technologies, such as artificial intelligence, the Internet of Things (IoT), and data analytics, in automation solutions.	3	5	-	2
<b>PC9.</b> Create a timeline with clear milestones for implementing your strategic initiatives in the automation industry. Ensure that it aligns with long-term vision.	3	5	-	2

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Explain how you'll monitor progress and evaluate the success of strategic initiatives.	3	5	-	2
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	IAS/N8004
<b>NOS Name</b>	Meeting with management in the organization to plan strategically
<b>Sector</b>	Instrumentation
<b>Sub-Sector</b>	Instrumentation & Automation
<b>Occupation</b>	Product Engineering/System Design
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## Qualification Pack

### IAS/N8005: Conduct quality assurance surveys

#### Description

Individual at this role will be able to conduct quality assurance surveys for B2B customer relations in the automation industry to ensure customer satisfaction, identify areas for improvement, and maintain strong business relationships. He/she will act on that feedback to improve customer relations and business outcomes in the automation industry.

#### Scope

The scope covers the following :

- Individual in this role will learn to provide customer satisfaction within the industry by maintaining quality of automation solution.

#### Elements and Performance Criteria

##### *Conduct Quality Survey*

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

- PC1.** Start by clarifying the objectives of quality assurance survey. Determine what specific aspects of B2B customer relations in the automation industry need to assess. Common objectives may include evaluating product satisfaction, service quality, communication effectiveness, and overall customer experience.
- PC2.** Define the key performance indicators (KPIs) and metrics that will help in measuring the quality of business relations including customer satisfaction scores (CSAT), Net Promoter Score (NPS), customer retention rates, response times, and any industry-specific metrics.
- PC3.** Create a well-structured questionnaire with clear and concise questions that align with the survey objectives. Make sure the questions are relevant to the automation industry and the specific aspects you want to evaluate.
- PC4.** Identify the most suitable delivery method for the client audience like online surveys, phone interviews, email surveys, or in-person interviews, depending on customer's preferences and accessibility.
- PC5.** Segment B2B customers based on criteria such as industry, company size, or purchase history. This allows in tailor survey questions and responses to specific customer groups, which can provide more targeted insights.
- PC6.** Collect and analyze the survey responses systematically, use statistical analysis tools to calculate scores and identify trends. Pay attention to both quantitative data (scores and ratings) and qualitative data (comments and suggestions).
- PC7.** Share the survey results with relevant teams within the organization, such as sales, customer support, and product development. Develop action plan based on the feedback received to address any issues or areas for improvement.
- PC8.** After implementing improvements, consider conducting follow-up surveys to measure the impact of the changes and ensure continuous improvement in B2B customer relations.

#### Knowledge and Understanding (KU)



## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** About instrumentation and automation industry
- KU2.** Review case studies across identified business organisation
- KU3.** The available automation techniques client industry is using
- KU4.** About the production capacity of the industry
- KU5.** Business value and target capacity in Industry
- KU6.** Complaint redressal process
- KU7.** Data matrices uses in automation industry

## Generic Skills (GS)

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

- GS1.** Organisational behaviors
- GS2.** Analyse the clients production value chain
- GS3.** Analyse available technology in use by client organisation
- GS4.** Measure available solution / platform readily available including case studies
- GS5.** Demonstrate value addition with available solution
- GS6.** Listen attentively to understand the information being shared
- GS7.** Communicate politely and professionally

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct Quality Survey</i>	<b>30</b>	<b>46</b>	-	<b>24</b>
<b>PC1.</b> Start by clarifying the objectives of quality assurance survey. Determine what specific aspects of B2B customer relations in the automation industry need to assess. Common objectives may include evaluating product satisfaction, service quality, communication effectiveness, and overall customer experience.	4	6	-	5
<b>PC2.</b> Define the key performance indicators (KPIs) and metrics that will help in measuring the quality of business relations including customer satisfaction scores (CSAT), Net Promoter Score (NPS), customer retention rates, response times, and any industry-specific metrics.	2	4	-	4
<b>PC3.</b> Create a well-structured questionnaire with clear and concise questions that align with the survey objectives. Make sure the questions are relevant to the automation industry and the specific aspects you want to evaluate.	4	6	-	5
<b>PC4.</b> Identify the most suitable delivery method for the client audience like online surveys, phone interviews, email surveys, or in-person interviews, depending on customer's preferences and accessibility.	4	6	-	-
<b>PC5.</b> Segment B2B customers based on criteria such as industry, company size, or purchase history. This allows in tailor survey questions and responses to specific customer groups, which can provide more targeted insights.	4	6	-	5
<b>PC6.</b> Collect and analyze the survey responses systematically, use statistical analysis tools to calculate scores and identify trends. Pay attention to both quantitative data (scores and ratings) and qualitative data (comments and suggestions).	4	6	-	5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC7.</b> Share the survey results with relevant teams within the organization, such as sales, customer support, and product development. Develop action plan based on the feedback received to address any issues or areas for improvement.	4	6	-	-
<b>PC8.</b> After implementing improvements, consider conducting follow-up surveys to measure the impact of the changes and ensure continuous improvement in B2B customer relations.	4	6	-	-
<b>NOS Total</b>	<b>30</b>	<b>46</b>	<b>-</b>	<b>24</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	IAS/N8005
<b>NOS Name</b>	Conduct quality assurance surveys
<b>Sector</b>	Instrumentation
<b>Sub-Sector</b>	Instrumentation & Automation
<b>Occupation</b>	Product Engineering/System Design
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## Qualification Pack

### IAS/N8006: Updating records and reporting to management

#### Description

Effective records management and reporting in B2B customer relations within the automation industry can lead to improved decision-making, enhanced customer experiences, and increased competitiveness. Individual at this role will update client records for maintaining efficient operations improving customer satisfaction, and making informed business decisions.

#### Scope

The scope covers the following :

- Reporting Practices and MIS

#### Elements and Performance Criteria

##### *Reporting Practice*

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

- PC1.** Establish clear data management policies and procedures that outline how customer-related information should be collected, stored, and updated. Ensure compliance with data protection regulations, such as GDPR or CCPA, as applicable.
- PC2.** Implement a Customer Relationship Management (CRM) system to centralize customer data. A CRM system helps automate record-keeping, tracks interactions, and allows for easy access to customer information by authorized personnel.
- PC3.** Ensure that CRM system captures comprehensive customer data, including contact information, purchase history, service requests, communication history, and any other relevant details specific to the automation industry.
- PC4.** Implement a process for regularly updating customer records. This may include scheduled reviews of customer accounts, verifying contact information, and updating purchase or service history.
- PC5.** Automate data entry processes where feasible, such as integrating your CRM system with other tools and platforms used in the automation industry, like inventory management systems or email marketing platforms.
- PC6.** Use the CRM system to segment customer data based on various criteria, such as industry, location, purchasing behavior, or engagement level. This segmentation allows for targeted communication and marketing efforts.
- PC7.** Create standardized reports for management that provide insights into customer relations, such as customer satisfaction levels, sales trends, service request patterns, and account growth. These reports should be generated on a regular interval.
- PC8.** Present data in a visual and understandable format using charts, graphs, and dashboards. Visualization tools can help management quickly grasp key insights.
- PC9.** Offer actionable insights and recommendations based on the findings. Suggest strategies for improving customer relations or capitalizing on opportunities in the automation industry.
- PC10.** Maintain strict data security measures to protect customer information and ensure compliance with data protection regulations. Regularly update security protocols as needed.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** About instrumentation and automation industry
- KU2.** Review case studies across identified business organisation
- KU3.** The available automation techniques client industry is using
- KU4.** About the production capacity of the industry
- KU5.** Business value and target capacity in Industry

### Generic Skills (GS)

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

- GS1.** Organisational way of functions
- GS2.** Analyse the clients production value chain
- GS3.** Analyse available technology in use by client organisation
- GS4.** Measure available solution / platform readily available including case studies
- GS5.** Demonstrate value addition with available solution
- GS6.** Listen attentively to understand the information being shared

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Reporting Practice</i>	<b>30</b>	<b>40</b>	-	<b>30</b>
<b>PC1.</b> Establish clear data management policies and procedures that outline how customer-related information should be collected, stored, and updated. Ensure compliance with data protection regulations, such as GDPR or CCPA, as applicable.	3	4	-	3
<b>PC2.</b> Implement a Customer Relationship Management (CRM) system to centralize customer data. A CRM system helps automate record-keeping, tracks interactions, and allows for easy access to customer information by authorized personnel.	3	4	-	3
<b>PC3.</b> Ensure that CRM system captures comprehensive customer data, including contact information, purchase history, service requests, communication history, and any other relevant details specific to the automation industry.	3	4	-	3
<b>PC4.</b> Implement a process for regularly updating customer records. This may include scheduled reviews of customer accounts, verifying contact information, and updating purchase or service history.	3	4	-	3
<b>PC5.</b> Automate data entry processes where feasible, such as integrating your CRM system with other tools and platforms used in the automation industry, like inventory management systems or email marketing platforms.	3	4	-	3
<b>PC6.</b> Use the CRM system to segment customer data based on various criteria, such as industry, location, purchasing behavior, or engagement level. This segmentation allows for targeted communication and marketing efforts.	3	4	-	3
<b>PC7.</b> Create standardized reports for management that provide insights into customer relations, such as customer satisfaction levels, sales trends, service request patterns, and account growth. These reports should be generated on a regular interval.	3	4	-	3

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC8.</b> Present data in a visual and understandable format using charts, graphs, and dashboards. Visualization tools can help management quickly grasp key insights.	3	4	-	3
<b>PC9.</b> Offer actionable insights and recommendations based on the findings. Suggest strategies for improving customer relations or capitalizing on opportunities in the automation industry.	3	4	-	3
<b>PC10.</b> Maintain strict data security measures to protect customer information and ensure compliance with data protection regulations. Regularly update security protocols as needed.	3	4	-	3
<b>NOS Total</b>	<b>30</b>	<b>40</b>	<b>-</b>	<b>30</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	IAS/N8006
<b>NOS Name</b>	Updating records and reporting to management
<b>Sector</b>	Instrumentation
<b>Sub-Sector</b>	Instrumentation & Automation
<b>Occupation</b>	Product Engineering/System Design
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## Qualification Pack

### 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:

## Qualification Pack

- 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.

## Qualification Pack

**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

## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- 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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

### Qualification Pack

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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

#### 1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records.

#### 2. Testing Environment:

## Qualification Pack

- Confirm that the center is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the Job Role.

### 3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME verified by the other subject Matter Experts
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified & trainer must be ToT Certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

### 4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Center photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

### 5. Method of verification or validation:

- Surprise visit to the assessment location

## Qualification Pack

- Random audit of the batch
- Random audit of any candidate

### 6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

### 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
IAS/N8002. Identify opportunities to grow the customer base	18	42	22	18	100	10
IAS/N0218. Build and maintain profitable relationships with key customers	20	42	6	32	100	20
IAS/N8003. Resolve customer complaints quickly and efficiently	30	50	0	20	100	20
IAS/N8004. Meeting with management in the organization to plan strategically	30	50	0	20	100	20
IAS/N8005. Conduct quality assurance surveys	30	46	0	24	100	10

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
IAS/N8006.Updating records and reporting to management	30	40	0	30	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>178</b>	<b>300</b>	<b>28</b>	<b>144</b>	<b>650</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>CRM</b>	Customer Relationship Management
<b>B2B</b>	Business to Business
<b>AI</b>	Artificial Intelligence
<b>NLP</b>	Natural Language Processing
<b>KPI</b>	Key Performance Indicator

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.
<b>IASC SSC</b>	Instrumentation Automation Surveillance & Communication Sector Skill Council
<b>NSQF</b>	National Skill Qualification Framework
<b>NCrF</b>	National Credit Framework
<b>NCVET</b>	National Council for Vocational Education and Training
<b>NSDC</b>	National Skill Development Corporation
<b>SID</b>	Skill India Digital
<b>RPL</b>	Recognition of Prior Learning