



Record Keeper

QP Code: AMH/Q1920

Version: 2.0

NSQF Level: 3

Apparel, Madeups & Home Furnishing Sector Skill Council || Flat No. A-312 to A-323, 3rd Floor,
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Contents

AMH/Q1920: Record Keeper	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
AMH/N0104: Comply with industry, regulatory and organizational requirements and Greening of Job roles	5
AMH/N1920: Plan to identify record needs and assign unique identification to records	9
AMH/N1921: Establish and maintain records as evidence to process performance	13
AMH/N1922: Maintain health, safety and security in the record keeping work area & Gender Sensitivity Requirements & PwD	17
Assessment Guidelines and Weightage	20
<i>Assessment Guidelines</i>	20
<i>Assessment Weightage</i>	21
Acronyms	22
Glossary	23

AMH/Q1920: Record Keeper

Brief Job Description

Record keeper is responsible for collecting, preserving, and maintaining data for various processes. He/She oversee the organisation records from their creation and preservation through to disposal The job of record keeper broadly involves collection of data related to accounting and personnel, data related to manufacturing processes containing material movement and various quality related data generated due to inspection/testing/studies carried out at many stages of manufacturing.

Personal Attributes

Record keeper should have good investigative, critical, non- compromising approach from any deviation, with an approach insisting for evidence, keen looking for details, go-by-the-book nature He/ she should have good problem-solving skills, analytical, administrative and organisational skills with good communication skills. And should be fluent with standard databases, software and operating systems

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AMH/N0104: Comply with industry, regulatory and organizational requirements and Greening of Job roles](#)
2. [AMH/N1920: Plan to identify record needs and assign unique identification to records](#)
3. [AMH/N1921: Establish and maintain records as evidence to process performance](#)
4. [AMH/N1922: Maintain health, safety and security in the record keeping work area & Gender Sensitivity Requirements & PwD](#)

Qualification Pack (QP) Parameters

Sector	Apparel
Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Boutique Operations
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

Minimum Educational Qualification & Experience	10th Class with 2 Years of experience in relevant field OR 12th Class with 1 Year of experience in relevant field OR Certificate-NSQF (Level 2) with 2 Years of experience as Layerman
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQC Approval Date	30/12/2021
Version	2.0
Reference code on NQR	2021/APR/AMHSSC/04766
NQR Version	1.0

AMH/N0104: Comply with industry, regulatory and organizational requirements and Greening of Job roles

Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal, regulatory organizational requirements.

Scope

The scope covers the following :

- Observe organizational norms and follow green procedures at workplace.

Elements and Performance Criteria

Comply with industry, and organizational requirements and greening of job roles

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

- PC1.** Carry out work functions in accordance with organizational standards, greening solutions, procedures, policies, legislation and regulations.
- PC2.** Apply and follow organizational policies and procedures and inculcate sustainable consumption practices.
- PC3.** Actively get involved in improving the performance of the organization and support adaptation to environmentally friendly processes.
- PC4.** Handle materials, equipment, computer and software safely and correctly to maintain a clean and hazard free working area and support adaptation to more environmentally friendly processes
- PC5.** Carry out running maintenance and/or cleaning within one's responsibility and agreed schedules and deal with work interruptions effectively.
- PC6.** Report unsafe equipment and other dangerous occurrences to concerned personnel.
- PC7.** Use cleaning equipment and methods appropriate for the work to be carried out.
- PC8.** Request for upgrading of system or software when required for effective working and maintain a backup file when working on various design software
- PC9.** All soft copies of design work to be maintained in files as well for future reference

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Conscious and sustainable decisions/information for achieving an effective and green workplace.
- KU2.** The importance of safe working practices and code of conduct (COC) and Social Accountability standards followed by the organization/ industry
- KU3.** The production procedures and the specific work activities relate to the whole process.
- KU4.** The organization's rules, codes, quality standards, reporting procedures and guidelines (including timekeeping)

- KU5.** The work instructions and specifications and interpret them accurately
- KU6.** To make use of the information detailed in specifications and instructions
- KU7.** The importance of taking action when problems are identified
- KU8.** The importance of running maintenance and regular cleaning and Maintenance procedures
- KU9.** Effects of contamination on products i.e., Machine oil, dirt and different ways of minimizing waste.
- KU10.** The common faults with equipment and the method to rectify.

Generic Skills (GS)

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

- GS1.** Make conscious and sustainable decisions that help reduce, reuse, and recycle the company resources.
- GS2.** Identify and replace processes that create unnecessary waste
- GS3.** Communicate with others in writing (wherever applicable)
- GS4.** Use the accurate terminology
- GS5.** Follow manuals/procedures/and compliance policies
- GS6.** Update actively with modifications through written print and mail communication (digital)
- GS7.** Listen effectively and orally communicate information accurately and Make decisions on a suitable course of action or response.
- GS8.** Communicate proactively on critical issues and Follow rule-based decision-making processes
- GS9.** Identify situation that need escalation on quality issues and seek intervention
- GS10.** Plan and organize your work to achieve targets and deadlines and consult/coordinate for effective delivery.
- GS11.** Apply problem-solving approaches in different situations
- GS12.** Refer anomalies to the particular personnel
- GS13.** Analyze needs, requirements and dependencies in order to meet your work requirements
- GS14.** Seek participation of members from Quality, Production, Audit or any other team for effective solutions
- GS15.** Provide opinions on work in a detailed and constructive way to the concerned personnel

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Comply with industry, and organizational requirements and greening of job roles</i>	20	10	-	10
PC1. Carry out work functions in accordance with organizational standards, greening solutions, procedures, policies, legislation and regulations.	2	1	-	1
PC2. Apply and follow organizational policies and procedures and inculcate sustainable consumption practices.	2	1	-	1
PC3. Actively get involved in improving the performance of the organization and support adaptation to environmentally friendly processes.	2	1	-	1
PC4. Handle materials, equipment, computer and software safely and correctly to maintain a clean and hazard free working area and support adaptation to more environmentally friendly processes	3	2	-	2
PC5. Carry out running maintenance and/or cleaning within one's responsibility and agreed schedules and deal with work interruptions effectively.	3	1	-	1
PC6. Report unsafe equipment and other dangerous occurrences to concerned personnel.	2	1	-	1
PC7. Use cleaning equipment and methods appropriate for the work to be carried out.	2	1	-	1
PC8. Request for upgrading of system or software when required for effective working and maintain a backup file when working on various design software	2	1	-	1
PC9. All soft copies of design work to be maintained in files as well for future reference	2	1	-	1
NOS Total	20	10	-	10

National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0104
NOS Name	Comply with industry, regulatory and organizational requirements and Greening of Job roles
Sector	Apparel
Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Sewing, Ironing, Export Operations, Designing, Boutique Operations, Quality Control, Sewing, Laying, Inventory Management, Hand Embroidery
NSQF Level	4
Credits	TBD
Version	5.0
Next Review Date	31/03/2025

AMH/N1920: Plan to identify record needs and assign unique identification to records

Description

This is about description procedure for defining needs for records and assigning identification to records for monitoring process performance and activities carried out as per quality plan. Coordinate and collaborate with all the departments in managing records

Scope

The scope covers the following :

- Procedure for defining record needs at different stages of manufacturing processes and process performance.

Elements and Performance Criteria

Procedure for defining record needs at different stages of manufacturing processes and process performance

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

- PC1.** Define codes and names for quality records at different stages of organization processes
- PC2.** Identify need for accounting of materials at different process stages as per quality plan like cutting, stitching, finishing, etc.
- PC3.** Identify need for recording data related to HR, stores, etc.
- PC4.** Identify need for recording data related to quality parameters and inspection/testing results like fabric inspection, stitching defects, color fastness, etc.
- PC5.** Identify mode of collecting data for records like direct measurement, offline data collection, online data collection, data collection for sampling etc.
- PC6.** Coordinate and collaborate with all the departments in managing records and maintain appropriate databases

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Scope and sensitivity of data related to production, quality, design, R&D etc.
- KU2.** Scope and sensitivity of data related to production, quality, design, R&D etc.
- KU3.** Scope and sensitivity of data related to production, quality, design, R&D etc.
- KU4.** Sampling related to data collection
- KU5.** Organizations manufacturing processes
- KU6.** Data collection procedure and practices
- KU7.** Establishing new records management systems
- KU8.** Developing, maintaining, verifying and evaluating existing systems

Generic Skills (GS)

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

- GS1.** Document records related to sampling or bulk materials received and issued
- GS2.** Write records, memos, etc. clearly and legibly
- GS3.** Document the valid requirements in a chronological sequence
- GS4.** Read and comprehend written instructions related to quality
- GS5.** Read and comprehend the requirements and the amount received in local language as well.
- GS6.** Communicate with superiors, colleagues and juniors appropriately regarding identifying the record needs
- GS7.** Seek clarification from the concerned supervisors/managers in case of any doubt in identifying record needs
- GS8.** Follow organization rule-based decision-making process with respect to record keeping
- GS9.** Take decisions regarding the capacity of the organization while recording the goods received.
- GS10.** Planning and organization of work to meet accuracy and precision in records
- GS11.** Plan and organize the requirements recorded for future reference
- GS12.** Maintain records of goods received and issued with respect to the customer requirements
- GS13.** Tally the orders recorded with the customer requirements to ensure the customer needs are fulfilled
- GS14.** Seek and comprehend related input data for clarification
- GS15.** Communicate effectively with aids of soft skill tools and techniques
- GS16.** Apply domain information to develop analytical format for data collection and recording as per process specific needs
- GS17.** Analyze the requirements with respect to their availability in the organization, repetition of the list sent, etc.
- GS18.** Critically evaluate data in relation to product compliance and process performance

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Procedure for defining record needs at different stages of manufacturing processes and process performance</i>	17	65	-	8
PC1. Define codes and names for quality records at different stages of organization processes	3	15	-	1
PC2. Identify need for accounting of materials at different process stages as per quality plan like cutting, stitching, finishing, etc.	3	15	-	1
PC3. Identify need for recording data related to HR, stores, etc.	3	10	-	1
PC4. Identify need for recording data related to quality parameters and inspection/testing results like fabric inspection, stitching defects, color fastness, etc.	3	10	-	2
PC5. Identify mode of collecting data for records like direct measurement, offline data collection, online data collection, data collection for sampling etc.	3	10	-	2
PC6. Coordinate and collaborate with all the departments in managing records and maintain appropriate databases	2	5	-	1
NOS Total	17	65	-	8

National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1920
NOS Name	Plan to identify record needs and assign unique identification to records
Sector	Apparel
Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Boutique Operations
NSQF Level	3
Credits	TBD
Version	3.0
Next Review Date	31/03/2025

AMH/N1921: Establish and maintain records as evidence to process performance

Description

This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to maintain records as evidence to process performance.

Scope

The scope covers the following :

- This unit/task covers the following: Identification, storage and preservation of records, Provide access of records to the appropriate personnel

Elements and Performance Criteria

Identification, storage and preservation of records

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

- PC1.** Assign unique identification numbers for records
- PC2.** Collect data as per defined procedure like measurement data of panels, fabrics, inspection data of quality, etc.
- PC3.** Maintain records for final garments issued to washing, received from vendors, etc.
- PC4.** Handling day-to-day activities, inventory and reporting to the record keeping supervisor/manager
- PC5.** Disposal of old record defined as per organisation's laid down procedure
- PC6.** Retrieve and provide access to necessary appropriate records and reports as per requirement to the relevant personnel

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge about quality plan of the organization defined for garment styles, buyer class, market types, compliance etc.
- KU2.** Knowledge of quality management system procedures related to record keeping
- KU3.** Knowledge about organization procedure of providing unique numbering system to records
- KU4.** Knowledge for maintaining old records
- KU5.** Knowledge about keeping the records safe and secure in a proper place with a locking system.
- KU6.** Knowledge about providing access to records and files to the appropriate personnel.
- KU7.** Knowledge about classifying and indexing records
- KU8.** Knowledge about destroying or archiving finished data/records

Generic Skills (GS)

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

- GS1.** Maintain records related to issuing and return of all kinds of materials
- GS2.** Write records and related information in a legible fashion
- GS3.** Read and comprehend written instructions related to issuing and returning of materials
- GS4.** Tally the new records with old records in case of any material being repeated
- GS5.** Communicate appropriately with seniors and colleagues.
- GS6.** Providing training to staff who require access or have responsibility for maintaining records.
- GS7.** Dealing with enquiries and requests for information from both internal and external clients
- GS8.** Seek information appropriately from the concerned heads in order to understand the requirements and concerns
- GS9.** Able to speak using basic technical terms
- GS10.** Follow organization rule-based decision-making process when establishing and maintaining records for all kinds of materials
- GS11.** Take decision with systematic course of actions and/or response while making changes in the record-keeping methods
- GS12.** Plan and organize work to meet targets and deadlines
- GS13.** Plan and organize the data that needs to be recorded
- GS14.** Plan and organize old/new records for future references
- GS15.** Maintain records of materials received and issued with respect to customer orders.
- GS16.** Tally the records with customer requirements
- GS17.** Seek clarification from the concerned supervisors/managers in case of any doubt
- GS18.** Take reference from old records in order to seek clarification while maintaining new records
- GS19.** Assess/evaluate steps and processes for record storage, issue and control
- GS20.** Analyze the records made with respect to the requirements received in context of repetition, customer requirements, usability, etc.
- GS21.** Analyze the common mistakes made while record keeping and rectify them
- GS22.** Critically compare the old records with the new ones and evaluate which method of record keeping is more efficient and resourceful
- GS23.** Critically evaluate technical inputs in relation to establishing new records

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identification, storage and preservation of records</i>	20	75	-	10
PC1. Assign unique identification numbers for records	5	20	-	2
PC2. Collect data as per defined procedure like measurement data of panels, fabrics, inspection data of quality, etc.	3	10	-	2
PC3. Maintain records for final garments issued to washing, received from vendors, etc.	5	20	-	2
PC4. Handling day-to-day activities, inventory and reporting to the record keeping supervisor/manager	1	5	-	1
PC5. Disposal of old record defined as per organisation's laid down procedure	3	10	-	2
PC6. Retrieve and provide access to necessary appropriate records and reports as per requirement to the relevant personnel	3	10	-	1
NOS Total	20	75	-	10

National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1921
NOS Name	Establish and maintain records as evidence to process performance
Sector	Apparel
Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Boutique Operations
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	30/12/2024

AMH/N1922: Maintain health, safety and security in the record keeping work area & Gender Sensitivity Requirements & PwD

Description

This unit is about measurement of skills and competencies enabling one to ensure workarea conforms to requirements of environmentally in compliance, safe and secure with no threats to health

Scope

The scope covers the following :

- This unit/task covers the following: Identifying health and safety hazards and ensuring mechanism to safeguard against hazards

Elements and Performance Criteria

Identifying health and safety hazards and ensuring mechanism to safeguard against hazards

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

- PC1..** Keep vigilance for potential risks and threats associated with workplace such as fire, chemical leakage and equipment that are of electric or chemical nature
- PC2.** Ensure safe and correct handling of tools and equipment like cutter, scissors, etc.
- PC3.** Comply with health, safety, gender and PwD (People with disability) related instructions applicable to the workplace
- PC4. .** Participate in mock-drills/evacuation procedures organized at the workplace; group discussions, training sensitization programs for gender and PwD awareness
- PC5. .** Undertake first-aid, fire-fighting and emergency response training

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge of personal protective equipment's and safety measures as applicable to collection of data for a process or machine.
- KU2.** Knowledge about health and safety signage put in the organization
- KU3.** Knowledge of using personal protective equipment's like nose mask, hand gloves, gum boots, as applicable to data collection for processes
- KU4.** Knowledge about various health and safety hazards and potential threats
- KU5.** Knowledge about the importance of gender equality being followed in the organization and policies for reporting any harassment or inappropriate behavior
- KU6.** Knowledge about how to accommodate employees with disabilities etiquette to adhere to and proper language and terminology
- KU7.** Knowledge about how to communicate, offer help, respecting space, parking etc. for people with disabilities or special needs
- KU8.** Knowledge about promoting a safe, accessible and healthy workplace for disabled employees

Generic Skills (GS)

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

- GS1.** Document records regarding team needs for health and safety equipment
- GS2.** Document any incident/accident caused due to damage in the record keeping their causes like fire due to short circuit, chemical leakage, etc.
- GS3.** Write grievance/complaint application
- GS4.** Comprehend written instructions related to personal as well as work areas health and safety
- GS5.** Read, comprehend and follow the safety signage in the organization
- GS6.** Communicate and seek clarification with supervisor/co-workers in context of maintaining health and safety
- GS7.** Talk to co-workers to convey information regarding health and safety in an effective manner.
- GS8.** Make appropriate and timely decision in responding to emergencies/accidents in line with organization
- GS9.** Evaluate and use correct PPE and other safety gear while at the workplace
- GS10.** Plan and organize the safety evacuation drills at the record-keeping work area to smoothen the evacuation process
- GS11.** Organize the records in such a way that during an emergency it is easy to collect and save them from getting damaged
- GS12.** Keep internal customers (worker/cutter/supervisor) health and safety related concerns and processes paramount to ensure alignment with external customers health and safety related expectations (local/global)
- GS13.** Apply problem-solving approach during an emergency
- GS14.** Seek clarification to problems related to health and safety with the supervisors when in doubt
- GS15.** Identify and analyze the possible emergency situations that can take place in the record keeping work area or the entire organization
- GS16.** Analyze, evaluate and apply the information gathered from observation, experience, reasoning or communication to act efficiently with respect to health and safety
- GS17.** Create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee
- GS18.** Actively take part in any discussion/workshop organized for gender sensitization training
- GS19.** Read and comprehend written instructions related to gender equality issues in the organization
- GS20.** Identify and report any harassment or inappropriate behavior towards any employee
- GS21.** Create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee with disability or special needs
- GS22.** Actively take part in any discussion/workshop organized for disability sensitization training.
- GS23.** Read and comprehend written instructions related to equality issues in the organization related to disabled persons
- GS24.** Identify and report any distinction, exclusion, harassment or inappropriate behavior towards any employee

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identifying health and safety hazards and ensuring mechanism to safeguard against hazards</i>	13	45	-	7
PC1.. Keep vigilance for potential risks and threats associated with workplace such as fire, chemical leakage and equipment that are of electric or chemical nature	1	3	-	1
PC2. Ensure safe and correct handling of tools and equipment like cutter, scissors, etc.	5	10	-	2
PC3. Comply with health, safety, gender and PwD (People with disability) related instructions applicable to the workplace	2	7	-	1
PC4. . Participate in mock-drills/evacuation procedures organized at the workplace; group discussions, training sensitization programs for gender and PwD awareness	2	10	-	1
PC5. . Undertake first-aid, fire-fighting and emergency response training	3	15	-	2
NOS Total	13	45	-	7

National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1922
NOS Name	Maintain health, safety and security in the record keeping work area & Gender Sensitivity Requirements & PwD
Sector	Apparel
Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Boutique Operations
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	30/12/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each 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. examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each.
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% aggregate in QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
AMH/N0104. Comply with industry, regulatory and organizational requirements and Greening of Job roles	20	10	0	10	40	13
AMH/N1920. Plan to identify record needs and assign unique identification to records	17	65	-	8	90	30
AMH/N1921. Establish and maintain records as evidence to process performance	20	75	-	10	105	35
AMH/N1922. Maintain health, safety and security in the record keeping work area & Gender Sensitivity Requirements & PwD	13	45	-	7	65	22
Total	70	195	0	35	300	100

Acronyms

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

Glossary

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

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