Aerospace & Aviation Sector Skill Council

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP

NCVET कौशल गुणवत्ता प्रगति

N·S·D·C RE IMAGINE FUTURE

Qualification Pack

Drone Operator - Multi Rotor

QP Code: AAS/Q6301

Version: 2.0

NSQF Level: 4

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Contents

Qualification Pack

AAS/Q6301: Drone Operator - Multi Rotor

Brief Job Description

The Drone Operators (Multi-Rotor) are responsible for take off, manoeuvring, flying and landing of drones using a legal command & control link, transmitter and receiver pairs. Applications include power line inspections, wild-life monitoring, oil and gas exploration, land surveying, disaster relief, etc

Personal Attributes

The individual on the job should have the ability to think logically, demonstrate good situational control, steady hand at operations, attention to detail, ability to prioritize workload and fair communication skills. This additionally requires good communication skills in English. Should have work focus and ability to work under stressful situations. Minimum SPL (Student Pilot License) Medical, Advantage PPL (Private Pilot license) Medical (No hearing & Speech Impairment, No colour blindness, No stuttering, Visual Acuity 6 / 6), No debilitating diseases like epilepsy, uncontrolled diabetes

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. AAS/N6301: Conducting pre-flight inspections, checks and operations
2. AAS/N6302: Flying the Mission
3. AAS/N6303: Conducting post-flight operations, checks and inspections
4. AAS/N0501: Take action to deal with incidents, accidents and emergencies in the aviation security environment
5. AAS/N6304: Understanding of Drone Policy and Related Regulatory Compliance
6. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Aerospace and Aviation
Sub-Sector	Drones/UAVs
Occupation	Drone Flight Operations
Country	India

Qualification Pack

NSQF Level	4
Credits	13
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3153.9900
Minimum Educational Qualification & Experience	12th Class (Or Equivalent) OR 10th Class with 2 Years of experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	08/05/2028
NSQC Approval Date	08/05/2025
Version	2.0
Reference code on NQR	QG-04-AA-04188-2025-V2-AASSC
NQR Version	2

AAS/N6301: Conducting pre-flight inspections, checks and operations

Description

This unit is about conducting pre-flight inspections, checks and operations following the Civil Aviation Regulations (CAR), as applicable

Scope

The scope covers the following :

- Pre-flight inspections
- Pre-flight checks
- Pre-flight operations

Elements and Performance Criteria

Pre-flight inspections

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

PC1. visually inspect the drone for structural damage

PC2. inspect the camera/s for damage

PC3. inspect the battery for bulges and leaks in case of battery powered drones

PC4. check for leaks in fuel tank and cracks in the fuel tank housing in case of Internal Combustion (I.C) engine propulsion drones

PC5. • inspect the igniter,fuel tubes, carburettor and exhaust for structural damage and foreign object
• blockage

PC6. inspect the propellers for cracks, pits and dirt

PC7. inspect the condition of motor for free of rotational blockages and burnt odor

PC8. inspect the cleanliness of drone

Pre-flight checks

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

PC9. check battery levels of the drone, remote control transmitter and Ground Control Station (GCS)

PC10. check the various components of the fuel system like battery / IC engine are secured to the drone as applicable

PC11. check fuel pressure, temperature and quantity, in case of IC engine propulsion drone

PC12. check RPM and phase sensor to calculate the ignition timing

PC13. check if motors are mounted and secured tightly

PC14. • check if the motor direction of rotation is in the correct sequence and applicable to the drone
• frame type (quad, hexa, octa)

PC15. check if propellers are correctly installed that is CW (Pusher) propeller to the CW motor and CCW (Puller) propeller to the CCW motor

PC16. • verify if the drone has acquired the navigation location from at least 4 satellites using GPS/NavIC
• communication

PC17. check if the camera/s are securely attached

PC18. • check for the proper control and command link (C2 link) between drone, remote control
• transmitter and Ground Control Station (GCS)

PC19. • check if there is any component (including payload) not secured and interrupting the functions of
• drone

PC20. • check if the electronic components such as flight controller, ESC (Electronic Speed Controller),
• GPS/NavIC , telemetry, receiver, transmitter, safety switch, buzzer are operating properly

Pre-flight operations

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

PC21. make sure the command & control link (C2 link) is established

PC22. calibrate the drone compass and IMU sensors (accelerometer)

PC23. calibrate the RPM sensor for ignition timing and log engine RPM into the flight

PC24. configure the three position switch of the remote control transmitter to operate the engine

PC25. check for the correct movement and functioning of drone using the remote control transmitter

PC26. check the landing lock is in removed condition if required

PC27. perform hand test or bench test for proper operation with the experienced instructor, if necessary

PC28. perform flight maneuvers (Hover, Level, Yaw, Pitch and Roll)

PC29. • make sure full and free of movement of camera gimbal and the camera is fully functional within
• range

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. basic principles of flight

KU2. weather and metrology - standards, atmosphere, effects of density, temperature and pressure with change in altitude

KU3. fundamentals of avionics, navigation and communication systems, communication protocols, Ground control station (GCS)

KU4. basic radio telephony, radio communications, standard radio terminology and examples of radio communication

KU5. CAR (Civil Aviation Regulations) of DGCA for drones

KU6. functionalities of various payloads of drones such as cameras, fire-extinguishers, sprayer tank , sensors, loudspeaker etc

Generic Skills (GS)

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

GS1. plan and organise work to achieve targets and deadlines

GS2. concentrate on task at hand and complete it without errors

GS3. apply balanced judgments to different situations

GS4. read instructions/guidelines/procedures/rules

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Pre-flight inspections	**15**	**20**	**-**	**-**
PC1. visually inspect the drone for structural damage	-	-	-	-
PC2. inspect the camera/s for damage	-	-	-	-
PC3. inspect the battery for bulges and leaks in case of battery powered drones	-	-	-	-
PC4. check for leaks in fuel tank and cracks in the fuel tank housing in case of Internal Combustion (I.C) engine propulsion drones	-	-	-	-
PC5. • inspect the igniter,fuel tubes, carburettor and exhaust for structural damage and foreign object • blockage	-	-	-	-
PC6. inspect the propellers for cracks, pits and dirt	-	-	-	-
PC7. inspect the condition of motor for free of rotational blockages and burnt odor	-	-	-	-
PC8. inspect the cleanliness of drone	-	-	-	-
Pre-flight checks	**15**	**20**	**-**	**-**
PC9. check battery levels of the drone, remote control transmitter and Ground Control Station (GCS)	-	-	-	-
PC10. check the various components of the fuel system like battery / IC engine are secured to the drone as applicable	-	-	-	-
PC11. check fuel pressure, temperature and quantity, in case of IC engine propulsion drone	-	-	-	-
PC12. check RPM and phase sensor to calculate the ignition timing	-	-	-	-
PC13. check if motors are mounted and secured tightly	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. • check if the motor direction of rotation is in the correct sequence and applicable to the drone • frame type (quad, hexa, octa)	-	-	-	-
PC15. check if propellers are correctly installed that is CW (Pusher) propeller to the CW motor and CCW (Puller) propeller to the CCW motor	-	-	-	-
PC16. • verify if the drone has acquired the navigation location from at least 4 satellites using GPS/NavIC • communication	-	-	-	-
PC17. check if the camera/s are securely attached	-	-	-	-
PC18. • check for the proper control and command link (C2 link) between drone, remote control • transmitter and Ground Control Station (GCS)	-	-	-	-
PC19. • check if there is any component (including payload) not secured and interrupting the functions of • drone	-	-	-	-
PC20. • check if the electronic components such as flight controller, ESC (Electronic Speed Controller), • GPS/NavIC , telemetry, receiver, transmitter, safety switch, buzzer are operating properly	-	-	-	-
Pre-flight operations	**10**	**20**	**-**	**-**
PC21. make sure the command & control link (C2 link) is established	-	-	-	-
PC22. calibrate the drone compass and IMU sensors (accelerometer)	-	-	-	-
PC23. calibrate the RPM sensor for ignition timing and log engine RPM into the flight	-	-	-	-
PC24. configure the three position switch of the remote control transmitter to operate the engine	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. check for the correct movement and functioning of drone using the remote control transmitter	-	-	-	-
PC26. check the landing lock is in removed condition if required	-	-	-	-
PC27. perform hand test or bench test for proper operation with the experienced instructor, if necessary	-	-	-	-
PC28. perform flight maneuvers (Hover, Level, Yaw, Pitch and Roll)	-	-	-	-
PC29. • make sure full and free of movement of camera gimbal and the camera is fully functional within • range	-	-	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	AAS/N6301
NOS Name	Conducting pre-flight inspections, checks and operations
Sector	Aerospace and Aviation
Sub-Sector	Drones/UAVs
Occupation	Drone Flight Operations
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

AAS/N6302: Flying the Mission

Description

This unit is about the mission of flying the drone as per applicable Civil Aviation Regulations

Scope

The scope covers the following :

- Mission inspections
- Mission checks
- Mission Operations

Elements and Performance Criteria

Mission Inspections

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

PC1. check for UIN/DAN of drone available on 'Digitalsky' (https://digitalsky.dgca.gov.in/) platform

PC2. check for ETA (Equipment Type Approval)

PC3. inspect registration markings or manufacture serial number for proper displaying in the drone

PC4. check if the drone is 'No Permission - No Take-off (NPNT)' protocol compliant

PC5. inspect the mission approval detail and purpose

PC6. inspect if the mission detail is informed to local police station of the mission area

PC7. inspect the risk management or mitigation plan and standard operating procedures (SOP)

PC8. inspect registration markings or manufacture serial number for proper displaying in the drone

PC9. fill the log required to be filled by the drone operator

Mission Checks

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

PC10. obtain weather MET briefing, ATC briefing and local police briefing

PC11. obtain aerial photography clearance for operating drone, if necessary/applicable for the mission

PC12. obtain emergency contact number of nearby police station, hospital, fire station and ATC

PC13. ensure the mission area is not near to the airport or 'No drone' zone

PC14. obtain the operational restrictions or regulations of mission area

PC15. inspect control link transmitter, receiver, communication and navigation data link transceiver and antenna/s

PC16. check on board strength of C2 (command & control) link

PC17. check if the payload data transmission link is proper

PC18. check if the Ground Control Station (GCS) flight planning software is updated with latest firmware

PC19. check if the displaying units (GCS, remote controller/transmitter) are having sufficient battery level

Mission Plan

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

PC20. obtain the mission plan from the organisation/stakeholder

PC21. check if the mission type is manual or autonomous

PC22. • check if the mission is BVLOS (Beyond Visual Line of Sight) and approval is made as per the • regulations for drone operation

PC23. check if the waypoint navigation, geo-fence of drone is proper

PC24. check if the fail-safe feature such as RTH/RTL (Return-to-home/launch), detect and avoid is enabled

PC25. check the main landing area or drone ports and alternate drone ports

PC26. obtain NPNT permission (permission artefact (PA)) from the Digital Sky for the drone mission

Mission Operations

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

PC27. establish proper C2 (command & control link)

PC28. check the terrain for operating the drone for no obstacles

PC29. fly the drone as per the mission plan

PC30. maintain VLOS (Visual Line of Sight) of the drone i.e., ensure the drone is in FPV (First Person View) during operation

PC31. check if the BVLOS drone operation is in control and as per the permitted limit of operation

PC32. check the battery level of drone from the Ground Control Station (GCS)

PC33. make sure the drone is in pilot control and not breaching the mission plan

PC34. keep the operational area clear and safe for the mission (in case of anomaly, perform appropriate flight operations and inform concerned authorities)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. CAR (Civil Aviation Regulations) of DGCA for drones

KU2. weather and metrology - METAR, SPEC report, standard atmosphere, wind speed, temperature and pressure with change in altitude

KU3. airspace structure and airspace restrictions, operational zones, no drone zones, flight planning procedure, collision avoidance

KU4. fundamentals of radio telephony (RT), standard radio terminology, radio telephony techniques

KU5. RF (Radio Frequency), RFID (Radio Frequency Identification), Wi-Fi, Infra-red and other communication technology for drone operations

KU6. flight planning software and programs

KU7. ATC procedures - ATC operations, communicating with ATC

Generic Skills (GS)

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

GS1. make decisions on a suitable course of action or response if permitted by the authority matrix
GS2. monitor efficient functioning of all activities
GS3. maintain effective relationship with the stakeholders
GS4. report writing
GS5. Image and video interpretation and analysis

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Mission Inspections	**6**	**9**	**-**	**-**
PC1. check for UIN/DAN of drone available on 'Digitalsky' (https://digitalsky.dgca.gov.in/) platform	-	-	-	-
PC2. check for ETA (Equipment Type Approval)	-	-	-	-
PC3. inspect registration markings or manufacture serial number for proper displaying in the drone	-	-	-	-
PC4. check if the drone is 'No Permission - No Take-off (NPNT)' protocol compliant	-	-	-	-
PC5. inspect the mission approval detail and purpose	-	-	-	-
PC6. inspect if the mission detail is informed to local police station of the mission area	-	-	-	-
PC7. inspect the risk management or mitigation plan and standard operating procedures (SOP)	-	-	-	-
PC8. inspect registration markings or manufacture serial number for proper displaying in the drone	-	-	-	-
PC9. fill the log required to be filled by the drone operator	-	-	-	-
Mission Checks	**6**	**9**	**-**	**-**
PC10. obtain weather MET briefing, ATC briefing and local police briefing	-	-	-	-
PC11. obtain aerial photography clearance for operating drone, if necessary/applicable for the mission	-	-	-	-
PC12. obtain emergency contact number of nearby police station, hospital, fire station and ATC	-	-	-	-
PC13. ensure the mission area is not near to the airport or 'No drone' zone	-	-	-	-
PC14. obtain the operational restrictions or regulations of mission area	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. inspect control link transmitter, receiver, communication and navigation data link transceiver and antenna/s	-	-	-	-
PC16. check on board strength of C2 (command & control) link	-	-	-	-
PC17. check if the payload data transmission link is proper	-	-	-	-
PC18. check if the Ground Control Station (GCS) flight planning software is updated with latest firmware	-	-	-	-
PC19. check if the displaying units (GCS, remote controller/transmitter) are having sufficient battery level	-	-	-	-
Mission Plan	**12**	**18**	**-**	**-**
PC20. obtain the mission plan from the organisation/stakeholder	-	-	-	-
PC21. check if the mission type is manual or autonomous	-	-	-	-
PC22. • check if the mission is BVLOS (Beyond Visual Line of Sight) and approval is made as per the • regulations for drone operation	-	-	-	-
PC23. check if the waypoint navigation, geo-fence of drone is proper	-	-	-	-
PC24. check if the fail-safe feature such as RTH/RTL (Return-to-home/launch), detect and avoid is enabled	-	-	-	-
PC25. check the main landing area or drone ports and alternate drone ports	-	-	-	-
PC26. obtain NPNT permission (permission artefact (PA)) from the Digital Sky for the drone mission	-	-	-	-
Mission Operations	**16**	**24**	**-**	**-**
PC27. establish proper C2 (command & control link)	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. check the terrain for operating the drone for no obstacles	-	-	-	-
PC29. fly the drone as per the mission plan	-	-	-	-
PC30. maintain VLOS (Visual Line of Sight) of the drone i.e., ensure the drone is in FPV (First Person View) during operation	-	-	-	-
PC31. check if the BVLOS drone operation is in control and as per the permitted limit of operation	-	-	-	-
PC32. check the battery level of drone from the Ground Control Station (GCS)	-	-	-	-
PC33. make sure the drone is in pilot control and not breaching the mission plan	-	-	-	-
PC34. keep the operational area clear and safe for the mission (in case of anomaly, perform appropriate flight operations and inform concerned authorities)	-	-	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	AAS/N6302
NOS Name	Flying the Mission
Sector	Aerospace and Aviation
Sub-Sector	Drones/UAVs
Occupation	Drone Flight Operations
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

AAS/N6303: Conducting post-flight operations, checks and inspections

Description

This unit is about conducting post-flight operations, inspections and checks following the Civil Aviation Regulations (CAR), as applicable

Scope

The scope covers the following :

- Post flight operations
- Post flight inspections
- Post flight checks

Elements and Performance Criteria

Pre Landing Operations

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

PC1. check the landing area or drone port for any object/obstacle/personnel

PC2. check the weather condition and wind speed for conducive landing

PC3. bring the drone steady for landing mode

PC4. ensure if the drone landed safely and disarmed (deactivated)

PC5. perform mission completion procedure and shutdown checks

PC6. check if the drone is not powered

PC7. check if the C2 link between drone, transmitter and Ground Control Station (GCS) is disconnected

PC8. ensure proper packing of tools, remote control transmitter and RPAS equipment

Post Landing Inspections

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

PC9. inform authorities of having completed the mission

PC10. record the battery voltage level and the flight time

PC11. record the fuel quantity, in case of I.C engine powered drone

PC12. download the flight logs, sign and bundle it

PC13. upload the flight logs to the digital sky portal - permission request screen

PC14. make an entry in the logbook

PC15. transfer the data (imagery or video) recorded onboard the drone during flight to the Ground Control Station (GCS)

Post Flight Checks

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

PC16. visually inspect the drone for structural

PC17. check if the battery is removed from drones and also from the remote-control transmitter in the case of battery-powered drones.

PC18. verify if the camera/sensors are shut down

PC19. inspect the battery for bulges, leaks, signs of heating or burnt odor for battery powered drones and leakages/abnormalities in case of I.C engine powered drones

PC20. check for the damage in RPM (rotations per minute) sensor in case of I.C engine powered drone

PC21. ensure the camera/gimbal or any other attached payload is removed safely

PC22. inspect the propellers, motors, camera/s, payload and drone components for foreign debris ingestion, damage, burnt odour and signs of heating

PC23. store the batteries, propellers, remote control transmitter, landing pads, drone micro-SD card, camera/s or payload and the ancillary equipment safely in their respective area

PC24. verify if any components of drone are fallen anywhere or missed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. CAR (Civil Aviation Regulations) of DGCA for drones

KU2. • weather and metrology - METAR, SPEC report, standard atmosphere, wind speed, temperature • and pressure with change in altitude

KU3. • airspace structure and airspace restrictions, operational zones, no drone zones, flight planning • procedure, collision avoidance

KU4. fundamentals of radio telephony (RT), standard radio terminology, radio telephony techniques

KU5. accident/incident reporting, emergency procedures and risk assessment

Generic Skills (GS)

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

GS1. listen to and orally communicate information with all concerned

GS2. maintenance and submission of logs

GS3. a complete accurately well-written report in English language detailing the situations of emergency, if any, with attention to details

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Pre Landing Operations	**10**	**20**	**-**	**-**
PC1. check the landing area or drone port for any object/obstacle/personnel	-	-	-	-
PC2. check the weather condition and wind speed for conducive landing	-	-	-	-
PC3. bring the drone steady for landing mode	-	-	-	-
PC4. ensure if the drone landed safely and disarmed (deactivated)	-	-	-	-
PC5. perform mission completion procedure and shutdown checks	-	-	-	-
PC6. check if the drone is not powered	-	-	-	-
PC7. check if the C2 link between drone, transmitter and Ground Control Station (GCS) is disconnected	-	-	-	-
PC8. ensure proper packing of tools, remote control transmitter and RPAS equipment	-	-	-	-
Post Landing Inspections	**10**	**20**	**-**	**-**
PC9. inform authorities of having completed the mission	-	-	-	-
PC10. record the battery voltage level and the flight time	-	-	-	-
PC11. record the fuel quantity, in case of I.C engine powered drone	-	-	-	-
PC12. download the flight logs, sign and bundle it	-	-	-	-
PC13. upload the flight logs to the digital sky portal - permission request screen	-	-	-	-
PC14. make an entry in the logbook	-	-	-	-
PC15. transfer the data (imagery or video) recorded onboard the drone during flight to the Ground Control Station (GCS)	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Post Flight Checks	**15**	**25**	**-**	**-**
PC16. visually inspect the drone for structural	-	-	-	-
PC17. check if the battery is removed from drones and also from the remote-control transmitter in the case of battery-powered drones.	-	-	-	-
PC18. verify if the camera/sensors are shut down	-	-	-	-
PC19. inspect the battery for bulges, leaks, signs of heating or burnt odor for battery powered drones and leakages/abnormalities in case of I.C engine powered drones	-	-	-	-
PC20. check for the damage in RPM (rotations per minute) sensor in case of I.C engine powered drone	-	-	-	-
PC21. ensure the camera/gimbal or any other attached payload is removed safely	-	-	-	-
PC22. inspect the propellers, motors, camera/s, payload and drone components for foreign debris ingestion, damage, burnt odour and signs of heating	-	-	-	-
PC23. store the batteries, propellers, remote control transmitter, landing pads, drone micro-SD card, camera/s or payload and the ancillary equipment safely in their respective area	-	-	-	-
PC24. verify if any components of drone are fallen anywhere or missed	-	-	-	-
NOS Total	**35**	**65**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	AAS/N6303
NOS Name	Conducting post-flight operations, checks and inspections
Sector	Aerospace and Aviation
Sub-Sector	Drones/UAVs
Occupation	Drone Flight Operations
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

AAS/N0501: Take action to deal with incidents, accidents and emergencies in the aviation security environment

Description

This unit is about ensuring health and safety in work environment and dealing with incidents and emergencies. Identifying hazards, assessing and managing risks to limit the danger to ones self and others and damage to property

Scope

The scope covers the following :

- Recognizing and evaluating potential hazards and emergency situations such as fires, electrical failures, chemical spills, or medical emergencies.
- Following organizational procedures and legal regulations to respond to incidents, accidents, and emergencies.
- Implementing preventive and protective measures to reduce the likelihood or severity of harm.
- Coordinating with internal teams and external emergency services as needed.
- Communicating clearly and responsibly with all stakeholders during and after incidents.
- Keeping accurate records of actions taken to ensure compliance and support continuous improvement in safety protocols.

Elements and Performance Criteria

Take action to deal with incidents, accidents and emergencies

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

PC1. assess the probability and severity of emergency situations

PC2. take action to deal with emergencies, incidents or accidents in line with its organisations procedures and regulatory guidelines

PC3. make sure the action planned does not increase the risk or threat to oneself and others

PC4. consider the needs of others when taking action

PC5. keep all the relevant and appropriate person(s) informed on action taken in line with organisations procedures

PC6. get help from the appropriate sources in situation that are outside your own authority or ability

PC7. document all actions taken to mitigate risks/ emergencies in line with organisation procedures and regulatory guidelines

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisations procedures for dealing with and reporting emergencies, incidents or accidents

KU2. legal responsibilities when dealing with emergencies, incidents or accidents

KU3. the possible emergencies, incidents or accidents an individual may have to deal with or advise colleagues on how to deal with for evacuation, passenger behaviour, illness or death, stolen property,suspect or unclaimed baggage, suspicious items, natural disasters, fires and security alerts including terrorist threats

KU4. action that can be taken and the authority matrix

KU5. how to take actions to deal with emergencies, incidents or accidents

KU6. how to reduce as far as possible any possible risks in typical travel related emergencies, incidents or accidents

KU7. effect on customer service and goodwill in emergencies, incidents or accidents

Generic Skills (GS)

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

GS1. write in English language a brief and concise report on the emergency and its handling

GS2. read and understand the organisations policies & procedures

GS3. communicate clearly with supervisors and peers

GS4. communicate with passengers in a courteous manner

GS5. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly

GS6. share best practices with peers and subordinates

GS7. initiate action to mitigate an emergent risk/ emergency situation

GS8. monitor efficient functioning of all activities

GS9. plan and organise work to achieve targets and deadlines

GS10. communicate with passengers and other stakeholders in a courteous manner

GS11. maintain cordial work relationship

GS12. identify trends/common causes for errors and suggest possible solutions to the supervisor / management

GS13. identify and correct errors

GS14. analyse best possible solutions (cost, time, effort, etc.) suited for

GS15. concentrate on task at hand and complete it without errors

GS16. apply balanced judgments to different situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Take action to deal with incidents, accidents and emergencies	**51**	**49**	**-**	**-**
PC1. assess the probability and severity of emergency situations	10	10	-	-
PC2. take action to deal with emergencies, incidents or accidents in line with its organisations procedures and regulatory guidelines	10	10	-	-
PC3. make sure the action planned does not increase the risk or threat to oneself and others	5	5	-	-
PC4. consider the needs of others when taking action	5	5	-	-
PC5. keep all the relevant and appropriate person(s) informed on action taken in line with organisations procedures	6	4	-	-
PC6. get help from the appropriate sources in situation that are outside your own authority or ability	10	10	-	-
PC7. document all actions taken to mitigate risks/ emergencies in line with organisation procedures and regulatory guidelines	5	5	-	-
NOS Total	**51**	**49**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	AAS/N0501
NOS Name	Take action to deal with incidents, accidents and emergencies in the aviation security environment
Sector	Aerospace and Aviation
Sub-Sector	Airline
Occupation	Customer Service
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

AAS/N6304: Understanding of Drone Policy and Related Regulatory Compliance

Description

This module aims to equip individuals with an in-depth understanding of drone-related policies, rules, and regulations as outlined by DGCA, MoCA, and other regulatory bodies. It includes awareness of drone classifications, permissions, airspace usage, NPNT compliance, privacy, and operational protocols. The goal is to ensure that learners can safely and legally operate drones while adhering to the national regulatory framework.

Scope

The scope covers the following :

- Understanding the Drone Rules, 2021 and latest amendments
- Identifying drone classifications and associated permissions
- Awareness of airspace zones and digital permissions
- Understanding the Digital Sky Platform and regulatory procedures
- Complying with Remote Pilot Certificate (RPC) and UIN registration
- Identifying violations and initiating appropriate reporting
- Encouraging responsible and compliant drone operations

Elements and Performance Criteria

Comprehension and Adherence to Drone Regulatory Framework

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

PC1. Identify applicable drone policies and regulatory bodies

PC2. Comply with Drone Rules, 2021 and subsequent circulars by DGCA

PC3. Obtain and verify all required documentation such as RPC, UIN, and drone type certification

PC4. Follow airspace classifications and comply with zone-specific permissions using the Digital Sky Platform

PC5. Ensure drone flights adhere to VLOS norms, NPNT compliance, and geo-fencing guidelines

PC6. Identify and report instances of non-compliance or violation of rules

PC7. Update flight logs and maintain operational documentation accurately

PC8. Participate in mandated training or refreshers from DGCA-authorized RPTOs

PC9. Recommend procedural or documentation improvements in line with regulatory updates

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Drone Rules, 2021 and their implications for civil drone operations

KU2. Categories of drones (Nano to Large) and the corresponding rules

KU3. The process of obtaining UIN, RPC, and drone type certification

KU4. How to use the Digital Sky Platform for flight permission requests
KU5. No Permission No Takeoff (NPNT) protocol and geo-fencing standards
KU6. Regulatory restrictions related to privacy, data usage, and prohibited areas
KU7. Procedures for incident reporting and coordination with authorities
KU8. Consequences of non-compliance and importance of record-keeping
KU9. Role of RPTOs in remote pilot licensing and training
KU10. Overview of airspace zoning and the need for yellow/red zone permissions

Generic Skills (GS)

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

GS1. Prepare incident reports, applications, and logs clearly and accurately
GS2. Read regulatory updates, manuals, and operational notices
GS3. Communicate effectively with air traffic control, RPTOs, and local authorities
GS4. Make informed decisions during mission planning and operations
GS5. Organize flight documentation and maintain compliance logs
GS6. Provide accurate responses to compliance-related questions from authorities
GS7. Collaborate with stakeholders to ensure legal and safe drone operations
GS8. Analyze compliance data and suggest SOP improvements
GS9. Recognize risks and mitigate them within regulatory boundaries
GS10. Adapt operational plans based on changing regulatory scenarios

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Comprehension and Adherence to Drone Regulatory Framework	**40**	**60**	**-**	**-**
PC1. Identify applicable drone policies and regulatory bodies	5	7	-	-
PC2. Comply with Drone Rules, 2021 and subsequent circulars by DGCA	5	7	-	-
PC3. Obtain and verify all required documentation such as RPC, UIN, and drone type certification	5	7	-	-
PC4. Follow airspace classifications and comply with zone-specific permissions using the Digital Sky Platform	5	7	-	-
PC5. Ensure drone flights adhere to VLOS norms, NPNT compliance, and geo-fencing guidelines	4	7	-	-
PC6. Identify and report instances of non-compliance or violation of rules	4	7	-	-
PC7. Update flight logs and maintain operational documentation accurately	4	6	-	-
PC8. Participate in mandated training or refreshers from DGCA-authorized RPTOs	4	6	-	-
PC9. Recommend procedural or documentation improvements in line with regulatory updates	4	6	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	AAS/N6304
NOS Name	Understanding of Drone Policy and Related Regulatory Compliance
Sector	Aerospace and Aviation
Sub-Sector	
Occupation	Drone Flight Operations
NSQF Level	4
Credits	1
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

DGT/VSQ/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all
GS4. how to work in a virtual mode
GS5. perform calculations efficiently
GS6. solve problems effectively
GS7. pay attention to details
GS8. manage time efficiently
GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**4**	**-**	**-**
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
AAS/N6301.Conducting pre-flight inspections, checks and operations	40	60	-	-	100	23
AAS/N6302.Flying the Mission	40	60	-	-	100	34
AAS/N6303.Conducting post-flight operations, checks and inspections	35	65	-	-	100	23
AAS/N0501.Take action to deal with incidents, accidents and emergencies in the aviation security environment	51	49	-	-	100	5
AAS/N6304.Understanding of Drone Policy and Related Regulatory Compliance	40	60	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	**226**	**324**	**-**	**-**	**550**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
DGCA	Directorate General of Civil Aviation
NPNT	No Permission, No Takeoff.
MoCA	Ministry of Civil Aviation
RPC	Remote Pilot Certificate
UIN	Unique Identification Number
RPTO	Remote Pilot Training Organization
SOP	Standard Operating Procedure

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.
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.
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National Occupational Standard	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 Qualification pack code.
Unit Code	Unit code is a unique identifier for an occupational standard, which is denoted by '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	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.
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Core Skills/ Generic Skills	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 the context of the OS, these include communication related skills that are applicable to most job roles.
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