

## Qualification



# Back Office Associate - Financial Services

QF Code: BSC/Q2101

QF Version: 1.0

NSQF Level: 4

Banking, Financial Services & Insurance (BFSI) Sector Skill Council of India  
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## Qualification

# BSC/Q2101: Back Office Associate - Financial Services

### Brief Job Description

The individual at work is responsible for carrying out back-office operations and coordinating with other departments as per the company's requirement.

### Personal Attributes

The individual at work should be cooperative and dependable along with good analytical and logical skills and attention to detail.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [BSC/N2101: Handle documentation and customer records](#)
2. [BSC/N2102: Coordinate with other departments](#)
3. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

### Qualification Parameters

<b>Sector</b>	BFSI
<b>Sub-Sector</b>	Broking, Fund Investment & Services, Lending, Payments
<b>Occupation</b>	Operations
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL

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<b>Minimum Educational Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>• 12th grade pass OR</li> <li>• 10th grade pass and pursuing continuous schooling</li> </ul>
<b>Minimum Level of Education for Training in School</b>	NA
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 years
<b>Last Reviewed On</b>	05/01/23
<b>Next Review Date</b>	05/01/26
<b>NSQC Approval Date</b>	05/01/23
<b>Version</b>	1.0

## Qualification

### BSC/N2101: Handle documentation and customer records

#### Description

This OS unit is about collecting, verify customer information and processing the customer data, as required.

#### Scope

This unit/task covers the following

- Collect and verify customer information
- Process the customer data

#### Elements and Performance Criteria

##### *Collect and verify customer information*

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

- PC1. collect the customer data from the sales team
- PC2. check and verify customer data for correctness
- PC3. ensure availability of all the documents as per the specified checklist
- PC4. check and verify the documents like KYC, legal and financial documents
- PC5. segregate the documents based on customer type
- PC6. record details accurately in the prescribed format

##### *Process the customer data*

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

- PC7. identify the documents or data of customer to be uploaded
- PC8. compile, sort, and verify the accuracy of data and supporting documents before it is uploaded
- PC9. make sure the data is captured from the "verified with original" documents
- PC10. enter input data such as file numbers, new or updated information, or document information codes into computer systems to support document and information retrieval
- PC11. ensure the entered data is error-free
- PC12. compare data with source documents, or re-enter data in verification format to detect errors
- PC13. locate and correct data entry errors, or report them to the authorized person
- PC14. seek approval of the appropriate authorities in case of any deviations taken, as defined in the organizational deviation matrix
- PC15. complete all documentation within the stipulated time as per SOP
- PC16. store completed documents in appropriate locations

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. SOP to maintain customer records
- KU2. types of customers in financial organizations
- KU3. methods to operate computer systems
- KU4. how to operate MS Office and organizational database
- KU5. types of data and documents like KYC, legal and financial documents for data entry operations
- KU6. procedure to upload the data into organizational software

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- KU7.** methods to compile and validate the data
- KU8.** organizational escalation matrix for any discrepancy
- KU9.** SOP to collect and compile customer records
- KU10.** how to create and update the records
- KU11.** organizational deviation matrix

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, and information at the workplace
- GS2.** communicate effectively with the reporting manager and various departments
- GS3.** analyze and organize the data

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect and verify customer information</i>	<b>10</b>	<b>20</b>	-	-
<b>PC1.</b> collect the customer data from the sales team	-	-	-	-
<b>PC2.</b> check and verify customer data for correctness	-	-	-	-
<b>PC3.</b> ensure availability of all the documents as per the specified checklist	-	-	-	-
<b>PC4.</b> check and verify the documents like KYC, legal and financial documents	-	-	-	-
<b>PC5.</b> segregate the documents based on customer type	-	-	-	-
<b>PC6.</b> record details accurately in the prescribed format	-	-	-	-
<i>Process the customer data</i>	<b>30</b>	<b>40</b>	-	-
<b>PC7.</b> identify the documents or data of customer to be uploaded	-	-	-	-
<b>PC8.</b> compile, sort, and verify the accuracy of data and supporting documents before it is uploaded	-	-	-	-
<b>PC9.</b> make sure the data is captured from the "verified with original" documents	-	-	-	-
<b>PC10.</b> enter input data such as file numbers, new or updated information, or document information codes into computer systems to support document and information retrieval	-	-	-	-
<b>PC11.</b> ensure the entered data is error-free	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. compare data with source documents, or re-enter data in verification format to detect errors	-	-	-	-
PC13. locate and correct data entry errors, or report them to the authorized person	-	-	-	-
PC14. seek approval of the appropriate authorities in case of any deviations taken, as defined in the organizational deviation matrix	-	-	-	-
PC15. complete all documentation within the stipulated time as per SOP	-	-	-	-
PC16. store completed documents in appropriate locations	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

### National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2101
NOS Name	Handle documentation and customer records
Sector	BFSI
Sub-Sector	Broking, Fund Investment & Services, Lending, Payments
Occupation	Operations
NSQF Level	4
Credits	7
Version	1.0
Last Reviewed Date	05/01/23
Next Review Date	05/01/26
NSQC Clearance Date	05/01/23



## Qualification

### BSC/N2102: Coordinate with other departments

#### Description

This OS unit is about providing information to the internal departments as per the requirements.

#### Scope

This unit/task covers the following

- Provide information to internal departments

#### Elements and Performance Criteria

##### *Provide information to internal departments*

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

- PC1. share all data and reports to the reporting manager and other internal teams as per the defined TAT
- PC2. create a backup of all the data and documents at the prescribed time interval
- PC3. maintain logs of activities and completed work
- PC4. update records as per the requirement
- PC5. maintain and update filing, inventory, mailing, and database systems, either manually or using a computer, as applicable
- PC6. find, retrieve, and make copies of information from files, as required
- PC7. make sure documents are available to appropriate authorities at all times for inspection
- PC8. check the system and the software for proper functioning
- PC9. report to the development team about issues faced with the system, if any
- PC10. compile data from records to prepare periodic reports
- PC11. support sales staff in handling and documenting customer accounts

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. SOP to prepare reports, data backup,
- KU2. how to create and update the records
- KU3. procedure to retrieve data
- KU4. methods to operate computer systems
- KU5. organizational escalation matrix
- KU6. relevant department policies, processes, standard operating procedures, and instructions

#### Generic Skills (GS)

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

- GS1. read and interpret instructions, procedures, and information at the workplace

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- GS2. communicate effectively with various departments
- GS3. analyze and organize the data

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide information to internal departments</i>	40	60	-	-
<b>PC1.</b> share all data and reports to the reporting manager and other internal teams as per the defined TAT	-	-	-	-
<b>PC2.</b> create a backup of all the data and documents at the prescribed time interval	-	-	-	-
<b>PC3.</b> maintain logs of activities and completed work	-	-	-	-
<b>PC4.</b> update records as per the requirement	-	-	-	-
<b>PC5.</b> maintain and update filing, inventory, mailing, and database systems, either manually or using a computer, as applicable	-	-	-	-
<b>PC6.</b> find, retrieve, and make copies of information from files, as required	-	-	-	-
<b>PC7.</b> make sure documents are available to appropriate authorities at all times for inspection	-	-	-	-
<b>PC8.</b> check the system and the software for proper functioning	-	-	-	-
<b>PC9.</b> report to the development team about issues faced with the system, if any	-	-	-	-
<b>PC10.</b> compile data from records to prepare periodic reports	-	-	-	-
<b>PC11.</b> support sales staff in handling and documenting customer accounts	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BSC/N2101
<b>NOS Name</b>	Coordinate with other departments
<b>Sector</b>	BFSI
<b>Sub-Sector</b>	Broking, Fund Investment & Services, Lending, Payments
<b>Occupation</b>	Operations
<b>NSQF Level</b>	4
<b>Credits</b>	5
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	05/01/23
<b>Next Review Date</b>	05/01/26
<b>NSQC Clearance Date</b>	05/01/23

## 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, Behavior 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:

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- 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
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> 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	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-



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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	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
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	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
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	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
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	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
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	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	30/06/2027
<b>NSQC Clearance Date</b>	30/06/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the 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 assessment, every trainee should score a minimum of 50% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification.

**Recommended Pass % aggregate for QF : 50**

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### Assessment Weightage

#### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N2101. Handle documentation and customer records	40	60	-	-	100	35
BSC/N2102. Coordinate with other departments	40	60	-	-	100	35
DGT/VSQ/N0102. Employability Skills (60 Hours)	20	30	-	-	50	30
<b>Total</b>	<b>100</b>	<b>150</b>	<b>-</b>	<b>-</b>	<b>250</b>	<b>100</b>

#### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>TVET</b>	Technical and Vocational Education and Training
<b>SOP</b>	Standard Operating Procedure
<b>TAT</b>	Turn Around Time
<b>MS Office</b>	Microsoft Office
<b>PwD</b>	Persons with Disability
<b>POSH</b>	The Prevention of Sexual Harassment
<b>KYC</b>	Know Your Customer

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications</b>	It comprises the set of OS, together with the educational, training and other criteria required to perform a job role. It is assigned a unique qualifications code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

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<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual need in order to perform to the required standard.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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 QF for each specialized job role. Trainees must select at least one elective for the successful completion of a QF with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QF. It is not mandatory to select any of the options to complete a QF with Options.