IT - ITeS SSC NASSCOM

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP

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Qualification Pack

Junior Software Developer

QP Code: SSC/Q0508

Version: 4.0

NSQF Level: 4

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Qualification Pack

SSC/Q0508: Junior Software Developer

Brief Job Description

A Junior Software Developer supports software development activities by writing, testing, and debugging code using basic programming languages such as Python, Java, or JavaScript. They assist in Agile development processes, participate in code reviews, and manage tasks using version control systems like Git. Familiarity with Gen AI-based tools and a focus on learning industry best practices are integral to their role.

Personal Attributes

The individual should effectively collaborate with team members and stakeholders to develop, troubleshoot, and maintain software solutions, ensuring smooth system operations. A strong analytical mindset, foundational understanding of evolving technologies, self-motivation, and efficient task management in a dynamic, agile environment are essential for success in this role.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. SSC/N0506: Assist with basic software development and testing tasks in the IT services industry
2. DGT/VSQ/N0101: Employability Skills (30 Hours)

Qualification Pack (QP) Parameters

Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	Application Deployment
Country	India
NSQF Level	4
Credits	14
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 2512.0205

Qualification Pack

Minimum Educational Qualification & Experience	12th grade Pass (With Computer Knowledge) OR 10th grade pass with 3 Years of experience in relevant field.Relevant Experience: Computer Operation 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: Computer Operation The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.
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-03649-2025-V2-NASSCOM
NQR Version	4.0

SSC/N0506: Assist with basic software development and testing tasks in the IT services industry

Description

This unit involves contributing to the design and development of low-complexity software applications using basic programming, coding, debugging, agile practices, code reviews, version control, and Gen AI tools.

Scope

The scope covers the following :

- Designing Algorithms and Coding
- Logical Problem-Solving
- Advanced Programming Techniques
- Database Management
- Version Control and Collaboration
- Agile Development Practices
- Test Case Execution and Documentation
- Ensuring Code Quality and Debugging
- Integration Testing and Deployment
- Software Development Lifecycle (SDLC)
- DevOps Basics
- Security Best Practices
- UI/UX Fundamentals
- Generative AI Integration

Elements and Performance Criteria

Designing Algorithms and Coding

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

PC1. design and implement algorithms to solve problems using appropriate programming constructs

PC2. apply Object-Oriented Programming (OOP) principles to create scalable and maintainable code

PC3. optimize code for performance and ensure it adheres to best practices

Logical Problem-Solving

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

PC4. analyze information to draw logical conclusions and solve problems effectively

PC5. use debugging techniques to identify and fix code issues

PC6. identify bottlenecks and implement performance improvements for enhancing existing solutions

Advanced Programming Techniques

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

PC7. integrate external functionalities by utilizing APIs and web services

PC8. implement error-handling mechanisms to improve software stability

PC9. apply asynchronous programming to enhance application performance

Database Management

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

PC10. develop efficient SQL queries and enhance the performance of database interactions

PC11. utilize ORM frameworks such as Hibernate to streamline database management

PC12. create and manage database schemas to ensure efficient and reliable data storage

Version Control and Collaboration

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

PC13. use Git or GitHub for version control and manage code changes effectively

PC14. contribute to code reviews and work collaboratively to enhance code quality

PC15. follow best practices for commit messages and branch management

Agile Development Practices

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

PC16. engage in Agile ceremonies such as daily standups, sprint planning, and retrospectives to ensure team alignment and progress

PC17. collaborate with team members to break down user stories into smaller, actionable tasks for effective sprint execution and delivery

Test Case Execution and Documentation

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

PC18. draft and execute test cases to ensure software functionality meets requirements

PC19. document test outcomes and report discrepancies clearly

PC20. collaborate with the QA team to improve test case coverage

Ensuring Code Quality and Debugging

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

PC21. perform code reviews and utilize static analysis tools to ensure the code maintains high standards of quality

PC22. employ effective debugging methods to swiftly identify and resolve issues within the codebase

PC23. refactor code for readability, performance, and maintainability

Integration Testing and Deployment

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

PC24. utilize automated integration testing tools to verify the seamless interaction of all system components

PC25. implement deployment strategies such as rolling, blue-green, and canary deployments for efficient release management

PC26. document and execute deployment processes across environments (development, testing, production)

Software Development Lifecycle (SDLC)

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

PC27. comprehend the stages of SDLC, including requirements gathering, design, development, testing, deployment, and maintenance

PC28. collaborate in various SDLC models, such as Waterfall, Agile, or DevOps, depending on project needs

DevOps Basics

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

PC29. apply continuous integration and continuous deployment (CI/CD) pipelines to automate code integration, testing, and deployment for efficient software delivery

PC30. utilize tools such as Jenkins, Docker, or Kubernetes to understand and manage automated build and deployment processes

Security Best Practices

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

PC31. apply fundamental security measures, including data encryption and authentication protocols

PC32. identify common vulnerabilities such as SQL injection and cross-site scripting (XSS) and implement strategies to mitigate them

UI/UX Fundamentals

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

PC33. apply the basics of user interface (UI) design and user experience (UX) principles

PC34. utilize front-end technologies like HTML, CSS, and JavaScript to create intuitive and responsive interfaces

PC35. use design tools or libraries to improve the visual appeal of applications

Generative AI Integration

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

PC36. understand the core concepts of Generative AI, including its objectives, capabilities, and constraints

PC37. utilize Generative AI tools like GitHub Copilot and ChatGPT to assist with coding, debugging, and code optimization

PC38. create precise prompts to enhance the accuracy and relevance of AI-generated outputs

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the fundamental principles of designing algorithms and applying programming constructs to solve problems

KU2. the Object-Oriented Programming (OOP) concepts, including inheritance, encapsulation, and polymorphism, to create scalable and maintainable code

KU3. the best practices for writing clean, efficient, and optimized code

KU4. how to use the debugging techniques and tools to identify and resolve code issues effectively

KU5. the API integration and web service utilization to enable external functionalities within software

KU6. the advanced programming concepts, such as error handling and asynchronous programming, to improve application stability and performance

KU7. the database fundamentals, including schema design, writing efficient SQL queries, and optimizing interactions with databases

KU8. how to use the ORM frameworks like Hibernate or Entity Framework for managing database operations

KU9. the importance and functionality of version control systems like Git and platforms like GitHub for managing and tracking code changes

KU10. the agile methodologies, including ceremonies like standups, sprint planning, retrospectives, and breaking user stories into manageable tasks

KU11. how to use the test case writing and execution to validate software functionality against requirements

KU12. the techniques for documenting test outcomes and collaborating with QA teams to enhance test coverage

KU13. how to use the tools and techniques for ensuring code quality, such as static analysis, linting, and refactoring

KU14. how to use the AI-driven tools like GitHub Copilot and ChatGPT for assisting with code generation, debugging, and automating repetitive tasks

KU15. the integration testing concepts and strategies to ensure components function cohesively

KU16. the deployment strategies, including rolling, blue-green, and canary deployments, and tools for automating the deployment process (e.g., Jenkins, Docker, Kubernetes)

KU17. the stages of the Software Development Lifecycle (SDLC) and how they apply to different project models like Waterfall, Agile, or DevOps

KU18. how to apply the continuous integration and continuous deployment (CI/CD) concepts to streamline software delivery processes

KU19. the security best practices, including data encryption, authentication mechanisms, and common vulnerabilities like SQL injection and cross-site scripting (XSS)

KU20. the front-end development basics using technologies like HTML, CSS, and JavaScript, and their role in creating user-friendly interfaces

KU21. the UI/UX principles for designing intuitive and visually appealing applications

KU22. the cloud computing fundamentals and the basics of deploying and managing applications on platforms like AWS, Azure, or Google Cloud

KU23. the software metrics, such as latency, throughput, and error rates, to monitor application performance and guide optimizations

KU24. the foundational concepts of Generative AI, including its capabilities, limitations, and ethical considerations

KU25. the common use cases of Generative AI in software development, such as code generation, debugging assistance, documentation creation, and task automation

KU26. the principles of prompt engineering to effectively interact with AI tools like GitHub Copilot, ChatGPT, and similar technologies for desired outcomes

Generic Skills (GS)

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

GS1. maintain work-related notes and records
GS2. read the relevant literature to learn about the latest developments in the field of works
GS3. listen attentively to understand the information/ instructions being shared by the speaker
GS4. communicate clearly and politely with co-workers and clients
GS5. coordinate with co-workers to achieve work objectives
GS6. plan and prioritize tasks to ensure timely completion
GS7. identify possible disruptions to work and take appropriate preventive measures
GS8. take quick decisions to deal with workplace emergencies/ accidents
GS9. evaluate all possible solutions to a problem to select the best one

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Designing Algorithms and Coding	**3**	**4**	**-**	**2**
PC1. design and implement algorithms to solve problems using appropriate programming constructs	1	1.5	-	1
PC2. apply Object-Oriented Programming (OOP) principles to create scalable and maintainable code	1	1.5	-	0.5
PC3. optimize code for performance and ensure it adheres to best practices	1	1	-	0.5
Logical Problem-Solving	**3**	**4**	**-**	**2**
PC4. analyze information to draw logical conclusions and solve problems effectively	1	1.5	-	1
PC5. use debugging techniques to identify and fix code issues	1	1.5	-	0.5
PC6. identify bottlenecks and implement performance improvements for enhancing existing solutions	1	1	-	0.5
Advanced Programming Techniques	**2**	**4**	**-**	**1.5**
PC7. integrate external functionalities by utilizing APIs and web services	1	1.5	-	0.5
PC8. implement error-handling mechanisms to improve software stability	0.5	1.5	-	0.5
PC9. apply asynchronous programming to enhance application performance	0.5	1	-	0.5
Database Management	**2**	**4**	**-**	**1.5**
PC10. develop efficient SQL queries and enhance the performance of database interactions	1	1.5	-	0.5
PC11. utilize ORM frameworks such as Hibernate to streamline database management	0.5	1.5	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. create and manage database schemas to ensure efficient and reliable data storage	0.5	1	-	0.5
Version Control and Collaboration	**2**	**4**	**-**	**1.5**
PC13. use Git or GitHub for version control and manage code changes effectively	1	1.5	-	0.5
PC14. contribute to code reviews and work collaboratively to enhance code quality	0.5	1.5	-	0.5
PC15. follow best practices for commit messages and branch management	0.5	1	-	0.5
Agile Development Practices	**2**	**3**	**-**	**1**
PC16. engage in Agile ceremonies such as daily standups, sprint planning, and retrospectives to ensure team alignment and progress	1	1.5	-	0.5
PC17. collaborate with team members to break down user stories into smaller, actionable tasks for effective sprint execution and delivery	1	1.5	-	0.5
Test Case Execution and Documentation	**2.5**	**4**	**-**	**1.5**
PC18. draft and execute test cases to ensure software functionality meets requirements	1	1.5	-	0.5
PC19. document test outcomes and report discrepancies clearly	1	1.5	-	0.5
PC20. collaborate with the QA team to improve test case coverage	0.5	1	-	0.5
Ensuring Code Quality and Debugging	**2.5**	**4**	**-**	**1.5**
PC21. perform code reviews and utilize static analysis tools to ensure the code maintains high standards of quality	1	1.5	-	0.5
PC22. employ effective debugging methods to swiftly identify and resolve issues within the codebase	1	1.5	-	0.5
PC23. refactor code for readability, performance, and maintainability	0.5	1	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Integration Testing and Deployment	**2.5**	**4**	**-**	**1.5**
PC24. utilize automated integration testing tools to verify the seamless interaction of all system components	1	1.5	-	0.5
PC25. implement deployment strategies such as rolling, blue-green, and canary deployments for efficient release management	1	1.5	-	0.5
PC26. document and execute deployment processes across environments (development, testing, production)	0.5	1	-	0.5
Software Development Lifecycle (SDLC)	**1.5**	**3**	**-**	**1**
PC27. comprehend the stages of SDLC, including requirements gathering, design, development, testing, deployment, and maintenance	1	1.5	-	0.5
PC28. collaborate in various SDLC models, such as Waterfall, Agile, or DevOps, depending on project needs	0.5	1.5	-	0.5
DevOps Basics	**2**	**3**	**-**	**1**
PC29. apply continuous integration and continuous deployment (CI/CD) pipelines to automate code integration, testing, and deployment for efficient software delivery	1	1.5	-	0.5
PC30. utilize tools such as Jenkins, Docker, or Kubernetes to understand and manage automated build and deployment processes	1	1.5	-	0.5
Security Best Practices	**1**	**2**	**-**	**1**
PC31. apply fundamental security measures, including data encryption and authentication protocols	0.5	1	-	0.5
PC32. identify common vulnerabilities such as SQL injection and cross-site scripting (XSS) and implement strategies to mitigate them	0.5	1	-	0.5
UI/UX Fundamentals	**2.5**	**4**	**-**	**1.5**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. apply the basics of user interface (UI) design and user experience (UX) principles	1	1.5	-	0.5
PC34. utilize front-end technologies like HTML, CSS, and JavaScript to create intuitive and responsive interfaces	1	1.5	-	0.5
PC35. use design tools or libraries to improve the visual appeal of applications	0.5	1	-	0.5
Generative AI Integration	**1.5**	**3**	**-**	**1.5**
PC36. understand the core concepts of Generative AI, including its objectives, capabilities, and constraints	0.5	1	-	0.5
PC37. utilize Generative AI tools like GitHub Copilot and ChatGPT to assist with coding, debugging, and code optimization	0.5	1	-	0.5
PC38. create precise prompts to enhance the accuracy and relevance of AI-generated outputs	0.5	1	-	0.5
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N0506
NOS Name	Assist with basic software development and testing tasks in the IT services industry
Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	Application Deployment
NSQF Level	4
Credits	13
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**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.	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	**1**	**1**	**-**	**-**
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**1**	**-**	**-**
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	**3**	**4**	**-**	**-**
PC9. use various financial products and services safely and securely	-	-	-	-

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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
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	**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**	**-**	**-**

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 will consist of a blend of hands-on practical evaluations, viva-voce, and online proctored scenario-based multiple-choice questions ensuring a thorough evaluation of the individual's proficiency in learning outcomes, practical understanding, and real-world application of concepts.

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

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SSC/N0506.Assist with basic software development and testing tasks in the IT services industry	30	50	0	20	100	90
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**50**	**80**	**-**	**20**	**150**	**100**

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

Glossary

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

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