



IT - ITeS SSC
NASSCOM



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



NCVET
कौशल गुणवत्ता प्रगति



NSDC
REIMAGINE FUTURE

Qualification Pack



Sr. Associate - Desktop Publishing (DTP)

QP Code: SSC/Q2702

Version: 4.0

NSQF Level: 4

IT-ITeS SSC NASSCOM || NASSCOM Plot No - 7, 8, 9 & 10, 3rd Floor, Sector 126
Noida Uttar Pradesh - 201303 || email:sscstandards@nasscom.in

Qualification Pack

Contents

SSC/Q2702: Sr. Associate - Desktop Publishing (DTP)	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
SSC/N2702: Provide/control access to publications	5
SSC/N2703: Publish content	10
DGT/VSQ/N0101: Employability Skills (30 Hours)	17
Assessment Guidelines and Weightage	22
<i>Assessment Guidelines</i>	22
<i>Assessment Weightage</i>	22
Acronyms	24
Glossary	25

Qualification Pack

SSC/Q2702: Sr. Associate - Desktop Publishing (DTP)

Brief Job Description

The individual in this job role is responsible for providing and controlling access to publications, ensuring that only authorized personnel can view or edit the content. Additionally, they are responsible for publishing content in various formats, including print, digital, and multimedia, ensuring that it meets quality standards and is delivered on time. The individual must maintain accuracy, consistency, and proper version control throughout the publishing process.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [SSC/N2702: Provide/control access to publications](#)
2. [SSC/N2703: Publish content](#)
3. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	Editorial and Desktop Publishing
Country	India
NSQF Level	4
Credits	14
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3512.0202

Qualification Pack

Minimum Educational Qualification & Experience	<p>12th grade Pass (with basic computer knowledge) OR 10th grade pass (with basic computer knowledge) with 1.5 years of experience in relevant field. Relevant Experience: Publishing Domain The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications. OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience in relevant field. Relevant Experience: Publishing Domain The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.</p>
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NIL
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	18/02/2028
NSQC Approval Date	18/02/2025
Version	4.0
Reference code on NQR	QG-04-IT-03666-2025-V2-NASSCOM
NQR Version	2

Qualification Pack

SSC/N2702: Provide/control access to publications

Description

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

Scope

The scope covers the following :

- Interact with appropriate people like line manager, peers, subject matter experts, etc.
- Access publications like digital multimedia, web-based, printed, etc.

Elements and Performance Criteria

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

- PC1.** ensure proper classification of publication content for streamlined access and retrieval
- PC2.** check that different version, including the most up-to-date version, of publications are clearly indicated
- PC3.** implement secure logins and password-protected access for publication systems
- PC4.** provide access credentials to designated team members based on project requirements and responsibilities
- PC5.** update access permissions promptly based on role changes, project requirements, or exit of personnel
- PC6.** maintain confidentiality and integrity of all publication data through controlled access protocols
- PC7.** follow protocols for granting temporary access to external stakeholders, ensuring all access is logged and temporary permissions are revoked after use
- PC8.** implement two-factor authentication where necessary to enhance security for sensitive publications
- PC9.** report any breaches or unauthorized access to supervisor / higher management
- PC10.** ensure secure storage of physical copies of publications, with restricted access to authorized personnel only
- PC11.** comply with the organization's policies, standards, procedures, guidelines, and service level agreements (SLAs) when providing and controlling access to publications
- PC12.** adhere to cyber security protocols and confidentiality measures by protecting sensitive design files and customer data

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures and guidelines for providing/controlling access
- KU2.** different types of publications available and how to access them



Qualification Pack

- KU3.** how to identify the most up to date version of publications
- KU4.** organization's version control procedures and implications of not following these
- KU5.** the organization's policies and procedures for sharing information on publications and the importance of complying with these
- KU6.** whom you may need to involve to provide feedback, advice and guidance
- KU7.** the organization's policy and procedures for communicating with people
- KU8.** different types of support people may need to access publications
- KU9.** how to deal with problems or potential conflicts with access to publications

Generic Skills (GS)

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

- GS1.** produce work in prescribed format with accurate details
- GS2.** listen actively and communicate with others orally and in writing
- GS3.** seek inputs and suggestions from supervisors and peers
- GS4.** identify gaps and anomalies in documents for rectification
- GS5.** practice utilizing information technology efficiently to insert or extract data accurately
- GS6.** handle multiple tasks concurrently with effective time management
- GS7.** draw a conclusive plan to complete the tasks within given deadlines
- GS8.** work with peers to build and maintain positive and effective relationships with customers to meet their requirements
- GS9.** apply problem-solving approaches in different situation
- GS10.** configure data and disseminate relevant information and constructive opinions, applying balanced judgments to different situations
- GS11.** stay updated on current changes in procedures and practices in the role
- GS12.** use coding standards to keep the collected data secure

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	30	50	-	20
PC1. ensure proper classification of publication content for streamlined access and retrieval	3	4	-	2
PC2. check that different version, including the most up-to-date version, of publications are clearly indicated	2	4	-	2
PC3. implement secure logins and password-protected access for publication systems	2	4	-	2
PC4. provide access credentials to designated team members based on project requirements and responsibilities	3	4	-	1
PC5. update access permissions promptly based on role changes, project requirements, or exit of personnel	3	4	-	2
PC6. maintain confidentiality and integrity of all publication data through controlled access protocols	3	4	-	2
PC7. follow protocols for granting temporary access to external stakeholders, ensuring all access is logged and temporary permissions are revoked after use	2	5	-	1
PC8. implement two-factor authentication where necessary to enhance security for sensitive publications	2	4	-	2
PC9. report any breaches or unauthorized access to supervisor / higher management	3	4	-	1
PC10. ensure secure storage of physical copies of publications, with restricted access to authorized personnel only	2	4	-	1
PC11. comply with the organization's policies, standards, procedures, guidelines, and service level agreements (SLAs) when providing and controlling access to publications	3	4	-	2



IT - ITeS SSC
NASSCOM



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. adhere to cyber security protocols and confidentiality measures by protecting sensitive design files and customer data	2	5	-	2
NOS Total	30	50	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N2702
NOS Name	Provide/control access to publications
Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	Editorial and Desktop Publishing
NSQF Level	4
Credits	6
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQF Clearance Date	18/02/2025

Qualification Pack

SSC/N2703: Publish content

Description

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

Scope

The scope covers the following :

- Analyze requirements like objectives, scope, target audience, language, style, format, etc.
- Check specification of content like verbal, graphical and multi-media
- Access publications including digital, multi-media, web-based and printed
- Interact with appropriate people like line manager, peers, print production team, etc.

Elements and Performance Criteria

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

- PC1.** obtain the requirements of the content for publications
- PC2.** convert the content into draft publications to meet requirements using standard templates and tools
- PC3.** apply knowledge of typography to ensure that fonts, sizes, and spacing are consistent and legible, following the principles of good design while adhering to the project's specifications
- PC4.** use AI-based layout design tools to design the layout, and publish content effectively
- PC5.** use ChatGPT to generate initial content drafts and create outlines for publications based on provided requirements and guidelines
- PC6.** apply ChatGPT to review and enhance text, improving readability, style, and coherence while adhering to project guidelines
- PC7.** use ChatGPT to generate catchy headlines, taglines, and other copy elements
- PC8.** demonstrate proficiency in editing and formatting text, ensuring correct alignment, font consistency, and proper layout while meeting the required design standards
- PC9.** apply AI-enhanced tools for image editing, resizing, and enhancement to ensure all visual elements meet publication quality
- PC10.** incorporate graphics elements effectively into design projects, ensuring they complement the layout and enhance the overall visual appeal while maintaining alignment with project guidelines
- PC11.** utilize image editing software to adjust and enhance images, ensuring they are high quality and appropriately suited for the publication's design, following industry standards
- PC12.** conduct a quality check on content format, ensuring alignment with design standards and client requirements
- PC13.** import vector arts into desktop publishing software while maintaining their quality, ensuring proper scaling and integration with other design elements in the project
- PC14.** demonstrate the knowledge of publishing a document across different platforms, ensuring the final output is optimized for print or digital media



Qualification Pack

- PC15.** ensure correct export of files to another format, such as PDF or EPS, while preserving design integrity and maintaining quality across different media
- PC16.** identify and rectify errors in graphics, ensuring that any inconsistencies, distortions, or issues with resolution are corrected before finalizing the design
- PC17.** coordinate with content creators and editors to address any content-related issues prior to publication
- PC18.** utilise AI tools to check for copyright compliance of all media used, ensuring that content is legally sourced
- PC19.** apply basic knowledge of printing processes, such as colour management and resolution settings, to ensure designs are printed accurately and effectively
- PC20.** organise design data efficiently, maintaining proper file naming conventions, storage practices, and backup procedures to ensure easy retrieval and security
- PC21.** obtain approval of publications from supervisors and clients post clarifying all doubts
- PC22.** create outputs of publications in formats required for production teams
- PC23.** provide clear instructions for production teams, and co-ordinate with them to resolve any issues
- PC24.** maintain version control to ensure that only the latest, approved content is published
- PC25.** ensure content is ready to publish within the pre-decided timeline
- PC26.** publish finalized content to multiple channels (e.g., print, web) while ensuring consistency across formats
- PC27.** review the published content, if required
- PC28.** arrange and archive published content systematically for easy retrieval
- PC29.** ensure all design work respects IPR by using licensed fonts, images, and assets, and ensuring proper attribution and permissions for content used in projects

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the scope of work to be executed and the importance of keeping within the level of own competency and authority
- KU2.** objectives, scope and budget for publishing and the importance of keeping within these boundaries
- KU3.** organization's approval process for publishing content and production process for the same
- KU4.** different types of content and publications and when to use these
- KU5.** the importance of reviewing draft publications with others and use feedback to improve quality
- KU6.** the implications for publishing incorrect versions of content
- KU7.** the purpose of liaising with production teams and the key stages of it
- KU8.** types of issues that may arise with specifications of content and how to deal with these
- KU9.** different types of tools, materials and software available for publishing
- KU10.** how to identify and avoid publication of duplicate content
- KU11.** intended audience for publications and associated level of language required

Qualification Pack

Generic Skills (GS)

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

- GS1.** complete work output writing the details accurately
- GS2.** follow instructions, guidelines, procedures, rules and service level agreements
- GS3.** seek clarification and advice from line manager or supervisor
- GS4.** practice active listening and verbally communicate information
- GS5.** follow the process of rule-based decision-making
- GS6.** check if decisions need to be referred to, or ratified by, line managers
- GS7.** allocate tasks wisely to meet targets and deadlines
- GS8.** work efficiently with colleagues in a customer-centric environment to cater to customer requirement
- GS9.** analyze data and refer anomalies to provide accurate reports to the supervisor
- GS10.** apply competency skills to solve problems in different situations
- GS11.** follow quality assurance standards and produce error-free works
- GS12.** work independently and collaboratively
- GS13.** use information technology to browse the internet

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	30	50	-	20
PC1. obtain the requirements of the content for publications	1	2	-	1
PC2. convert the content into draft publications to meet requirements using standard templates and tools	1	2	-	1
PC3. apply knowledge of typography to ensure that fonts, sizes, and spacing are consistent and legible, following the principles of good design while adhering to the project's specifications	1	1	-	-
PC4. use AI-based layout design tools to design the layout, and publish content effectively	1	1	-	1
PC5. use ChatGPT to generate initial content drafts and create outlines for publications based on provided requirements and guidelines	1	1	-	1
PC6. apply ChatGPT to review and enhance text, improving readability, style, and coherence while adhering to project guidelines	1	1	-	1
PC7. use ChatGPT to generate catchy headlines, taglines, and other copy elements	1	1	-	-
PC8. demonstrate proficiency in editing and formatting text, ensuring correct alignment, font consistency, and proper layout while meeting the required design standards	1	1	-	-
PC9. apply AI-enhanced tools for image editing, resizing, and enhancement to ensure all visual elements meet publication quality	1	2	-	-
PC10. incorporate graphics elements effectively into design projects, ensuring they complement the layout and enhance the overall visual appeal while maintaining alignment with project guidelines	1	2	-	1



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. utilize image editing software to adjust and enhance images, ensuring they are high quality and appropriately suited for the publication's design, following industry standards	1	2	-	1
PC12. conduct a quality check on content format, ensuring alignment with design standards and client requirements	1	2	-	1
PC13. import vector arts into desktop publishing software while maintaining their quality, ensuring proper scaling and integration with other design elements in the project	1	2	-	1
PC14. demonstrate the knowledge of publishing a document across different platforms, ensuring the final output is optimized for print or digital media	1	2	-	-
PC15. ensure correct export of files to another format, such as PDF or EPS, while preserving design integrity and maintaining quality across different media	2	2	-	-
PC16. identify and rectify errors in graphics, ensuring that any inconsistencies, distortions, or issues with resolution are corrected before finalizing the design	1	2	-	-
PC17. coordinate with content creators and editors to address any content-related issues prior to publication	1	2	-	1
PC18. utilise AI tools to check for copyright compliance of all media used, ensuring that content is legally sourced	1	2	-	1
PC19. apply basic knowledge of printing processes, such as colour management and resolution settings, to ensure designs are printed accurately and effectively	1	2	-	1
PC20. organise design data efficiently, maintaining proper file naming conventions, storage practices, and backup procedures to ensure easy retrieval and security	1	2	-	1
PC21. obtain approval of publications from supervisors and clients post clarifying all doubts	1	2	-	1



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. create outputs of publications in formats required for production teams	1	2	-	-
PC23. provide clear instructions for production teams, and co-ordinate with them to resolve any issues	1	2	-	-
PC24. maintain version control to ensure that only the latest, approved content is published	1	1	-	1
PC25. ensure content is ready to publish within the pre-decided timeline	1	2	-	1
PC26. publish finalized content to multiple channels (e.g., print, web) while ensuring consistency across formats	1	2	-	1
PC27. review the published content, if required	1	1	-	1
PC28. arrange and archive published content systematically for easy retrieval	1	2	-	1
PC29. ensure all design work respects IPR by using licensed fonts, images, and assets, and ensuring proper attribution and permissions for content used in projects	1	2	-	1
NOS Total	30	50	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N2703
NOS Name	Publish content
Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	Editorial and Desktop Publishing
NSQF Level	4
Credits	7
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

The assessment shall be conducted through an online proctored format, incorporating scenario-based multiple-choice questions designed to effectively evaluate practical understanding and real-world application of concepts. Additionally, it will include a viva-voce and hands-on practical evaluation to comprehensively assess the individual's proficiency in specific learning outcomes.

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



IT - ITeS SSC
NASSCOM



Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SSC/N2702.Provide/control access to publications	30	50	-	20	100	40
SSC/N2703.Publish content	30	50	-	20	100	40
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	80	130	-	40	250	100

Qualification Pack

Acronyms

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

Qualification Pack

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.



Qualification Pack

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.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.