

QUALIFICATIONS PACK – NATIONAL OCCUPATIONAL STANDARDS FOR IT-BPM INDUSTRY

What are National Occupational Standards (NOS)?

- NOS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- NOS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Associate - Desktop Publishing (DTP)

SECTOR: IT-ITeS

SUB-SECTOR: Business Process Management (BPM)

OCCUPATION: Editorial and DTP

REFERENCE ID: SSC/Q2702

ALIGNED TO: NCO-2015/3512.0202

Associate - DTP in the IT-ITeS Industry is also known as Associate- Publishing, Agent- DTP

Brief Job Description: This job requires the individual to put research reports into standard templates. These templates could be in flash, macromedia, acrobat or html.

Personal Attributes: Individuals with strong command over flash, macromedia, acrobat or html are desirable, as this job requires publishing of content in these formats.

Job Details	Qualifications Pack Code	SSC/Q2702		
	Job Role	Associate - DTP This job role is applicable in both national and international scenarios		
	Credits (NSQF)	TBD	Version number	1.0
	Industry	IT-ITeS	Drafted on	30/04/2013
	Sub-sector	Business Process Management	Last reviewed on	31/03/2018
	Occupation	Editorial and DTP	Next review date	31/03/2019
	NSQC Clearance on	20/07/2015		

Job Role	Associate - DTP (Associate – Publishing, Agent- DTP, Graphic Designer)
Role Description	Responsible for putting research reports into standard templates. These templates could be in flash, macromedia, acrobat or HTML.
NSQF level	7
Minimum Educational Qualifications	Bachelor's Degree in any discipline
Maximum Educational Qualifications	Master's Degree in any discipline
Training (Suggested but not mandatory)	Certifications in Desktop publishing software, tools and platforms
Minimum Eligible Age	18 years
Experience	0-1 years of work experience/internship in Editorial and DTP
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> SSC/N2702 (Provide/control access to publications) SSC/N2703 (Publish Content) SSC/N9001 (Manage your work to meet requirements) SSC/N9002 (Work effectively with colleagues) SSC/N9003 (Maintain a healthy, safe and secure working environment) SSC/N9004 (Provide data/information in standard formats) SSC/N9005 (Develop your knowledge, skills and competence) Optional: Not Applicable
Performance Criteria	As described in the relevant NOS units

Definitions

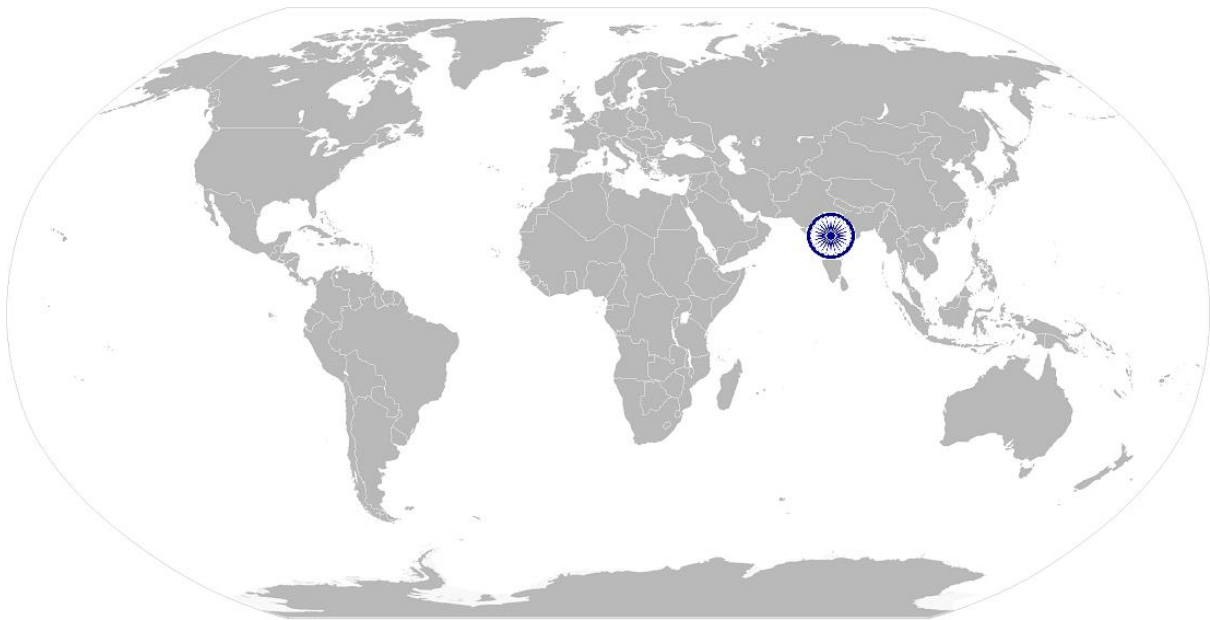
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria 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 Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or 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 the 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 the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Keywords /Terms	Description
IT-ITes	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skill Qualification Framework

Acronyms

National Occupational Standard



Overview

This unit is about providing access to publications stored in your organization's knowledge base only to those entitled to access, and ensuring that the correct versions are used.

SSC/N2702

Provide/control access to publications

Applicable NOS Unit

Unit Code	SSC/N2702
Unit Title (Task)	Provide/control access to publications
Description	This unit is about providing access to publications stored in your organization's knowledge base only to those entitled to access, and ensuring that the correct versions are used.
Scope	<p>This unit/task covers the following:</p> <p>Publications:</p> <ul style="list-style-type: none"> • digital • multimedia • web-based • printed <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • content developers • subject matter experts
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. check that publications, or specific versions of publications, are not already in your organization's knowledge base, in order to avoid duplication</p> <p>PC2. store publications in your organization's knowledge base according to your organization's policies, procedures and standards</p> <p>PC3. check that different versions, including the most up-to-date versions, of publications are clearly indicated according to your organization's standards for version control</p> <p>PC4. provide access to publications in your organization's knowledge base only to those who are entitled to access</p> <p>PC5. provide support to appropriate people to access publications, where required</p> <p>PC6. obtain advice and guidance on storing publications, version control and access issues from appropriate people, where required</p> <p>PC7. comply with your organization's policies, standards, procedures, guidelines and service level agreements (SLAs) when providing and controlling access to publications</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, guidelines and standards for providing/controlling access to publications and your role in applying these</p> <p>KA2. your organization's procedures for storing and updating versions of publications</p>

SSC/N2702

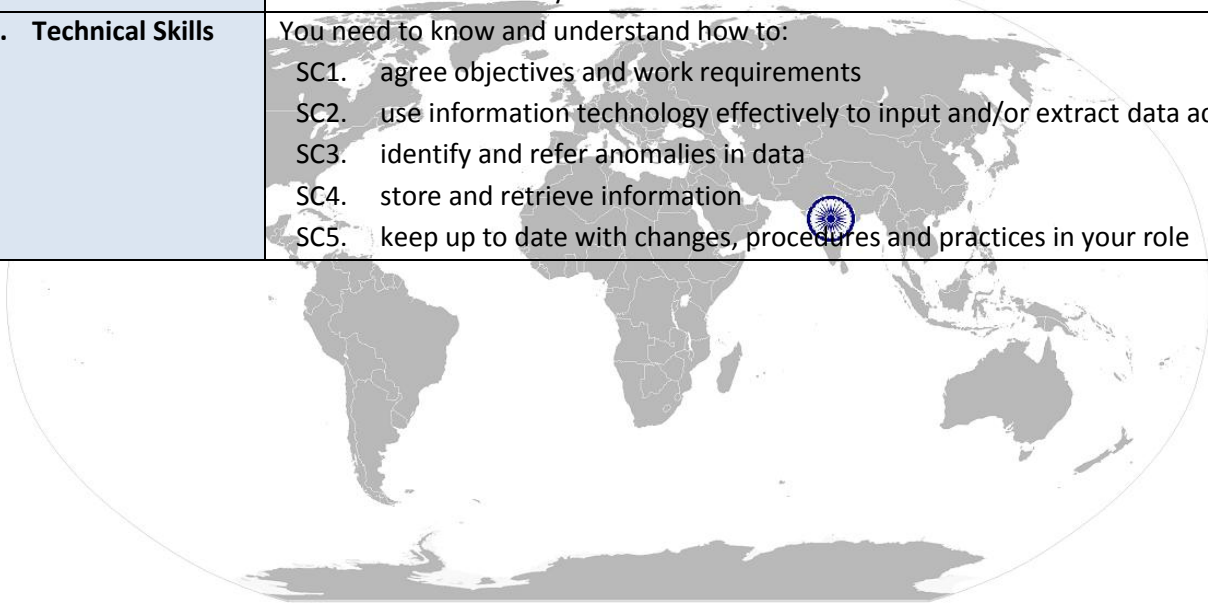
Provide/control access to publications

its processes)	<p>KA3. different types of publications available</p> <p>KA4. how to store, access and replace publications</p> <p>KA5. how to identify the most up to date version of publications</p> <p>KA6. your organization's version control procedures and implications of not following these</p> <p>KA7. your organization's policy and procedures for communicating with people</p> <p>KA8. your organization's policies and procedures for sharing information on publications and the importance of complying with these</p> <p>KA9. who you may need to involve to provide feedback, advice and guidance</p> <p>KA10. the limits of your authority and actions required where requests for publications go beyond those limits</p> <p>KA11. systems and tools used for controlling access and how to use these</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. different types of support people may need to access publications and how to provide this support</p> <p>KB2. how to deal with problems or potential conflicts with access to publications</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. communicate with others in writing</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. follow guidelines, procedures, rules, standards and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p> <p>SA4. ask for clarification and advice from others</p>
B. Professional Skills	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. identify anomalies in data</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p> <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <p>SB3. check that your own work meets customer requirements</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB4. seek clarification on problems from others</p>

SSC/N2702

Provide/control access to publications

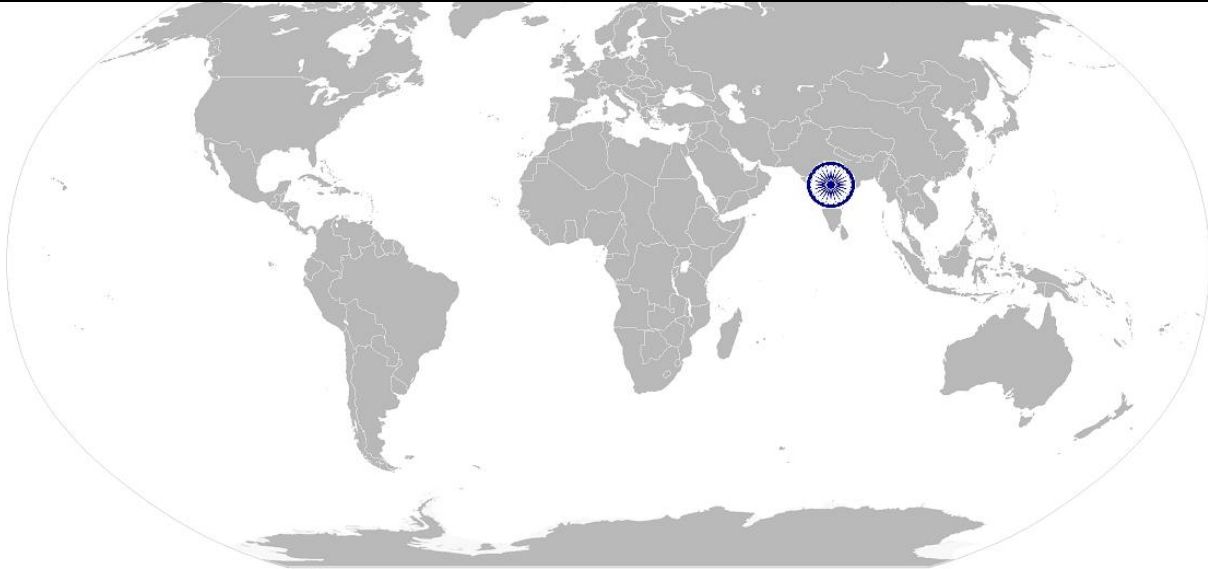
	Analytical Thinking
	You need to know and understand how to: SB5. configure data and disseminate relevant information to others
	Critical Thinking
	You need to know and understand how to: SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB7. check your work is free from errors SB8. get your work checked by others
	Team Working
	You need to know and understand how to: SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. agree objectives and work requirements SC2. use information technology effectively to input and/or extract data accurately SC3. identify and refer anomalies in data SC4. store and retrieve information SC5. keep up to date with changes, procedures and practices in your role



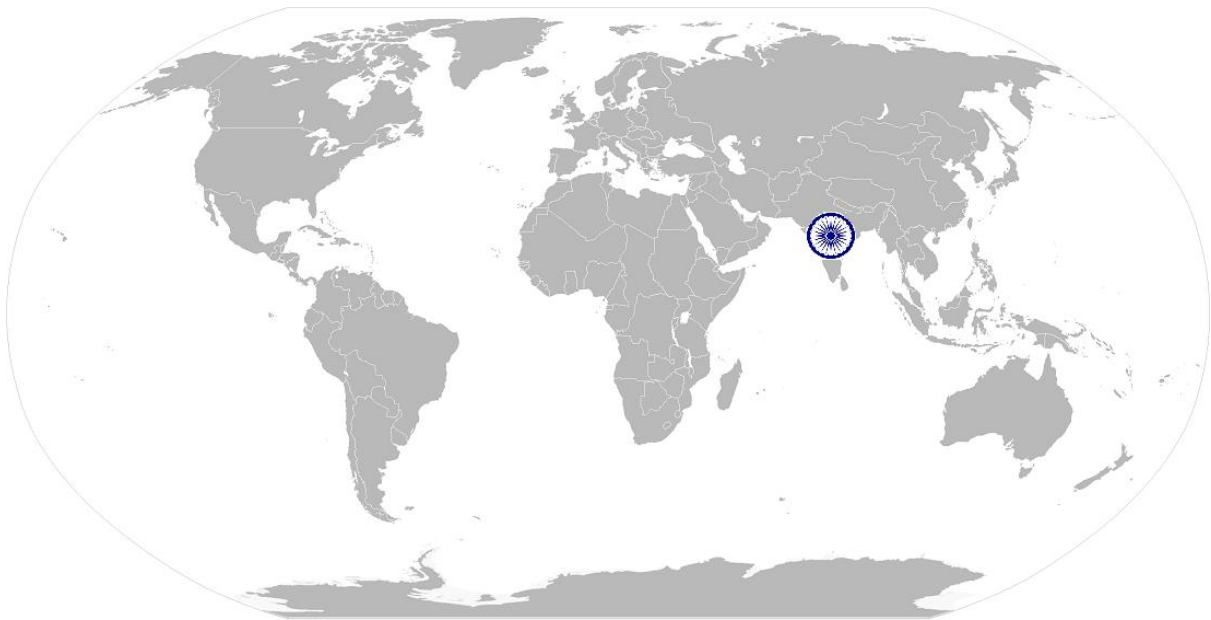
SSC/N2702
NOS Version Control

Provide/control access to publications

NOS Code	SSC/N2702		
Credits (NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about publishing content in digital, multimedia, web-based or printed formats.

SSC/N2703

Publish content

Applicable NOS Unit

Unit Code	SSC/N2703
Unit Title (Task)	Publish content
Description	This unit is about publishing content in digital, multimedia, web-based or printed formats.
Scope	<p>This unit/task covers the following:</p> <p>Requirements:</p> <ul style="list-style-type: none"> objectives scope target audience language style format reliability timing specification <p>Content:</p> <ul style="list-style-type: none"> verbal graphical multi-media <p>Publications:</p> <ul style="list-style-type: none"> digital multi-media web-based printed <p>Appropriate people:</p> <ul style="list-style-type: none"> line manager commissioners of publications subject matter experts <p>Production processes:</p> <ul style="list-style-type: none"> upstream downstream <p>Production teams:</p> <ul style="list-style-type: none"> digital print
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. establish clearly the requirements of the content of publications</p> <p>PC2. identify any issues with the requirements and clarify these with appropriate</p>

SSC/N2703

Publish content

	<p>people</p> <p>PC3. obtain and verify you have the correct versions of all content for publications</p> <p>PC4. manipulate content into draft publications to meet requirements using standard templates and tools</p> <p>PC5. review draft publications with appropriate people and incorporate their inputs</p> <p>PC6. obtain approval of publications from appropriate people</p> <p>PC7. create outputs of publications in formats required for production teams</p> <p>PC8. provide clear instructions for production teams, where required</p> <p>PC9. liaise with production teams to resolve any production issues</p> <p>PC10. update your organization's knowledge base with publications</p> <p>PC11. obtain advice and guidance on publishing content from appropriate people, where required</p> <p>PC12. comply with your organization's policies, standards, procedures, guidelines and service level agreements (SLAs) when publishing content</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and guidelines for publishing content and your role in applying these</p> <p>KA2. objectives, scope and budget for publishing and the importance of keeping within these boundaries</p> <p>KA3. your organization's approval process for publishing content</p> <p>KA4. your organization's production processes for publishing content and how to use these</p> <p>KA5. different types of content and publications and when to use these</p> <p>KA6. the importance of reviewing draft publications with others</p> <p>KA7. how to use feedback to improve publications</p> <p>KA8. who you may need to involve to provide feedback, advice and guidance on publications</p> <p>KA9. implications for your organization of publishing incorrect versions of content</p> <p>KA10. the purpose of liaising closely with production teams and the key stages when this must be done</p> <p>KA11. your organization's knowledge base and how to access and update this</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. types of issues that may arise with specifications of content and how to deal with these</p> <p>KB2. different types of tools, materials and software available for publishing and how and when to use these</p> <p>KB3. issues that may arise when publishing content and how to resolve these</p> <p>KB4. how to identify and avoid publication of duplicate content</p>

SSC/N2703

Publish content

	<p>KB5. different types of content and publications and when to use these</p> <p>KB6. range of styles and formats used in publications including:</p> <ul style="list-style-type: none"> • your organization's house style • types and styles of publications • templates <p>KB7. intended audiences for publications and associated level of language required</p> <p>KB8. current practice for publishing content</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. communicate with others in writing</p> <p>SA2. complete accurate well written work with attention to detail</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA3. follow guidelines, procedures, rules, processes and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
<p>You need to know and understand how to:</p> <p>SA4. listen effectively and orally communicate information accurately</p> <p>SA5. ask for clarification and advice from others</p>	
<p>B. Professional Skills</p>	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. identify anomalies in data</p> <p>SB2. make a decision on a suitable course of action</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB3. plan and organize your work to achieve targets and deadlines</p> <p>SB4. provide instructions to others</p>
	Customer Centricity
	<p>You need to know and understand how to:</p> <p>SB5. check that your own work meets customer requirements</p>
	Problem Solving
	<p>You need to know and understand how to:</p> <p>SB6. seek clarification on problems from others</p> <p>SB7. apply problem-solving approaches in different situations</p>
	Analytical Thinking
	<p>You need to know and understand how to:</p> <p>SB8. configure data and disseminate relevant information to others</p>
Critical Thinking	
<p>You need to know and understand how to:</p>	

SSC/N2703

Publish content

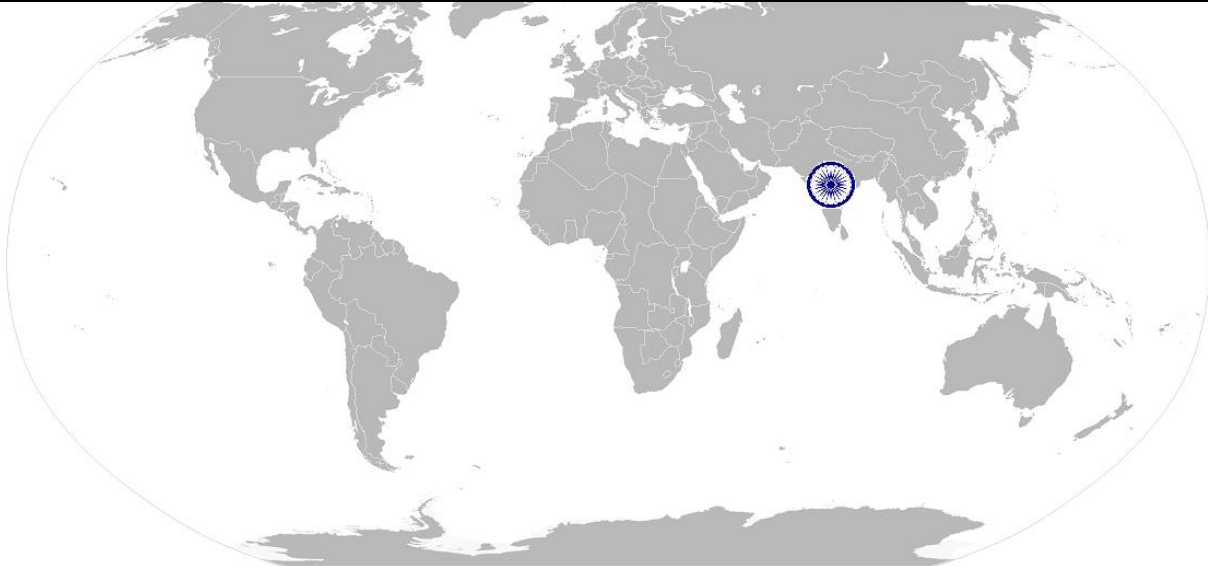
	SB9. provide opinions on work in a detailed and constructive way SB10. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB11. check your work is free from errors SB12. get your work checked by others
	Team Working
	You need to know and understand how to: SB13. work independently and collaboratively SB14. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. agree objectives and work requirements SC2. use information technology effectively to input and/or extract data accurately SC3. identify and refer anomalies in data SC4. store and retrieve information SC5. keep up to date with changes, procedures and practices in your field of expertise



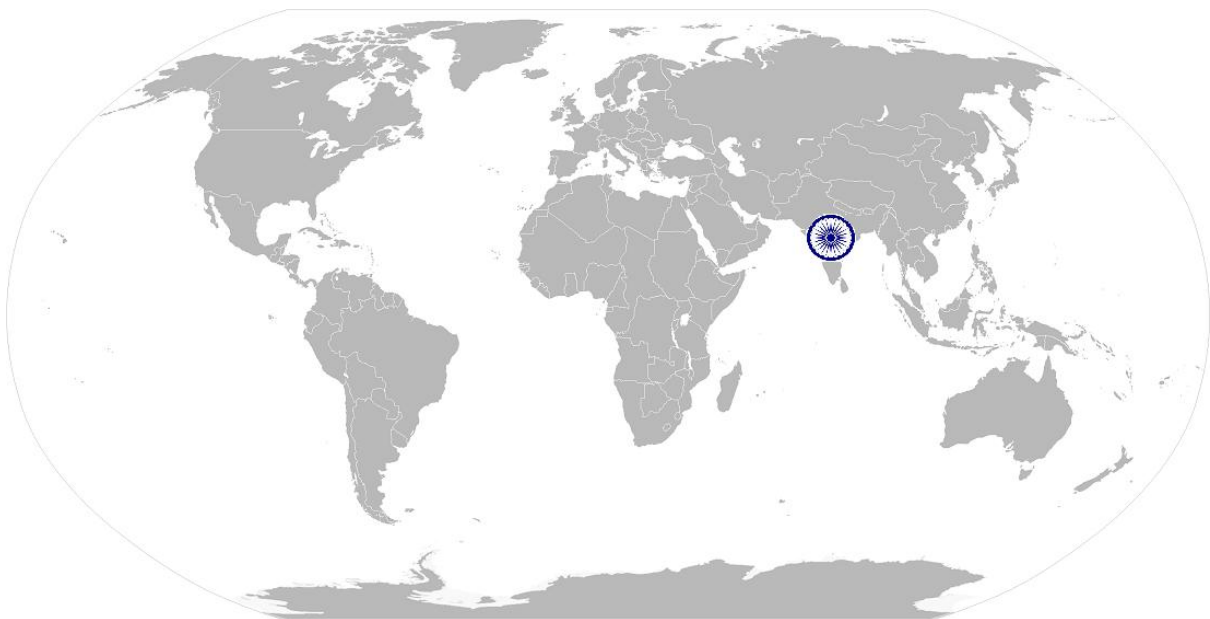
SSC/N2703
NOS Version Control

Publish content

NOS Code	SSC/N2703		
Credits (NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time

SSC/N9001

Manage your work to meet requirements

Applicable NOS Unit

Unit Code	SSC/N9001
Unit Title (Task)	Manage your work to meet requirements
Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
Scope	<p>This unit/task covers the following:</p> <p>Work requirements:</p> <ul style="list-style-type: none"> • activities (what you are required to do) • deliverables (the outputs of your work) • quantity (the volume of work you are expected to complete) • standards (what is acceptable performance, including compliance with Service Level Agreements) • timing (when your work needs to be completed) <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • the person requesting the work • members of the team/department • members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> • equipment • materials • information
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your work requirements with appropriate people</p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use resources correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from appropriate people, where necessary</p> <p>PC9. ensure your work meets the agreed requirements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</p> <p>KA2. limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p> <p>KA6. your organization's policies and procedures for dealing with confidential</p>

SSC/N9001

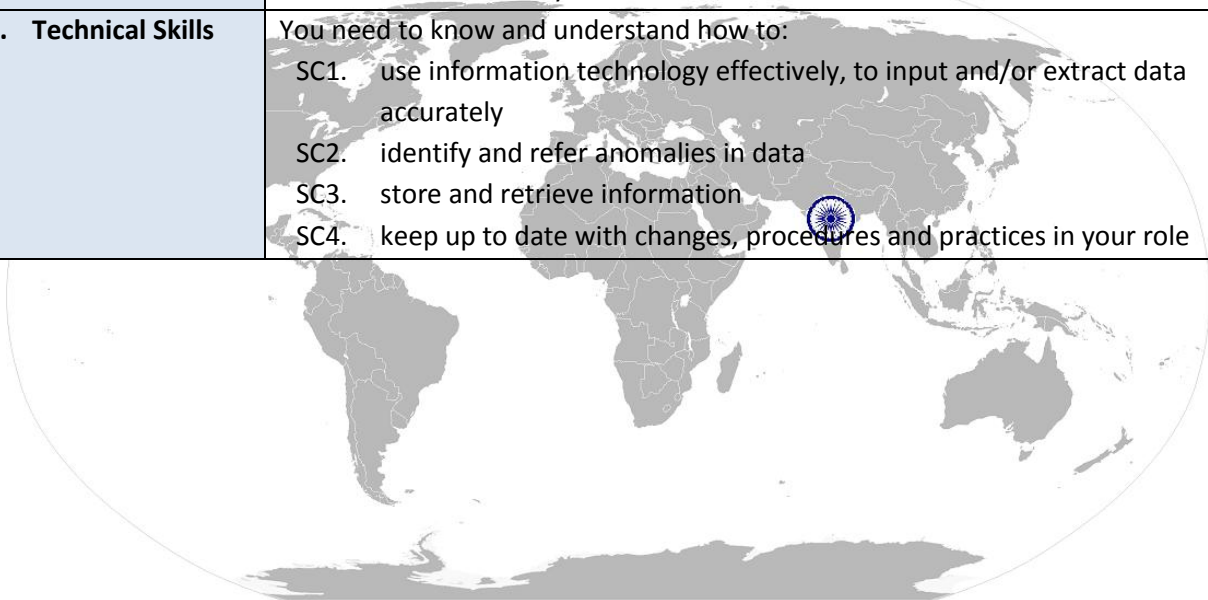
Manage your work to meet requirements

	<p>information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of your work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect change</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. the importance of completing work accurately and how to do this</p> <p>KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization</p> <p>KB3. resources needed for your work and how to obtain and use these</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA3. ask for clarification and advice from line managers</p> <p>SA4. communicate orally with colleagues</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p> <p>SB3. agree objectives and work requirements</p> <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>SB5. check that your own work meets customer requirements</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB6. refer anomalies to the line manager</p> <p>SB7. seek clarification on problems from others</p> <p>Analytical Thinking</p> <p>You need to know and understand how to:</p>

SSC/N9001

Manage your work to meet requirements

	SB8. provide relevant information to others
	SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to: SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB11. check your work is complete and free from errors SB12. get your work checked by peers
	Team Working
	You need to know and understand how to: SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role



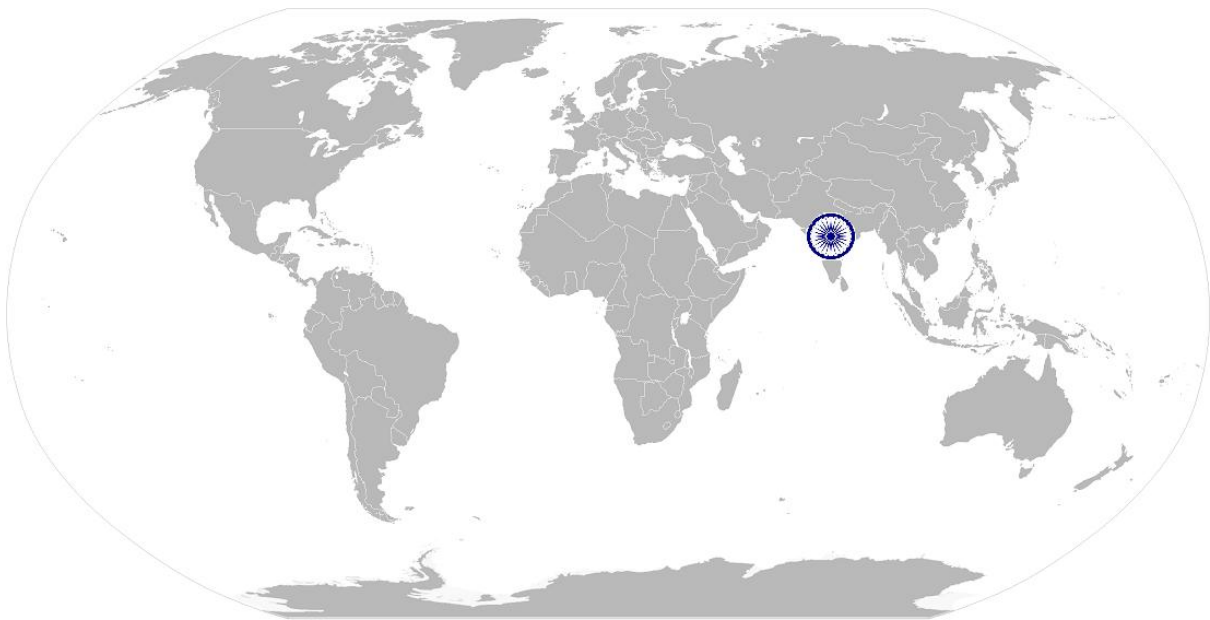
SSC/N9001
NOS Version Control

Manage your work to meet requirements

NOS Code	SSC/N9001		
Credits (NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.

SSC/N9002

Work effectively with colleagues

Applicable NOS Unit

Unit Code	SSC/N9002
Unit Title (Task)	Work effectively with colleagues
Description	This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.
Scope	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> • line manager • members of your own work group • people in other work groups in your organization <p>Communicate:</p> <ul style="list-style-type: none"> • face-to-face • by telephone • in writing
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. communicate with colleagues clearly, concisely and accurately</p> <p>PC2. work with colleagues to integrate your work effectively with them</p> <p>PC3. pass on essential information to colleagues in line with organizational requirements</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments you have made to colleagues</p> <p>PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons</p> <p>PC7. identify any problems you have working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organization's policies and procedures for working with colleagues</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies and procedures for working with colleagues and your role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. benefits of developing productive working relationships with colleagues</p> <p>KA5. the importance of creating an environment of trust and mutual respect in an environment where you have no authority over those you are working with</p> <p>KA6. where you do not meet your commitments, the implications this will have on individuals and the organization</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. different types of information that colleagues might need and the importance</p>

SSC/N9002

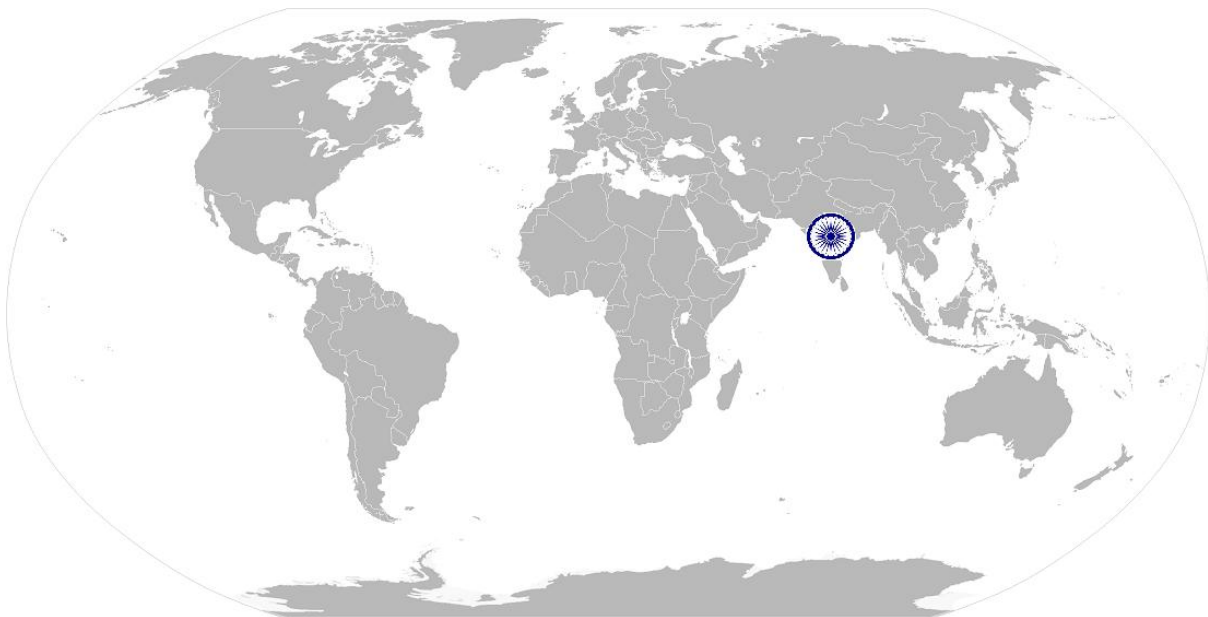
Work effectively with colleagues

	<p>of providing this information when it is required</p> <p>KB2. the importance of understanding problems from your colleague's perspective and how to provide support, where necessary, to resolve these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	SA2. communicate effectively with colleagues in writing
	Reading Skills
	You need to know and understand how to:
	SA3. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA4. listen effectively and orally communicate information accurately SA5. ask for clarification and advice from line managers
B. Professional Skills	Decision Making
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB3. check that your own work meets customer requirements SB4. deliver consistent and reliable service to customers
	Problem Solving
	You need to know and understand how to:
	SB5. apply problem solving approaches in different situations
	Critical Thinking
	You need to know and understand how to:
SB6. apply balanced judgments to different situations	
Attention to Detail	
You need to know and understand how to:	
SB7. check your work is complete and free from errors SB8. get your work checked by peers	
Team Working	
You need to know and understand how to:	
SB9. work effectively in a team environment SB10. work effectively with colleagues and other teams	

SSC/N9002

Work effectively with colleagues

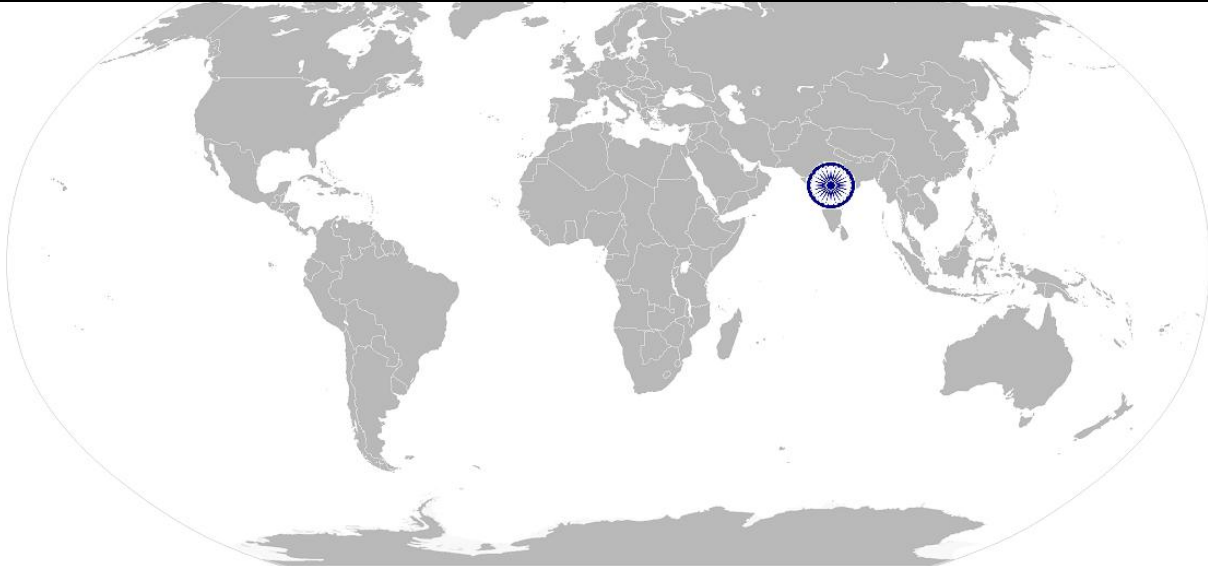
	SB11. treat other cultures with respect
C. Technical Skills	<p>You need to know and understand how to:</p> <p>SC1. identify and refer anomalies</p> <p>SC2. help reach agreements with colleagues</p> <p>SC3. keep up to date with changes, procedures and practices in your role</p>



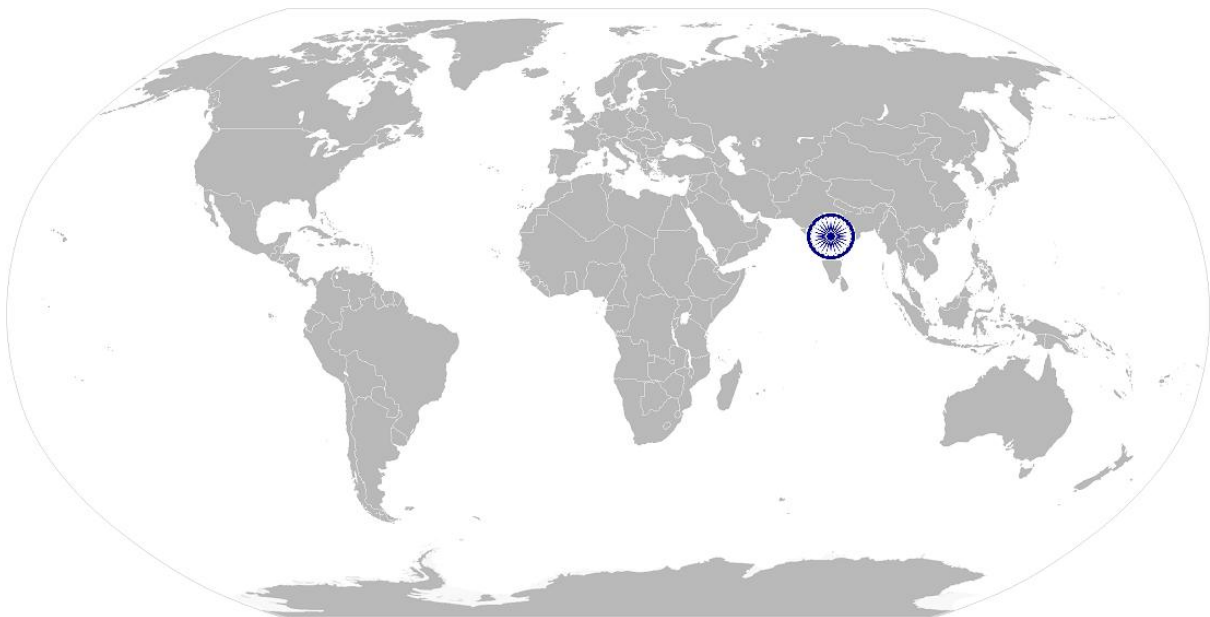
SSC/N9002
NOS Version Control

Work effectively with colleagues

NOS Code	SSC/N9002		
Credits (NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

SSC/N9003

Maintain a healthy, safe and secure working environment

Applicable NOS Unit	Unit Code	SSC/N9003
	Unit Title (Task)	Maintain a healthy, safe and secure working environment
	Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
	Scope	This unit/task covers the following: Emergency procedures: <ul style="list-style-type: none"> • illness • accidents • fires • other reasons to evacuate the premises • breaches of security
Performance Criteria (PC) w.r.t. the Scope		
	<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. follow your organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC7. complete any health and safety records legibly and accurately</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. limits of your responsibility for dealing with hazards</p> <p>KA5. your organization's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>	

SSC/N9003

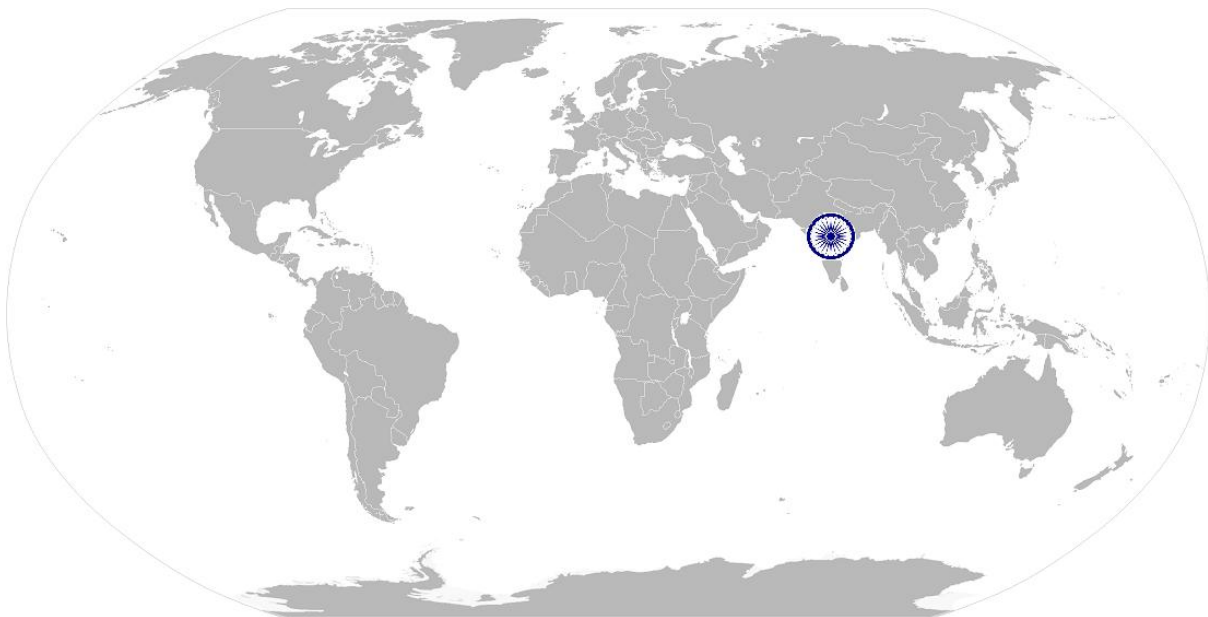
Maintain a healthy, safe and secure working environment

<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. government agencies in the areas of safety, health and security and their norms and services</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to meet health, safety and security requirements</p> <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <p>SB3. build and maintain positive and effective relationships with colleagues and customers</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB4. apply problem solving approaches in different situations</p> <p>Analytical Thinking</p> <p>You need to know and understand how to:</p> <p>SB5. analyze data and activities</p> <p>Critical Thinking</p> <p>You need to know and understand how to:</p> <p>SB6. apply balanced judgments to different situations</p>

SSC/N9003

Maintain a healthy, safe and secure working environment

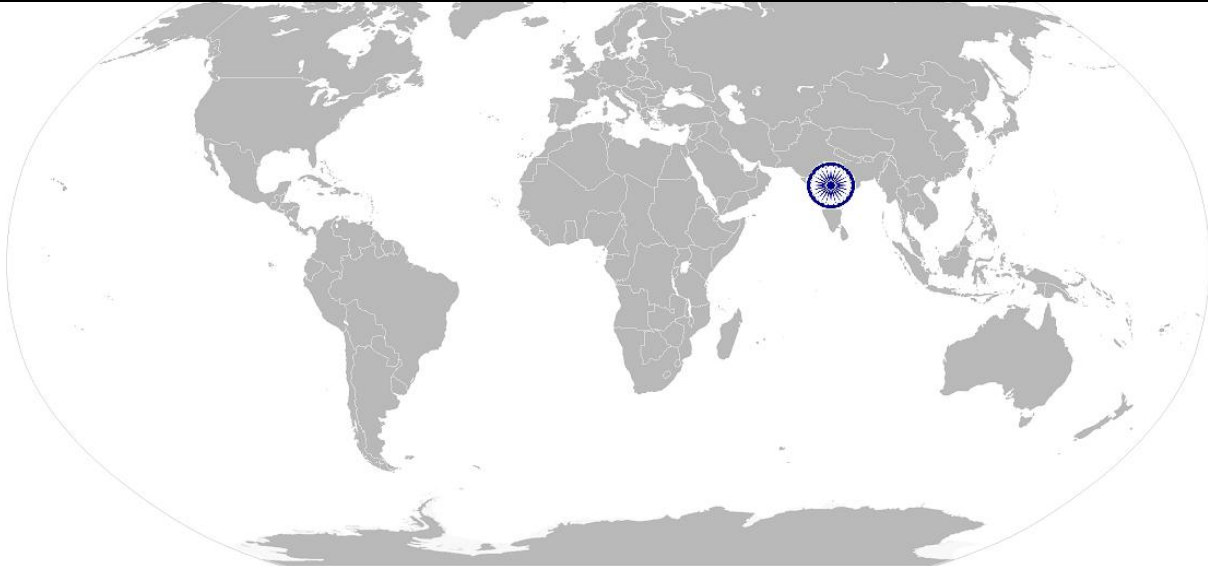
	Attention to Detail
	You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. identify and refer anomalies SC2. help reach agreements with colleagues SC3. keep up to date with changes, procedures and practices in your role



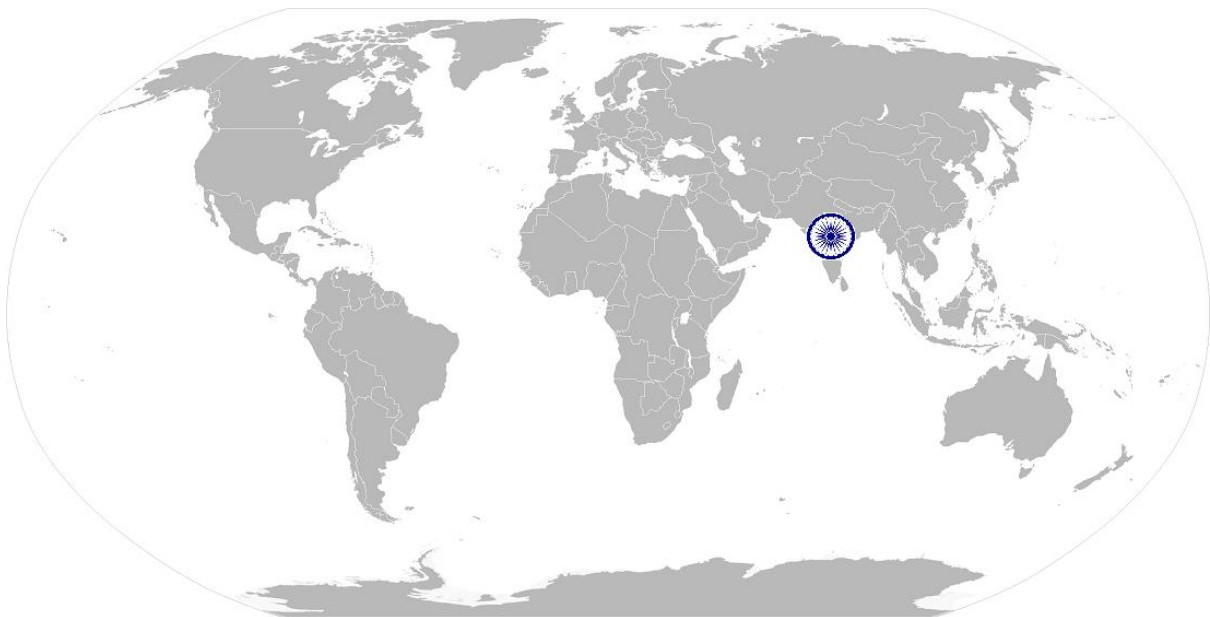
SSC/N9003
NOS Version Control

Maintain a healthy, safe and secure working environment

NOS Code	SSC/N9003		
Credits (NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard




Overview

This unit is about providing specified data/information related to your work in templates or other standard formats

SSC/N9004

Provide data/information in standard formats

Applicable NOS Unit

Unit Code	SSC/N9004
Unit Title (Task)	Provide data/information in standard formats
Description	This unit is about providing specified data/information related to your work in templates or other standard formats.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • members of your own work group • people in other work groups in your organization • subject matter experts <p>Data/information:</p> <ul style="list-style-type: none"> • quantitative • qualitative <p>Sources:</p> <ul style="list-style-type: none"> • within your organization • outside your organization <p>Formats:</p> <ul style="list-style-type: none"> • paper-based • electronic 
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it</p> <p>PC2. obtain the data/information from reliable sources</p> <p>PC3. check that the data/information is accurate, complete and up-to-date</p> <p>PC4. obtain advice or guidance from appropriate people where there are problems with the data/information</p> <p>PC5. carry out rule-based analysis of the data/information, if required</p> <p>PC6. insert the data/information into the agreed formats</p> <p>PC7. check the accuracy of your work, involving colleagues where required</p> <p>PC8. report any unresolved anomalies in the data/information to appropriate people</p> <p>PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>You need to know and understand:</p> <p>KA1. your organization's procedures and guidelines for providing data/information</p>

SSC/N9004

Provide data/information in standard formats

<p>(Knowledge of the company/ organization and its processes)</p>	<p>in standard formats and your role and responsibilities in relation to this</p> <p>KA2. the knowledge management culture of your organization</p> <p>KA3. your organization's policies and procedures for recording and sharing information and the importance of complying with these</p> <p>KA4. the importance of validating data/information before use and how to do this</p> <p>KA5. procedures for updating data in appropriate formats and with proper validation</p> <p>KA6. the purpose of the CRM database</p> <p>KA7. how to use the CRM database to record and extract information</p> <p>KA8. the importance of having your data/information reviewed by others</p> <p>KA9. the scope of any data/information requirements including the level of detail required</p> <p>KA10. the importance of keeping within the scope of work and adhering to timescales</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. data/information you may need to provide including the sources and how to do this</p> <p>KB2. templates and formats used for data/information including their purpose and how to use these</p> <p>KB3. different techniques used to obtain data/information and how to apply</p> <p>KB4. these</p> <p>KB5. how to carry out rule-based analysis on the data/information</p> <p>KB6. typical anomalies that may occur in data/information</p> <p>KB7. who to go to in the event of inaccurate data/information and how to report this</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. follow rule-based decision-making processes</p> <p>SB2. make a decision on a suitable course of action</p> <p>Plan and Organize</p>

SSC/N9004

Provide data/information in standard formats

	You need to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB4. check that your own work meets customer requirements SB5. meet and exceed customer expectations
	Problem Solving
	You need to know and understand how to: SB6. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB7. configure data and disseminate relevant information to others
	Critical Thinking
	You need to know and understand how to: SB8. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB9. check your work is complete and free from errors SB10. get your work checked by peers
Team Working	
You need to know and understand how to: SB11. work effectively in a team environment	
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. validate and update data SC3. identify and refer anomalies in data SC4. store and retrieve information SC5. share information using standard formats and templates SC6. keep up to date with changes, procedures and practices in your role

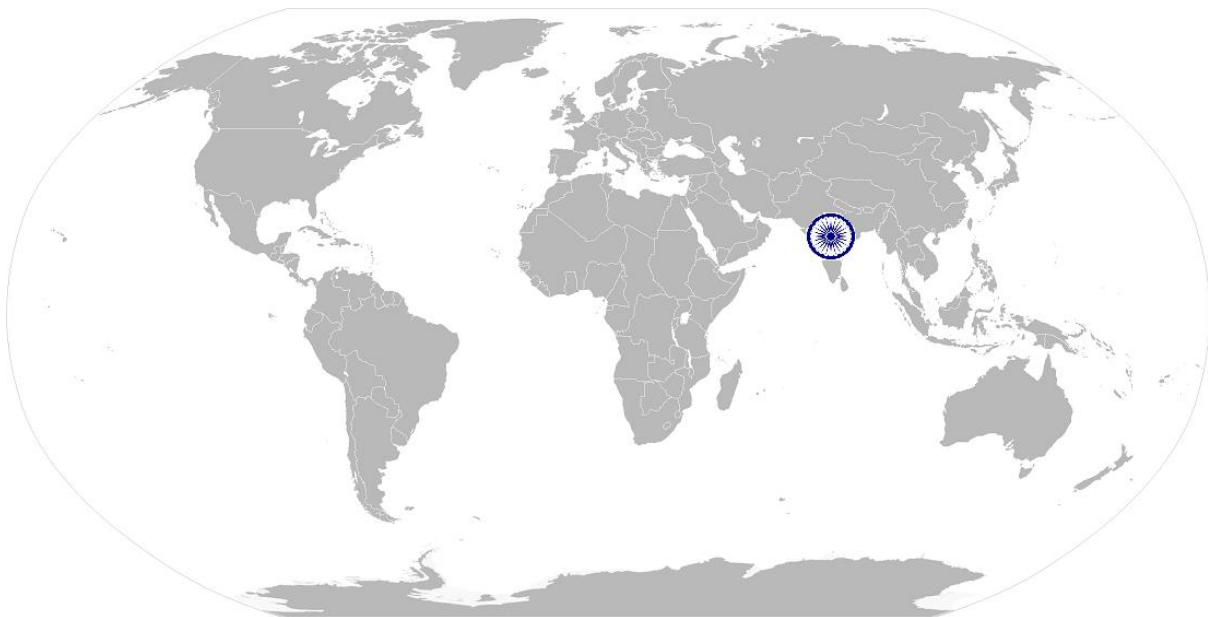
SSC/N9004
NOS Version Control

Provide data/information in standard formats

NOS Code	SSC/N9004		
Credits (NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.

SSC/N9005

Develop your knowledge, skills and competence

Applicable NOS Unit

Unit Code	SSC/N9005
Unit Title (Task)	Develop your knowledge, skills and competence
Description	<p>This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.</p> <p><i>Competence</i> is defined as: the application of knowledge and skills to perform to the standards required.</p>
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people may be:</p> <ul style="list-style-type: none"> • line manager • human resources specialists • learning and development specialists • peers <p>Job role:</p> <ul style="list-style-type: none"> • current responsibilities as defined in your job description • possible future responsibilities <p>Learning and development activities:</p> <ul style="list-style-type: none"> • formal education and training programs, leading to certification • non-formal activities (such as private study, learning from colleagues, project work), designed to meet learning and development objectives but without certification <p>Appropriate action may be:</p> <ul style="list-style-type: none"> • undertaking further learning and development activities • finding further opportunities to apply your knowledge and skills
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence</p> <p>PC2. identify accurately the knowledge and skills you need for your job role</p> <p>PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs</p> <p>PC4. agree with appropriate people a plan of learning and development activities to address your learning needs</p> <p>PC5. undertake learning and development activities in line with your plan</p> <p>PC6. apply your new knowledge and skills in the workplace, under supervision</p> <p>PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them</p> <p>PC8. review your knowledge, skills and competence regularly and take appropriate</p>

SSC/N9005

Develop your knowledge, skills and competence

action	
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's procedures and guidelines for developing your knowledge, skills and competence and your role and responsibilities in relation to this</p> <p>KA2. the importance of developing your knowledge, skills and competence to you and your organization</p> <p>KA3. different methods used by your organization to review skills and knowledge including:</p> <ul style="list-style-type: none"> • training need analysis • skills need analysis • performance appraisals <p>KA4. how to review your knowledge and skills against your job role using different methods and analysis</p> <p>KA5. different types of learning and development activities available for your job role and how to access these</p> <p>KA6. how to produce a plan to address your learning and development needs, who to agree it with and the importance of undertaking the planned activities</p> <p>KA7. different types of support available to help you plan and undertake learning and development activities and how to access these</p> <p>KA8. why it is important to maintain records of your learning and development</p> <p>KA9. methods of obtaining and accepting feedback from appropriate people on your knowledge skills and competence</p> <p>KA10. how to use feedback to develop in your job role</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. the knowledge and skills required in your job role</p> <p>KB2. your current learning and development needs in relation to your job role</p> <p>KB3. different types of learning styles and methods including those that help you learn best</p> <p>KB4. the importance of taking responsibility for your own learning and development</p> <p>KB5. to the importance of learning and practicing new concepts, theory and how to apply these in the work environment or on samples.</p> <p>KB6. how to explore sample problems and apply solutions</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. communicate with colleagues in writing</p>
	Reading Skills

SSC/N9005

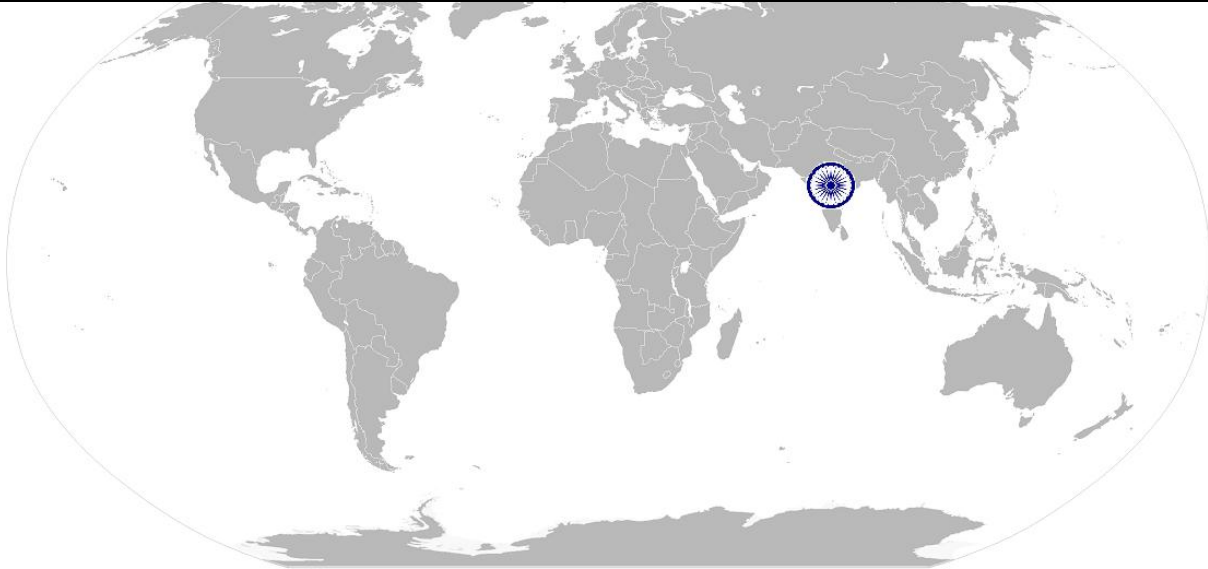
Develop your knowledge, skills and competence

	<p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines and procedures</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>You need to know and understand how to:</p> <p>SA3. ask for clarification and advice from line managers</p>
B. Professional Skills	<p>Decision Making</p>
	<p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p>
	<p>Plan and Organize</p>
	<p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p>
	<p>Customer Centricity</p>
	<p>You need to know and understand how to:</p> <p>SB3. check that your own work meets customer requirements</p>
	<p>Problem Solving</p>
	<p>You need to know and understand how to:</p> <p>SB4. refer anomalies to the line manager</p>
	<p>Analytical Thinking</p>
	<p>You need to know and understand how to:</p> <p>SB5. analyze data and activities</p>
	<p>Critical Thinking</p>
	<p>You need to know and understand how to:</p> <p>SB6. apply balanced judgments to different situations</p>
	<p>Attention to Detail</p>
	<p>You need to know and understand how to:</p> <p>SB7. check your work is complete and free from errors</p> <p>SB8. get your work checked by peers</p>
	<p>Team Working</p>
	<p>You need to know and understand how to:</p> <p>SB9. work effectively in a team environment</p>
C. Technical Skills	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively</p> <p>SC2. agree objectives and work requirements</p> <p>SC3. keep up to date with changes, procedures and practices in your role</p>

SSC/N9005
NOS Version Control

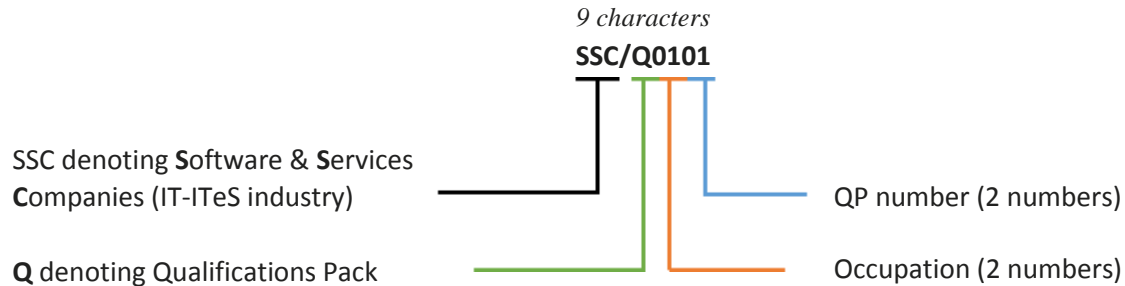
Develop your knowledge, skills and competence

NOS Code	SSC/N9005		
Credits (NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019

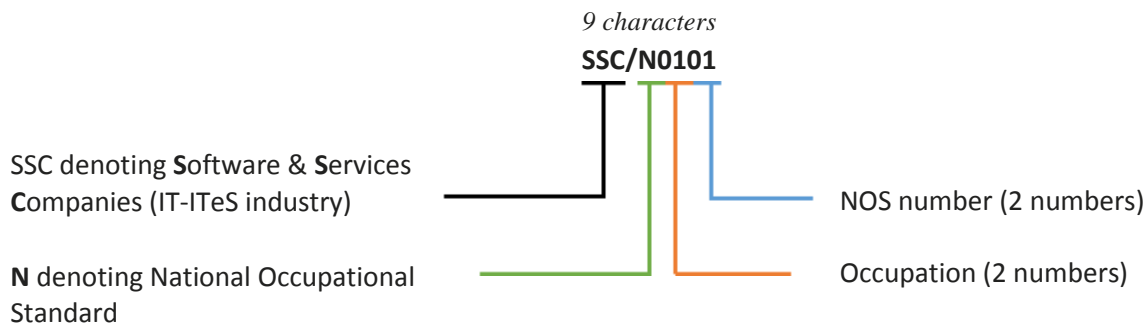


Nomenclature for QP and NOS Units

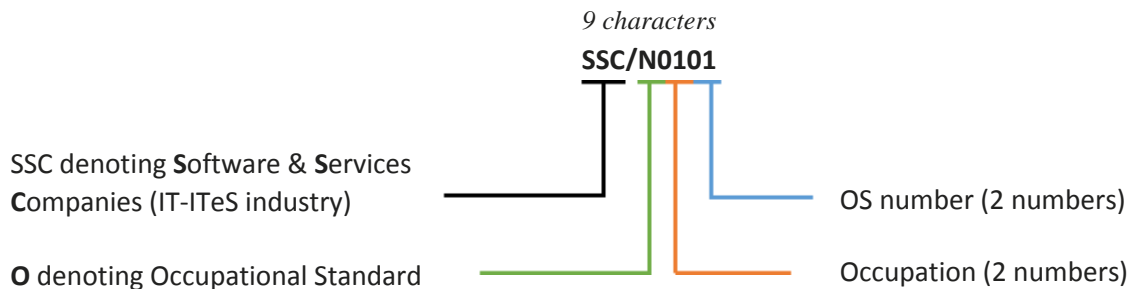
Qualifications Pack



National Occupational Standard



Occupational Standard



It is important to note that an OS unit can be denoted with either an 'O' or an 'N'.

- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/O0101.
- If an OS unit denotes 'N', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting 'N' is SSC/N0101

Nomenclature for QP and NOS Units

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation numbers
IT Service (ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D (ERD)	41-60
Software Products (SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software & Service Companies)	SSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

Criteria for assessment of Trainees

Job Role Associate - DTP

Qualification Pack SSC/Q2702

Sector Skill Council IT-ITeS

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit www.sscnasscom.com.

Assessable Outcomes	Assessment criteria for the outcome	Total Mark	Out of	Marks Allocation	
				Theory	Skills Practical
1. SSC/N2702 (Provide/control access to publications)	PC1. check that publications, or specific versions of publications, are not already in your organization's knowledge base, in order to avoid duplication	100	10	10	0
	PC2. store publications in your organization's knowledge base according to your organization's policies, procedures and standards		20	10	10
	PC3. check that different versions, including the most up-to-date versions, of publications are clearly indicated according to your organization's standards for version control		20	10	10
	PC4. provide access to publications in your organization's knowledge base only to those who are entitled to access		10	0	10
	PC5. provide support to appropriate people to access publications, where required		10	0	10
	PC6. obtain advice and guidance on storing publications, version control and access issues from appropriate people, where required		10	10	0
	PC7. comply with your organization's policies, standards, procedures, guidelines and service level agreements (SLAs) when providing and controlling access to publications		20	0	20
	Total		100	40	60

Criteria for assessment of Trainees

2. SSC/N2703 (Publish content)	PC1. establish clearly the requirements of the content of publications	100	5	5	0
	PC2. identify any issues with the requirements and clarify these with appropriate people		5	5	0
	PC3. obtain and verify you have the correct versions of all content for publications		10	0	10
	PC4. manipulate content into draft publications to meet requirements using standard templates and tools		10	0	10
	PC5. review draft publications with appropriate people and incorporate their inputs		10	0	10
	PC6. obtain approval of publications from appropriate people		5	5	0
	PC7. create outputs of publications in formats required for production teams		10	0	10
	PC8. provide clear instructions for production teams, where required		5	5	0
	PC9. liaise with production teams to resolve any production issues		5	5	0
	PC10. update your organization's knowledge base with publications		10	0	10
	PC11. obtain advice and guidance on publishing content from appropriate people, where required		5	5	0
	PC12. comply with your organization's policies, standards, procedures, guidelines and service level agreements (SLAs) when publishing content		20	0	20
	Total	100	30	70	
3.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people	100	7.5	0	7.5
	PC2. keep your immediate work area clean and tidy		15	7.5	7.5
	PC3. utilize your time effectively		15	7.5	7.5
	PC4. use resources correctly and efficiently		15	7.5	7.5
	PC5. treat confidential information correctly		7.5	0	7.5
	PC6. work in line with your organization's policies and procedures		15	0	15
	PC7. work within the limits of your job role		7.5	0	7.5
	PC8. obtain guidance from appropriate people, where necessary		7.5	0	7.5
	PC9. ensure your work meets the agreed requirements		10	0	10
	Total	100	22.5	77.5	
4.SSC/N9002 (Work effectively with colleagues)	PC1. communicate with colleagues clearly, concisely and accurately	100	20	0	20

Criteria for assessment of Trainees

	PC2. work with colleagues to integrate your work effectively with theirs		10	0	10
	PC3. pass on essential information to colleagues in line with organizational requirements		10	10	0
	PC4. work in ways that show respect for colleagues		20	0	20
	PC5. carry out commitments you have made to colleagues		10	0	10
	PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons		10	10	0
	PC7. identify any problems you have working with colleagues and take the initiative to solve these problems		10	0	10
	PC8. follow the organization's policies and procedures for working with colleagues		10	0	10
		Total	100	20	80
5.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures		20	10	10
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		10	0	10
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		20	10	10
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected	100	10	0	10
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		20	10	10
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		10	0	10
	PC7. complete any health and safety records legibly and accurately		10	0	10
		Total	100	30	70
6.SSC/N9004 (Provide data/information in standard formats)	PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it		15	15	0
	PC2. obtain the data/information from reliable sources	100	15	0	15
	PC3. check that the data/information is accurate, complete and up-to-date		15	5	10
	PC4. obtain advice or guidance from appropriate people where there are problems with the data/information		5	5	0
	PC5. carry out rule-based analysis of the		20	0	20

Criteria for assessment of Trainees

	data/information, if required				
	PC6. insert the data/information into the agreed formats		10	0	10
	PC7. check the accuracy of your work, involving colleagues where required		10	0	10
	PC8. report any unresolved anomalies in the data/information to appropriate people		5	5	0
	PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time		5	0	5
		Total	100	30	70
7.SSC/N9005 (Develop your knowledge, skills and competence)	PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence	100	20	7	13
	PC2. identify accurately the knowledge and skills you need for your job role		14	7	7
	PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs		14	0	14
	PC4. agree with appropriate people a plan of learning and development activities to address your learning needs		7	0	7
	PC5. undertake learning and development activities in line with your plan		12	0	12
	PC6. apply your new knowledge and skills in the workplace, under supervision		12	0	12
	PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them		7	0	7
	PC8. review your knowledge, skills and competence regularly and take appropriate action		14	7	7
		Total	100	21	79