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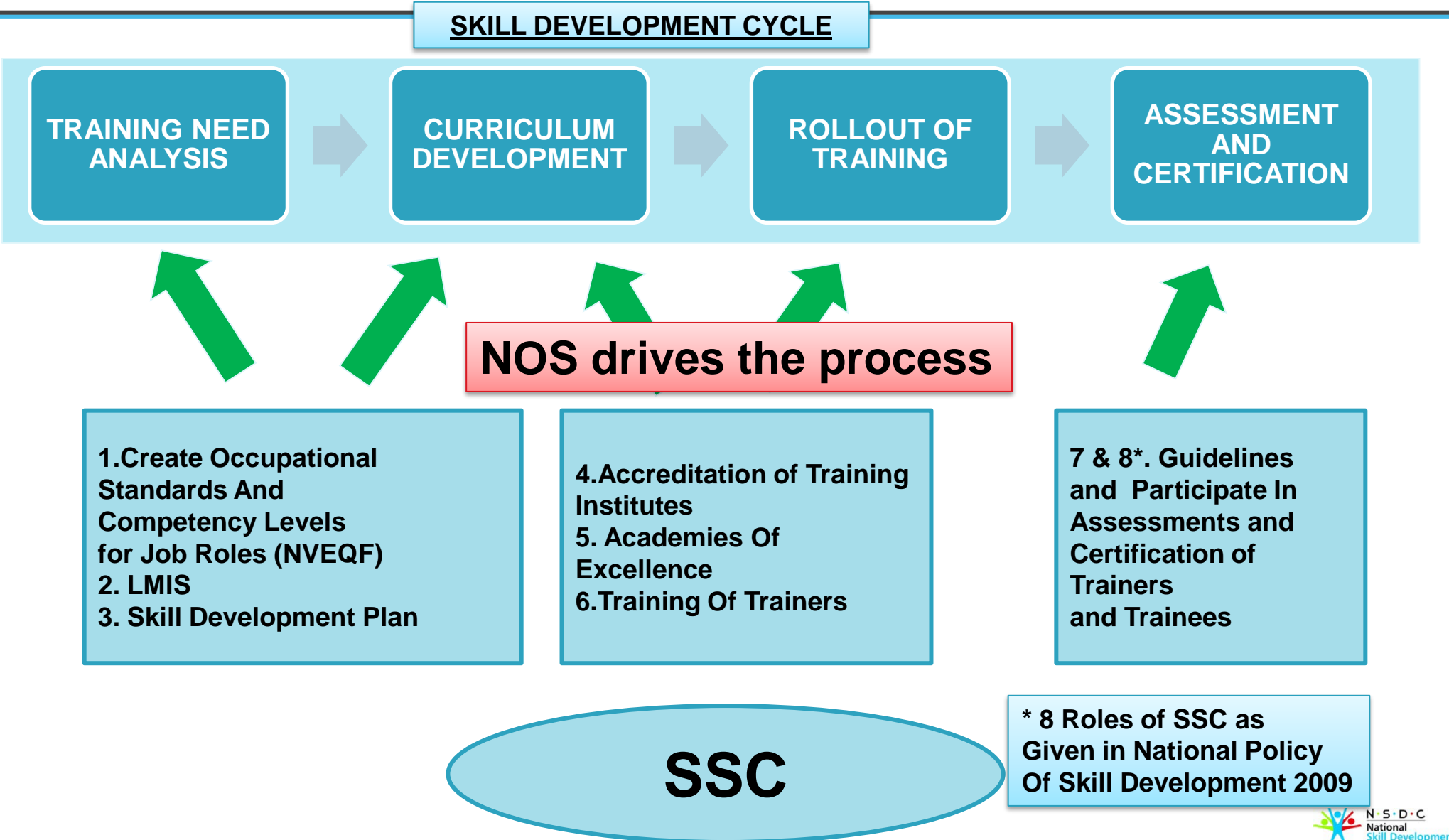


## National Occupational Standards (NOS) For SSCs

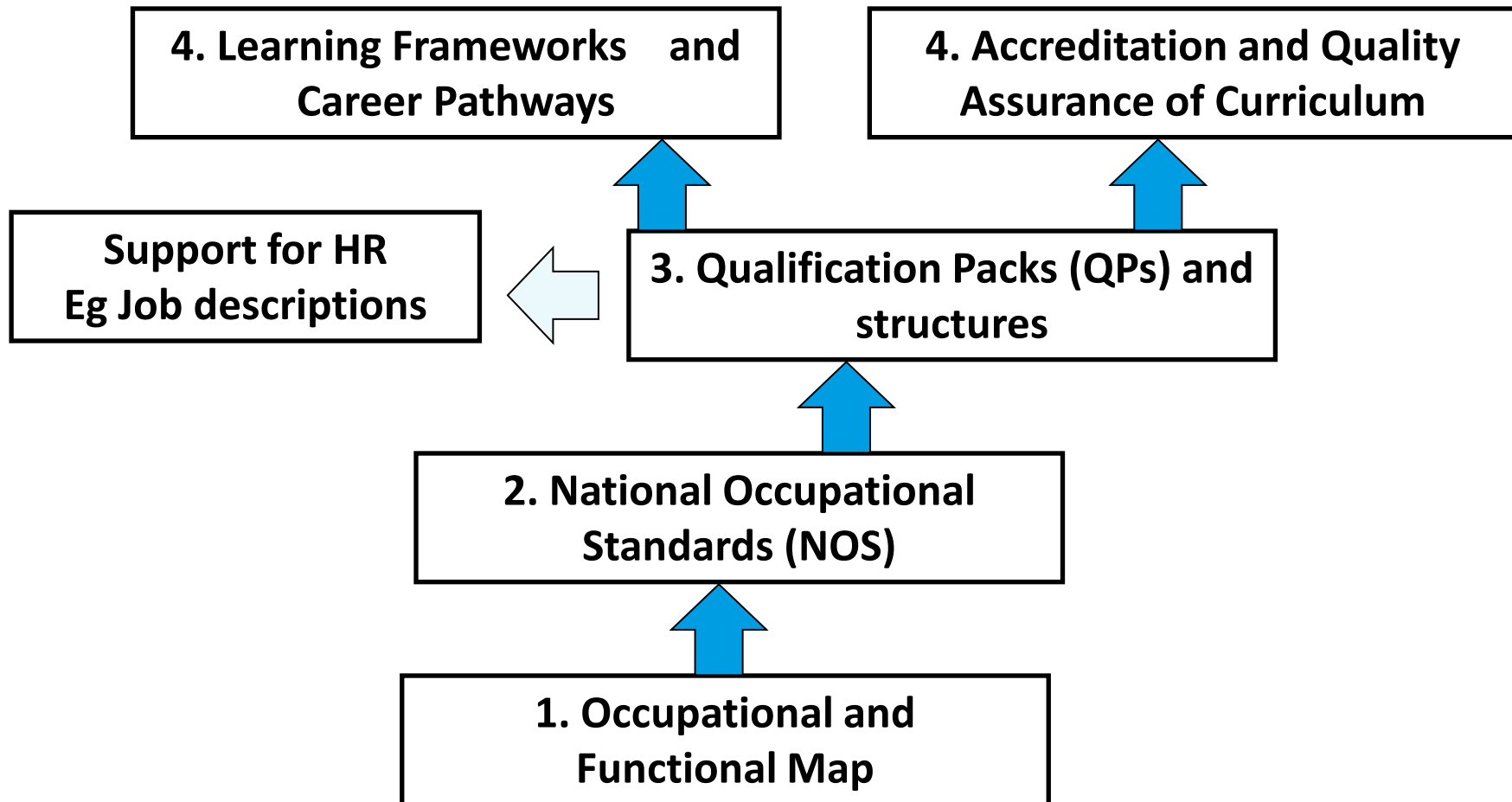


N • S • D • C  
National  
Skill Development  
Corporation

# How our SSCs work



# What is NOS used for ?



# What are National Occupational Standards?

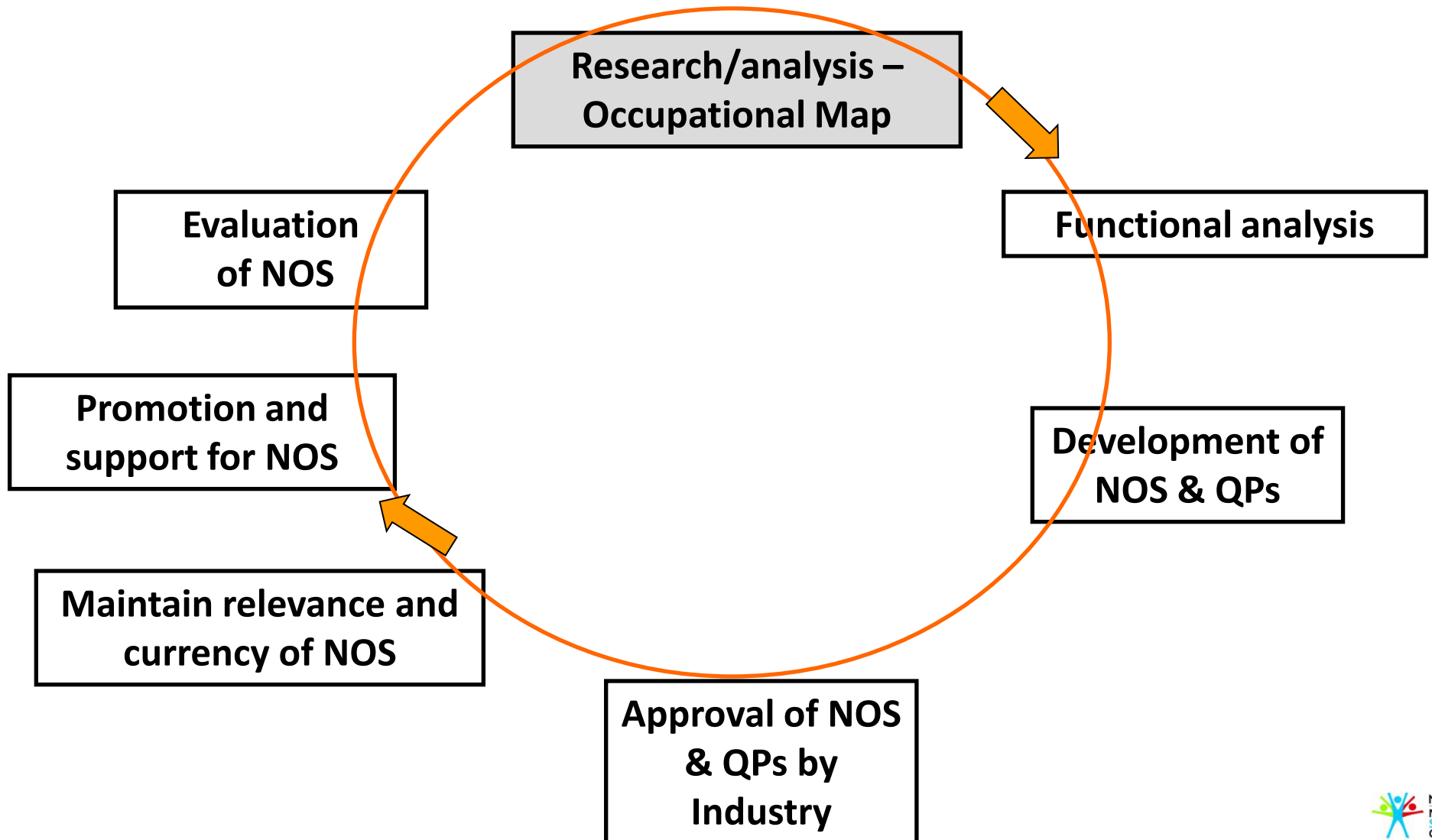
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## Definition

**National Occupational Standards (NOS) specify the standard of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently.**

# DEVELOPMENT & FORMAT OF NOS

# KEY STAGES IN THE DEVELOPMENT OF NOS

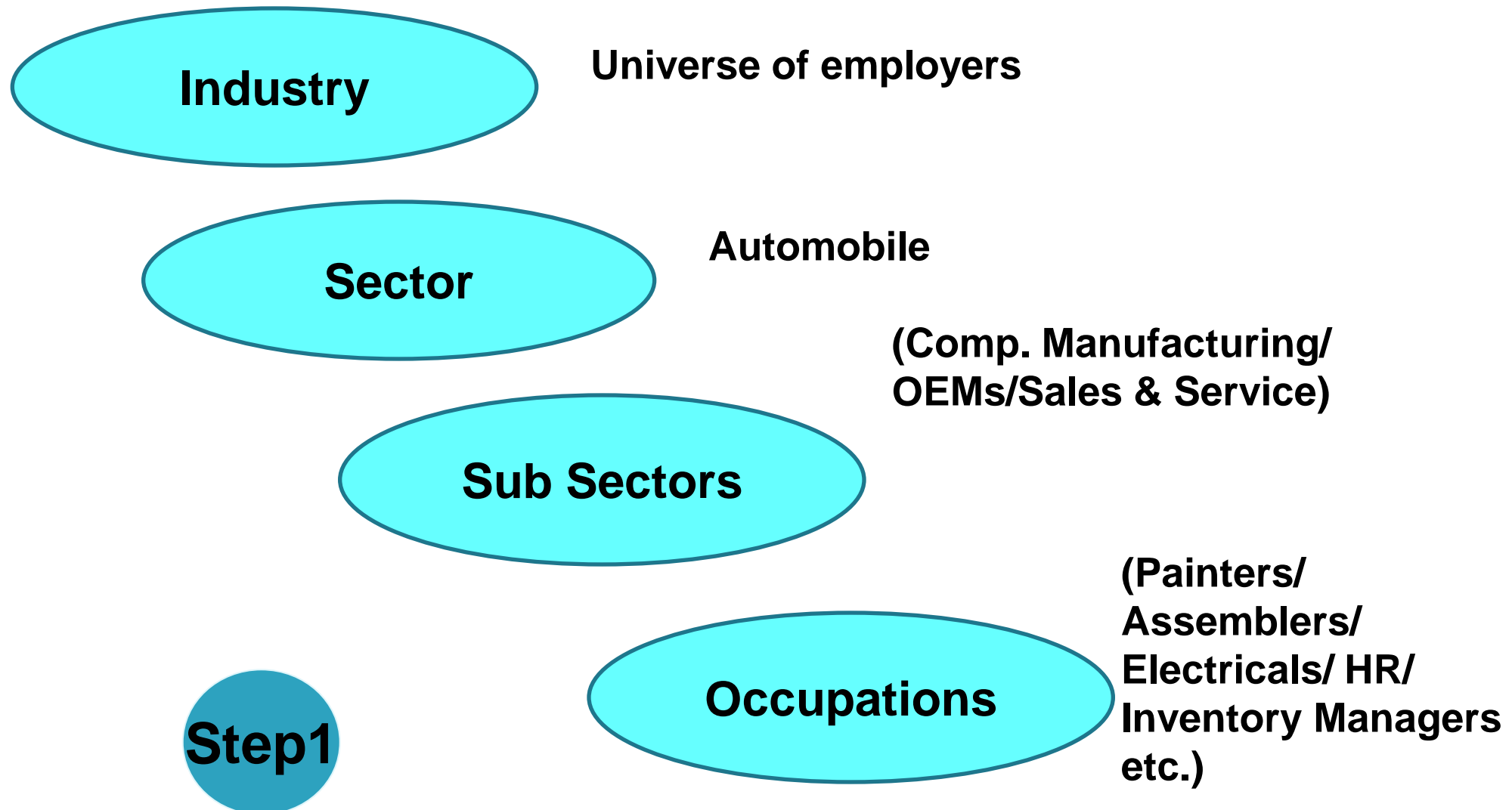


# Research/Analysis of Sector/Occupation and Needs

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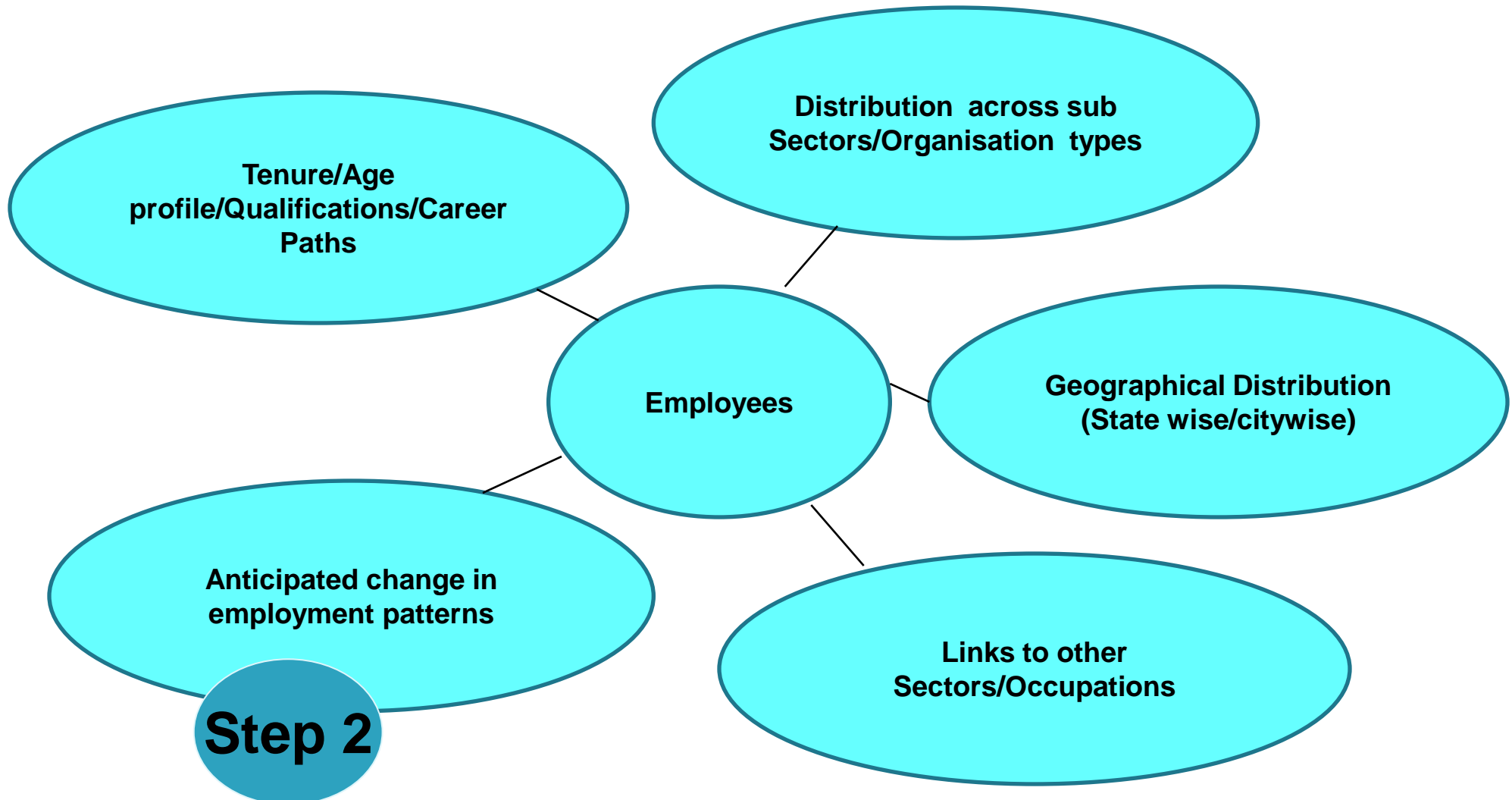
- develop the business case for NOS development – and get industry engagement
- identify a representative sample of employers to engage in NOS development ( minimum 10 each of large, medium and small employers by workforce size)
- identify other key stakeholders who could be helpful in the development process, e.g., training providers.

# Research/Analysis of Sector/Occupation and Needs as per following Process

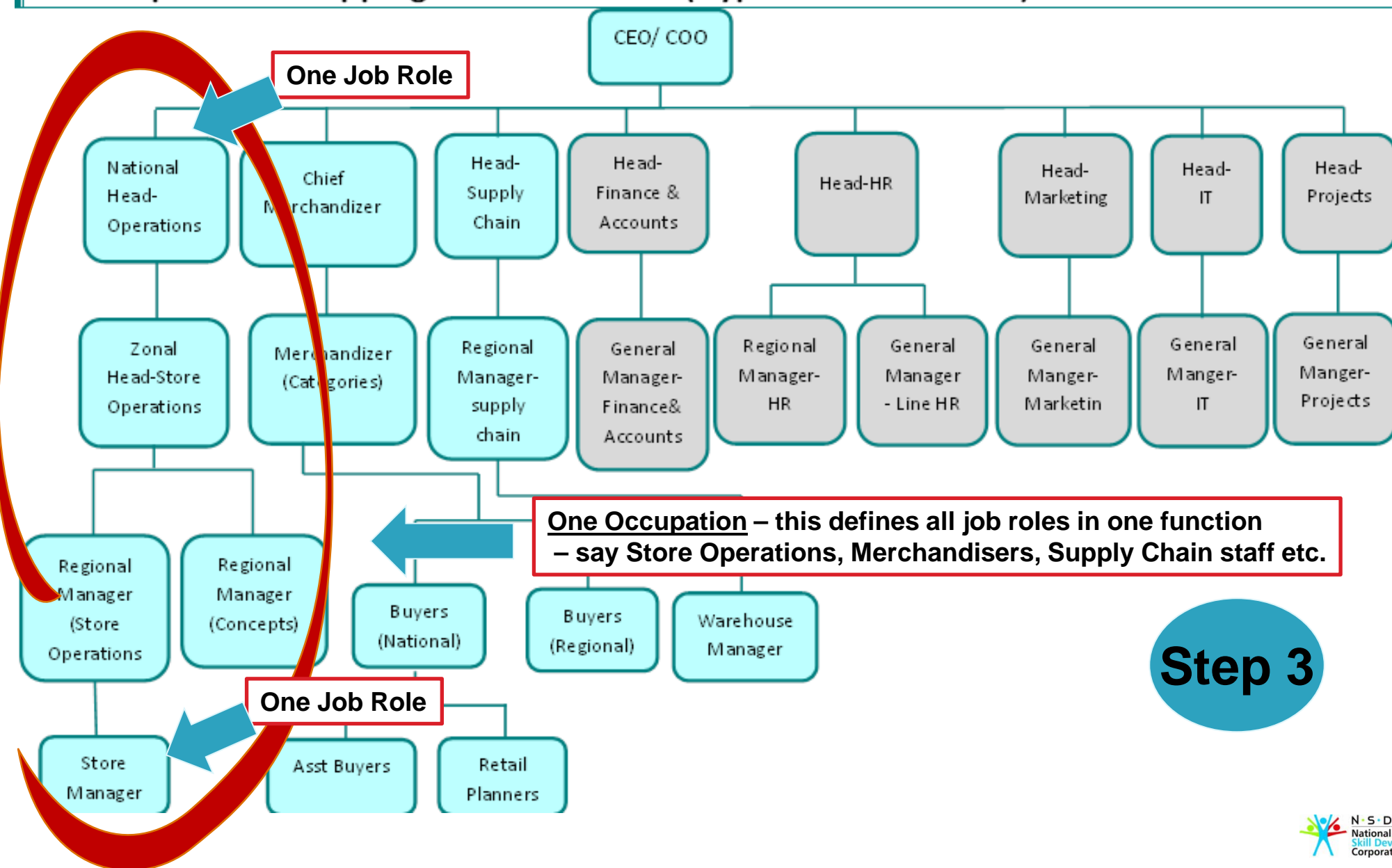




# Research/Analysis of Sector/Occupation and Needs



## II. Occupational Mapping\* – Retail sector (Hypermarket format)



# ALIGN ALL JOB ROLES LEVEL DESCRIPTORS

( These Level Descriptors are Provided by Ministries of HRD & Labour)

Entry Level	Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Role
1	prepares person to carry out process that are repetitive and require no previous practice	familiar with common trade-related terminologies, words meaning & understanding	Routine and repetitive, takes safety and security measures.	reading and writing, addition subtraction personal financing, familiarity with social and religious diversity, hygiene and environment	no responsibility, always works under continuous instruction and close supervision	Retail Bagger
2	prepares person to/carry out process that are repetitive on regular basis with little application of understanding, more of practice	Material tools and application in a limited context, understands context of work and quality	limited service skill used in limited context, select and apply tools, assist in professional works with no variables differentiates good and bad quality	receive and transmit written and oral messages, basic arithmetic personal financing understanding of social political and religious diversity, hygiene and environment	no responsibility works under instruction and close supervision	Jr. Merchandizer
3 Semi-skilled worker	person may carry out a job which may require limited range of activities routine and predictable	Basic facts, process and principle applied in trade of employment	recall and demonstrate practical skill, routine and repetitive in narrow range of application	Communication written and oral, with minimum required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social	Under close supervision; some responsibility for own work within defined limits	Customer Sales Associate

Example from Retail Sector

Step 4

There are 10 Levels. Each Level has descriptors. SSCs suggest alignment of job roles to levels, and these are validated as laid out later in this Presentation

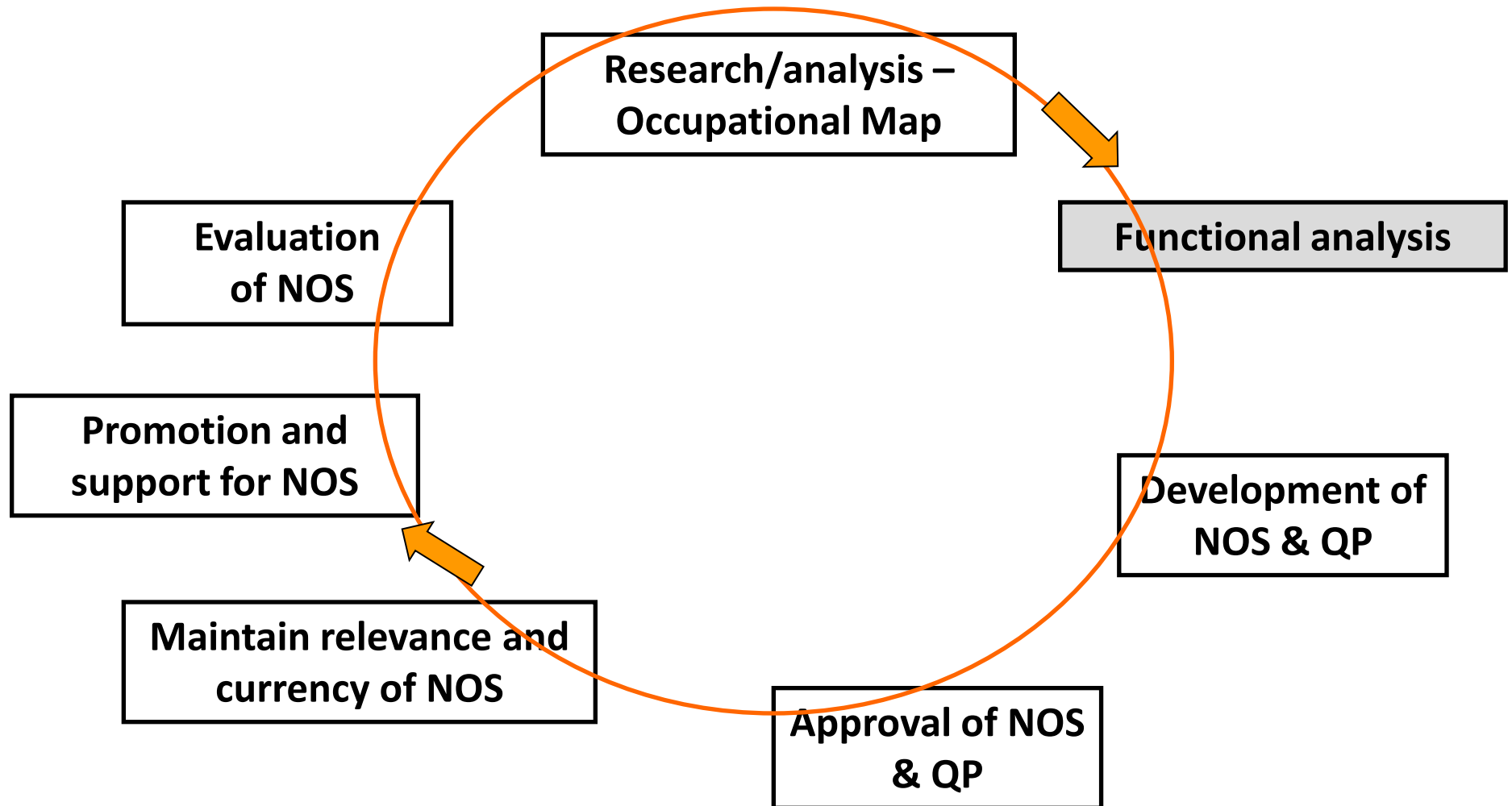
# ALIGN ALL JOB ROLES LEVEL DESCRIPTORS

Entry Level	Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Role
4 Skilled-worker	work in familiar, predictable, routine, situation of clear choice	factual knowledge of field of knowledge or study	recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts	language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment	Responsibility for own work and learning	Retail Sales Associate
5 Supervisor						
6 Master technician/trainer	job that require well developed skill, with clear choice of procedures in familiar context	Knowledge of facts, principles, processes and general concepts, in a field of work or study.	a range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information	Desired mathematical skill, understanding of social, political and some skill of collecting and organizing information, communication	responsibility for own work and learning and some responsibility for other 's works and learning	Retail Store Supervisor
	demands wide range of specialized technical skill, clarity of knowledge and practice in broad range of activity involving standard non-standard practices	factual and theoretical knowledge in broad contexts within a field of work or study	a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study	Reasonably good in mathematical calculation, understanding of social, political and, reasonably good in data collecting organizing information, and logical communication	Responsibility for own work and learning and full responsibility for other 's works and learning	Store Manager

# ALIGN ALL JOB ROLES LEVEL DESCRIPTORS

Entry Level	Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Role
7 Graduates	Requires a command of wide ranging specialized theoretical and practical skill, involving variable routine and non-routine context.	wide ranging , factual and theoretical knowledge in broad contexts within a field of work or study	wide range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study	good logical and mathematical skill, under-standing of social political and natural environment good in collecting and organizing information, communication skill	full responsibility for output of group and development	Regional Manager (Operations)
8 Honour	Comprehensive, cognitive, theoretical knowledge and practical skills to develop creative solutions, to abstract problem. Undertakes self-study, demonstrates intellectual independence, analytical rigour and good communication.			Exercise management and supervision in the context of work/study having unpredictable changes, responsible for development of self and others.		Zonal Head (Operations)
9 Master	Advanced Knowledge and skill. Critical understanding of the subject, demonstrating mastery and innovation, completion of substantial research and dissertation.			Responsible for decision making in complex technical activities, involving unpredictable study/work situations.		Chief Merchandizer
10 Doctor-ate	Highly specialized knowledge and problem solving skill to provide original contribution to knowledge through research and scholarship.			Responsible for strategic decisions in unpredictable complex situations of work/study.		

# KEY STAGES IN THE DEVELOPMENT OF NOS



# Functional Analysis

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- **Functional analysis is the main tool used to develop National Occupational Standards (NOS).**
- **It involves analysing areas of work and identifying the outcomes that people should achieve**
- **Functions mean the activities a person is expected to do as part of their job. They must have a clear purpose and outcome that are valuable to an employer**

# Key Stages of Functional Analysis

- Begin with a **Key Purpose** of the occupational area eg Shop, Restaurant, Factory, Construction Site
- Identify **Functions (tasks)** by asking:
  - ‘What needs to happen to achieve the Key Purpose?’
- Identify possible **NOS titles** by asking:
  - ‘What needs to happen to achieve each Function?’
- For each NOS, identify **Performance(skills) and Knowledge criteria** by asking
  - ‘What are the activities in each NOS, which are to be performed?’ (Performance/Skills)
  - ‘What are the underpinning knowledge attributes which are to be understood to perform each of above activities?’ (Knowledge Criteria)

Step 1

Step 2

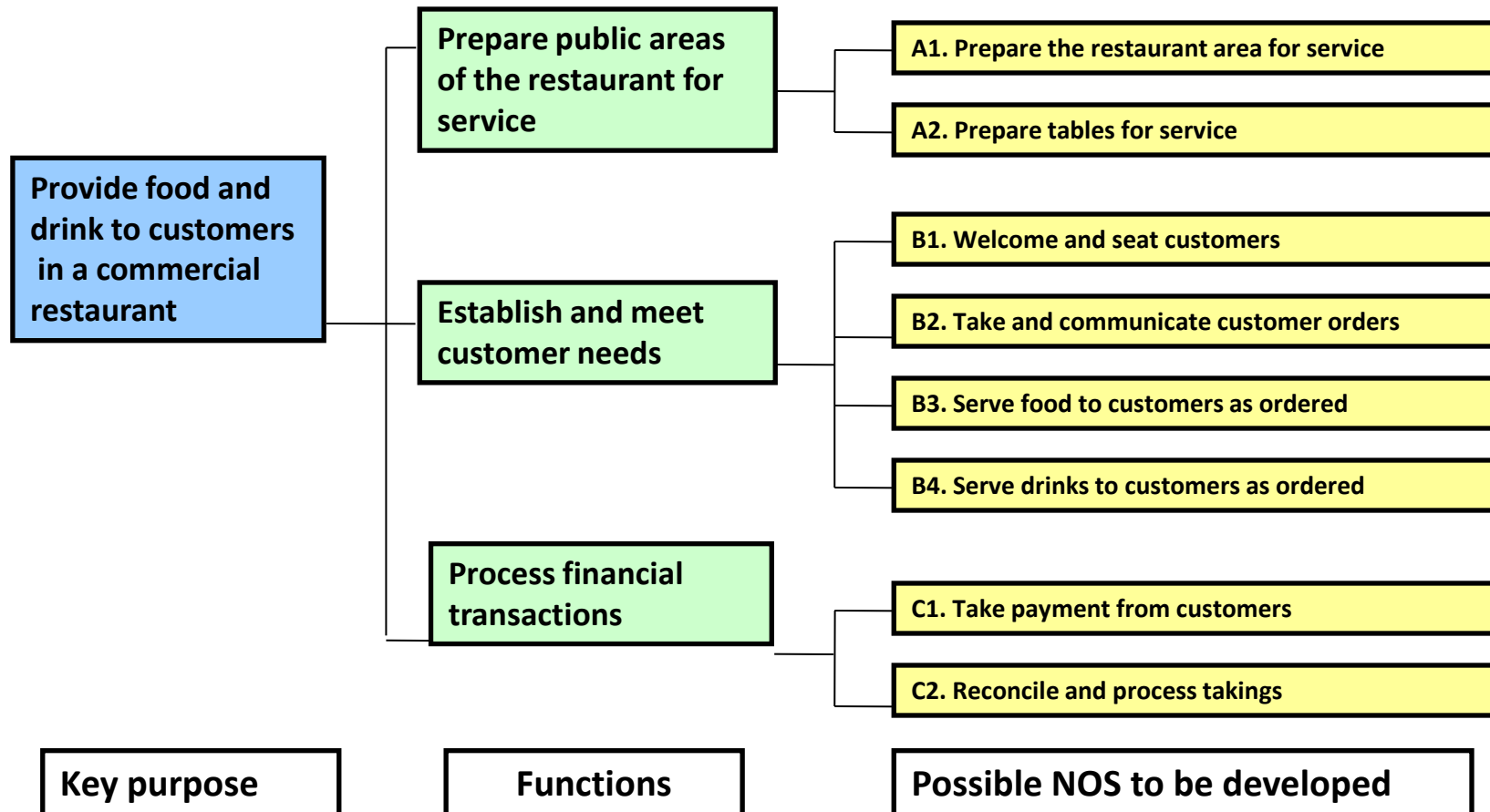
Step 3

Step 4



# Example Functional Analysis

## - Restaurant Waiter/waitress



# Example - Chief Merchandiser - Retail

Key Purpose	Function	NOS
Lead organization's efforts to plan, develop and execute the product strategy (category, mix, volume, promotions) across all business units to maximise sales / profitability	1. Plan and design product strategy	1.1 Build your organisation's understanding of its market and customers
		1.2 Put the strategic business plan into action
	2. Execute business plans	2.1 Build and manage teams
		2.2 Outsource business processes
		2.3 Implement change
	3. Collaborate and communicate	3.1 Develop productive working relationships with colleagues and stakeholders
		3.2 Communicate information and knowledge

# Example - Service Technician - Auto

Key Purpose	Function	NOS
To assist in inspection and maintenance of Light Motor Vehicles with respect to all mechanical jobs and learn on-the-job	1. Prepare Work Area	1.1 Prepare a proper work environment
		1.2 Follows Health, Safety and fitness guidelines
	2. Plan the task	2.1 Determine the task details to be carried out
		2.2 Ensure availability of all required resources for the task



# Example - IT Service Desk Attendant – with Performance Criteria

Step 1

Step 2

Step 3 Functional Analysis

Step 4

Purpose of the Job	Function	NOS	Competencies(Performance Criteria)	
			Knowledge	Skills
To provide IT services support to the customer	1. Receive the Service request/incident from the customer	1.1: Receive the incident through voice call/e-mail and responding to the customer	Generic: <ul style="list-style-type: none"> <li>Communicating with customer</li> <li>Attention to details</li> <li>Handling multiple media at same time</li> </ul> Domain Specific: <ul style="list-style-type: none"> <li>Responding to emails/calls/chats</li> <li>Forwarding calls/emails</li> </ul>	Generic: <ul style="list-style-type: none"> <li>Effective communication</li> <li>Reading</li> <li>Writing</li> <li>Listening</li> </ul> Domain Specific: <ul style="list-style-type: none"> <li>Basic Computer skills</li> <li>Web interface</li> <li>Email</li> <li>Telephone handling</li> </ul>
	2. Service Request/incident documentation and categorization	2.1: Record incidents and service requests accurately and completely 2.2: Categorize and prioritize the incident/request	Generic: <ul style="list-style-type: none"> <li>Reads, structures, comprehends the information from the source</li> <li>Attention to details</li> </ul> Domain Specific: <ul style="list-style-type: none"> <li>Different kinds of software and hardware</li> <li>Convert generic language to specific category</li> <li>Understanding priority and urgency of issues</li> <li>Isolate and identify the problem</li> </ul>	Generic: <ul style="list-style-type: none"> <li>Effective communication</li> <li>Reading</li> <li>Writing</li> </ul> Domain Specific: <ul style="list-style-type: none"> <li>Basic Analytics</li> <li>Basic Word Processing software</li> <li>Using web interface</li> </ul>
	3. Incident/Service request resolution	3.1: Solve the request remotely from the service desk 3.2: Escalate the request to appropriate group internal or external to organization	Generic: <ul style="list-style-type: none"> <li>Communicating with customer</li> <li>Attention to details</li> </ul> Domain Specific: <ul style="list-style-type: none"> <li>Troubleshooting</li> <li>Handling software applications</li> <li>Voice/Telephone/Video Call issue handling</li> <li>Account Maintenance/Access Rights handling</li> <li>Hardware Failure handling</li> <li>Installation/Configuration request resolution</li> </ul>	Generic: <ul style="list-style-type: none"> <li>Effective communication</li> <li>Listening</li> </ul> Domain Specific: <ul style="list-style-type: none"> <li>Basic Computer hardware and software</li> <li>Basic Computer networking</li> <li>Basic telephone networking</li> <li>Basic Operating System handling, configuration, installation and</li> </ul>

# Example - Auto Technician – Performance and Knowledge

## Criteria for One NOS

### Annexure 3

**NOS**

**Unit 1.1: Prepare a proper work environment**

**Element 1.1.1: Maintains tools and equipment as per the company standards**

Performance Criteria	Knowledge Criteria
Store and organize tools and equipment as per the company standards	Types of tools and equipment such as hand tools, power tools, welding/cutting devices, shop equipment, and diagnostic and measuring tools
Inspect tools and equipment as per specified schedule to recognise wear and tear, damage or defects	Calibration schedules and requirements for precision equipment
Keep the tools and equipment well lubricated	How to lubricate tools and equipment and its importance
Maintains cleanliness of work spot, tools, jacks, trays and horses etc.	Importance of cleanliness of work spot, tools, jacks, trays and horses etc.

# Example-Chief Merchandiser – Performance Criteria for One NOS

## NOS Overview - Put the strategic business plan into action

This National Occupational Standards unit specifies standards for putting the strategic business plan into action

Once a strategic business plan has been developed and agreed, it needs to be put into action. This means: 'selling' the plan to the managers and other staff involved in putting it into practice; having agreed standards for measuring success; carefully monitoring the implementation of the plan and making adjustments along the way – a process that may need a lot of flexibility and openness to change. The key element of your role is –

**Element 1** Put the strategic business plan into action

## Performance criteria

### Element 1. Put the strategic business plan into action

You must be able to

- PC1. Make sure the people involved understand and support the plan, and their responsibilities in relation to it.
- PC2. Use agreed methods and measures to monitor implementation of the plan.
- PC3. Identify variations from agreed standards and the reasons for these.
- PC4. Adjust the plan or the people and resources in a way that is consistent with the organisation's overall vision and objectives.
- PC5. Inform the people involved of adjustments to the plan and help them make changes to their own plans.
- PC6. Record how the plan has been put into practice, evaluated and adjusted, in a way that will help future planning.
- PC7. Identify good practice and areas for improvement and communicate these to colleagues and key stakeholders.

# Example - Chief Merchandiser – Knowledge Criteria for One NOS

## Knowledge & Understanding

### Element 1. Put the strategic business plan into action

You must know and understand

- KU1. Principles and methods of strategic management and business planning.
- KU2. The importance of communicating the plan to people and ensuring understanding and how to do so effectively.
- KU3. How to monitor and review implementation of and performance against the plan.
- KU4. How to assess and manage risk.
- KU5. How to further develop and adjust the plan.
- KU6. How to adjust the way you allocate people and resources to implement the plan.
- KU7. The importance of identifying ways in which future planning can be improved.

#### Industry / sector & context specific knowledge and understanding

- KU8. Legal, regulatory and ethical requirements in your sector.
- KU9. Market developments in your sector at local, national and international levels.
- KU10. The agreed strategic business plan for your organisation.
- KU11. The market in which your organisation works.
- KU12. Customer feedback, financial and other management information.
- KU13. Your organisation's structure and business processes.
- KU14. Your organisation's culture.
- KU15. Colleagues and other key stakeholders, and their needs and expectations.
- KU16. The processes for communication within your organisation.

# QUALIFICATIONS PACK

**Qualifications Pack (QP)**-Defines the set of NOS which are aligned to one Job Role.

Same NOS may feature in QPs of multiple job roles, across multiple industries – e.g., NOS on 'Customer Service' maybe applicable to

- a) Store Associate and Store Manager in Retail ( Different Job Roles same sector)
- b) Store Associate Retail, BPO Executive (ITES), Service Desk Attendant (BFSI)

## Qualifications A/23/Retail

- Role description – Store Manager
- Experience – Minimum 2 years as Store Supervisor/ Equivalent
- NVEQF Level – 5
- NOS required – 23/A1, 23/A2 ( Merchandising), 22/B1, 22/B4 ( Customer Service), 32/A4 ( Planogram for Store), 45/B3 ( Leadership and Management), 23 D4 (Store Ops)
- Performance Criteria – As laid down in NOS document

**Example of QP**



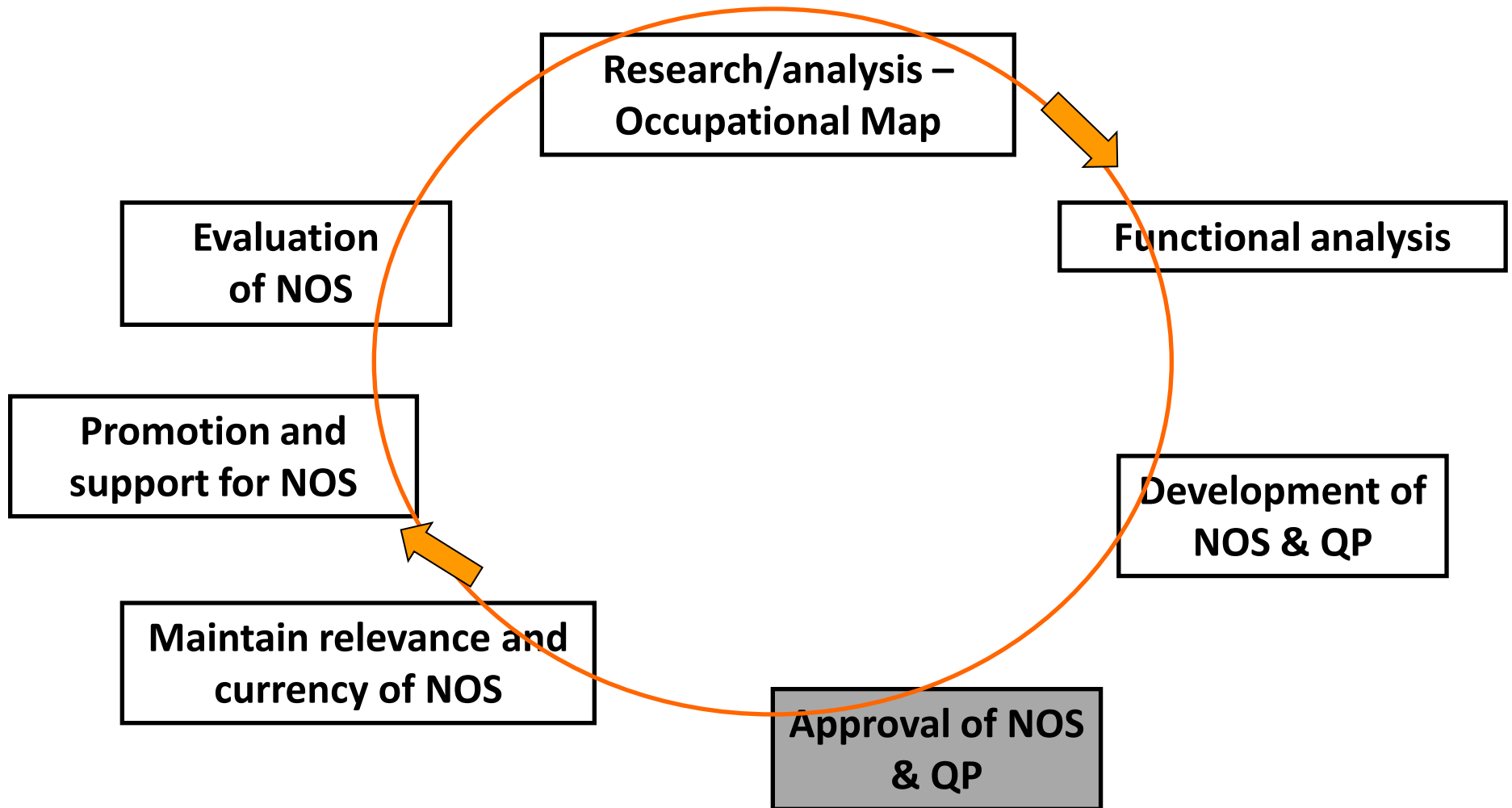


# Process for Nomenclature of NOS and QPs

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- **NOS – three capital letters followed by slash (/) N four numbers**
  - Three letters – unique to each SSC – eg, retail – RET., Electronics – ELE, etc
  - Four Numbers – can start with 0001 onwards.
  - So for retail first NOS can be RET/N 0001
- **QP – same capital letters as above followed by slash (/) Q and four numbers**
  - E.g., RET/Q 0002

# KEY STAGES IN THE DEVELOPMENT OF NOS



# Process of Approval

- **Governing Councils of each SSC will create a sub committee for approval of NOS and QPs**
- **The Sub Committee will lay down the number of large, medium and small employers who will endorse the NOS and QPs ( minimum ten employers per category)**
- **The NOS and QPs will be endorsed by employers as laid down, approved by the Sub Committee and sent to Qualifications Registration Committee (QRC) at NSDC**
- **QRC will comprise one member each from all approved SSCs and rep from NSDC. They will ensure**
  - Appropriateness of level of QP, as per Level Descriptors – low/high/appropriate
  - Common NOS with other sectors – if any
  - Any other observation on format
- **These would be mutually corrected between QRC and SSC, and the NOS and QP promulgated.**

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# THANK YOU