



Job Coach for Inclusivity

QP Code: PWD/Q0103

Version: 1.0

NSQF Level: 4

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PWD/Q0103

Brief Job Description

A job coach for Inclusivity is a person who promotes in implementation of the Inclusion policy in line with organizational objectives. The individual will create network with the organizations working for PwD, organize & facilitate collaborative activities to meet common goals. Individuals will also provide guidance in barrier free onboarding and placement of the PwD in their organization.

Personal Attributes

Job Coach for Inclusivity should have strong interpersonal skills and ability to work as a team. The Individual should have good communication skills, be patient, polite, and dependable with a positive attitude.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [PWD/N0107: Make organization ready for onboarding of Persons with Disability](#)
2. [PWD/N0108: Provide post placement support to employees with disability](#)
3. [PWD/N0109: Evaluate work performance of employees with disability](#)
4. [PWD/N0110: Communicate using basic Indian Sign Language](#)
5. [PWD/N9902: Communicate effectively with others](#)

Qualification Pack (QP) Parameters

Sector	PwD
Sub-Sector	Learning and Development
Occupation	Training Delivery
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO 2015- 2424.9900/ 2424.0300

Minimum Educational Qualification & Experience	Post Graduate with 1 Year of experience OR Graduate with 3 Years of experience OR 12th Class with 5 Years of experience Industry experience
Minimum Level of Education for Training in School	12th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	22 Years
Last Reviewed On	17-02-2022
Next Review Date	31-03-2025
NSQC Approval Date	31-03-2022
Version	1.0

PWD/N0107: Make organization ready for onboarding of Persons with Disability

Description

This unit is about making organization ready for the hiring and onboarding of Persons with Disability by implementing the inclusive strategies or policies.

Scope

The scope covers the following :

- Execute policies for recruitment and onboarding of Persons with Disability in the organization

Elements and Performance Criteria

Make organization ready for onboarding of Persons with Disability

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

- PC1. conduct need assessment to identify existing opportunity/ies and Job roles for Persons with Disability as per operational plan
- PC2. identify potential barriers during recruitment and placement of a Person with Disability
- PC3. ensure accessibility of workplace infrastructure like chairs, desks, boards, projectors, computers, meeting area, conference room, and stay arrangements etc. for the use of Persons with Disability
- PC4. ensure relevant modifications required at the workplace
- PC5. ensure safety parameters (eg alarms) to meet the specific requirement of the Persons with Disability
- PC6. identify workplace support to assist the Persons with a Disability (assistive and supportive aids)
- PC7. establish contact with other agencies working for Persons with Disability
- PC8. plan orientation sessions for the senior officials and staff members to develop inclusive culture
- PC9. provide information about reasonable accommodations to employers as per specific requirements of disability
- PC10. recommend the Application, Selection & Recruitment process including good practices in interviewing techniques
- PC11. form an advisory group of individuals/ organizations for different disabilities
- PC12. encourage the use of people first language

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the organization's systems, policies, and procedures
- KU2. different acts and policies related to disability
- KU3. common assistive and supportive aids for specific disabilities

- KU4. what is the meaning of accessible workplace
- KU5. reasonable accommodation which can be implemented in the workplace
- KU6. importance of ethical practices and principles to uphold the rights of Persons with Disability
- KU7. area of strength and the benefits of employing Persons with Disability
- KU8. various online platforms and organizations to seek additional information and assistance about Disabilities
- KU9. data security and privacy policies of the organization
- KU10. key recruitment parameters for employer organization's
- KU11. organizational hierarchy and escalation matrix
- KU12. how to respond to inappropriate behaviour towards self and others in a professional manner

Generic Skills (GS)

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

- GS1. read and interpret organizational policies and legal requirements
- GS2. read and write various mails/memo/office orders/circulars/letters and office instructions received from various sources
- GS3. use different application like MS office
- GS4. communicate effectively with seniors, peers, clients and others, responding to their queries using professionally acceptable tone of voice, words, and phrases
- GS5. recognize, avoid and/or address any conflict of interest
- GS6. identify inappropriate behaviour and how to deal with it
- GS7. apply problem solving skills, to resolve problems
- GS8. establish trust, build rapport and exercise discretion when required

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Make organization ready for onboarding of Persons with Disability</i>	40	60	-	-
PC1. conduct need assessment to identify existing opportunity/ies and Job roles for Persons with Disability as per operational plan	3	4	-	-
PC2. identify potential barriers during recruitment and placement of a Person with Disability	3	5	-	-
PC3. ensure accessibility of workplace infrastructure like chairs, desks, boards, projectors, computers, meeting area, conference room, and stay arrangements etc. for the use of Persons with Disability	4	6	-	-
PC4. ensure relevant modifications required at the workplace	4	5	-	-
PC5. ensure safety parameters (eg alarms) to meet the specific requirement of the Persons with Disability	3	5	-	-
PC6. identify workplace support to assist the Persons with a Disability (assistive and supportive aids)	4	6	-	-
PC7. establish contact with other agencies working for Persons with Disability	3	4	-	-
PC8. plan orientation sessions for the senior officials and staff members to develop inclusive culture	3	6	-	-
PC9. provide information about reasonable accommodations to employers as per specific requirements of disability	4	6	-	-
PC10. recommend the Application, Selection & Recruitment process including good practices in interviewing techniques	4	5	-	-
PC11. form an advisory group of individuals/ organizations for different disabilities	3	4	-	-
PC12. encourage the use of people first language	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N0107
NOS Name	Make organization ready for onboarding of Persons with Disability
Sector	PwD
Sub-Sector	Learning and Development
Occupation	Training Delivery
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

PWD/N0108: Provide post placement support to employees with disability

Description

This unit is about assisting persons with disability in the workplace.

Scope

The scope covers the following :

- Assist employees with Disability

Elements and Performance Criteria

Assist employees with Disability

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

- PC1. Organize orientation/ induction/ training sessions for the employees with disability
- PC2. assist the employee for any concerns related to work (routine activities like transportation or lodging/office tasks etc.)
- PC3. provide on-site support to the employees with disability in order to help them adjust to the workplace and the routine of getting to and from work
- PC4. facilitate interdepartmental communication/dialogues of employee with disability with other colleagues
- PC5. support the employee with disability in building good relation with the colleagues, senior officials and other staff members
- PC6. plan activities to enhance relationship and create positive environment at the workplace for employees with disability
- PC7. encourage/motivate employees with disability to be more productive at the workplace
- PC8. provide information about career progression and further growth to persons with disability in the organization

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the organization's systems, policies, and procedures
- KU2. different acts and policies related to disability
- KU3. various online platforms and organizations to seek additional information and assistance about Disabilities
- KU4. data security and privacy policies of the organization
- KU5. organizational hierarchy and escalation matrix
- KU6. how to respond to inappropriate behaviour towards self and others in a professional manner
- KU7. different types of issues employees with disability may have and ways to deal with it
- KU8. ways to develop the supportive environment for employees with disability
- KU9. techniques to motivate employees with disability

KU10. use the available technology, tools etc for the improvement of work performance of employees with disability

KU11. sources to get information related to different types of disability

Generic Skills (GS)

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

GS1. read and interpret organizational policies and legal requirements

GS2. read and write various mails/memo/office orders/circulars/letters and office instructions received from various source

GS3. use different application like MS office

GS4. communicate effectively with seniors, peers, clients and others, responding to their queries using professionally acceptable tone of voice, words, and phrases

GS5. recognize, avoid and/or address any conflict of interest

GS6. identify inappropriate behaviour and how to deal with it

GS7. apply problem solving skills, to resolve problems

GS8. establish trust, build rapport and exercise discretion when required

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist employees with Disability</i>	40	60	-	-
PC1. Organize orientation/ induction/ training sessions for the employees with disability	5	8	-	-
PC2. assist the employee for any concerns related to work (routine activities like transportation or lodging/office tasks etc.)	5	8	-	-
PC3. provide on-site support to the employees with disability in order to help them adjust to the workplace and the routine of getting to and from work	5	8	-	-
PC4. facilitate interdepartmental communication/dialogues of employee with disability with other colleagues	5	7	-	-
PC5. support the employee with disability in building good relation with the colleagues, senior officials and other staff members	5	8	-	-
PC6. plan activities to enhance relationship and create positive environment at the workplace for employees with disability	4	8	-	-
PC7. encourage/motivate employees with disability to be more productive at the workplace	5	7	-	-
PC8. provide information about career progression and further growth to persons with disability in the organization	6	6	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N0108
NOS Name	Provide post placement support to employees with disability
Sector	PwD
Sub-Sector	Learning and Development
Occupation	Training Delivery
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

PWD/N0109: Evaluate work performance of employees with disability

Description

This unit is about evaluating the performance of employees with Disability.

Scope

The scope covers the following :

- Assess the employees with disability

Elements and Performance Criteria

Assess the employees with Disability

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

PC1. Create a checklist/profile matrix with the desired output as per organizational policies

PC 2. Identifies roles & stakeholders who will impact performance, retention & growth of the employees with disabilities

PC2. monitor all the activities performed by the employees with disability against the profile

PC3. develop an action plan for improvement of underperforming tasks

PC4. identify the need of re-training based on the performance assessment or discussions with the employee with disability

PC5. evaluate the outcome of training sessions on performance, self-esteem and confidence of employee with disability

PC6. provide feedback and assist in improvement of performance

PC7. maintain record and document on progress of employee with disability

PC8. create and present report to senior management

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the organization's systems, policies, and procedures

KU2. standard Operating Procedures (SOP) of the organization for appraisals, incentives, promotions and performance evaluation

KU3. different acts and policies related to disability

KU4. various online platforms and organizations to seek additional information and assistance about disabilities

KU5. data security and privacy policies of the organization

KU6. organizational hierarchy and escalation matrix

KU7. how to respond to inappropriate behaviour towards self and others in a professional manner

KU8. documentation requirements to keep the record of the employee

KU9. documentation requirements for appraisals and other performance evaluations

KU10. importance of performance evaluation sharing feedback

KU11. how to retrain employees with disability based on the performance evaluation

Generic Skills (GS)

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

- GS1.** read and interpret organizational policies and legal requirements
- GS2.** read and write various mails/memo/office orders/circulars/letters and office instructions received from various sources
- GS3.** use different application like MS office
- GS4.** communicate effectively with seniors, peers, clients and others, responding to their queries using professionally acceptable tone of voice, words, and phrases
- GS5.** recognize, avoid and/or address any conflict of interest
- GS6.** identify inappropriate behaviour and how to deal with it
- GS7.** apply problem solving skills, to resolve problems
- GS8.** establish trust, build rapport and exercise discretion when required

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess the employees with Disability</i>	30	50	-	-
PC1. Create a checklist/profile matrix with the desired output as per organizational policies	4	6	-	-
PC2. Identifies roles & stakeholders who will impact performance, retention & growth of the employees with disabilities	3	5	-	-
PC3. monitor all the activities performed by the employees with disability against the profile	4	6	-	-
PC4. develop an action plan for improvement of underperforming tasks	4	6	-	-
PC5. identify the need of re-training based on the performance assessment or discussions with the employee with disability	3	6	-	-
PC6. evaluate the outcome of training sessions on performance, self-esteem and confidence of employee with disability	3	6	-	-
PC7. provide feedback and assist in improvement of performance	3	5	-	-
PC8. maintain record and document on progress of employee with disability	3	5	-	-
PC9. create and present report to senior management	3	5	-	-
NOS Total	30	50	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N0109
NOS Name	Evaluate work performance of employees with disability
Sector	PwD
Sub-Sector	Learning and Development
Occupation	Training Delivery
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

PWD/N0110: Communicate using basic Indian Sign Language

Description

This unit is about communicating using basic Indian sign language

Scope

The scope covers the following :

- Use basic ISL to communicate

Elements and Performance Criteria

Use basic ISL to communicate

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

- PC1 Use signs for basic words (such as greetings, self-introduction, different signages, daily use technology, navigation, common nouns etc.
- PC2 Use signs for days of week, Months of the year, numbers and alphabet etc.
- PC3 use finger spellings in ISL (e.g., names, places and abbreviations.)
- PC4 use ISL to share and ask information related to self (e.g., name, native place, city, state, family members, work etc.)
- PC5 ask and respond to questions related to professional and personal background in ISL
- PC6 Signs for common organization-specific or industry-specific terminology [e.g., visual merchandising in retail]
- PC7 attend refresher sessions related to ISL to enhance the learnings

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. basic concepts of Indian sign language
- KU2. signs used for basic terms related to greetings
- KU3. signs used to give formal and informal introduction
- KU4. signs used to catch attention like excuse me etc.
- KU5. significance of facial expressions and gestures while signing
- KU6. basic structure and rules of making sentence while signing

Generic Skills (GS)

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

- GS1. read and interpret organizational policies and legal requirements
- GS2. use different applications like MS office
- GS3. communicate effectively with seniors, peers, clients and others, responding to their queries using professionally acceptable tone of voice, words, and phrases
- GS4. recognize, avoid and/ or address any conflict of interest

GS5. identify inappropriate behaviour and how to deal with it

GS6. apply problem solving skills, to resolve problems

GS7. establish trust, build rapport and exercise discretion when required

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use basic ISL to communicate</i>	14	32	-	-
PC1. Use signs for basic words (such as greetings, self-introduction, different signages, daily use technology, navigation, common nouns etc.	2	4	-	-
PC2. Use signs for days of week, Months of the year, numbers and alphabet etc.	2	4	-	-
PC3. use finger spellings in ISL (e.g., names, places and abbreviations.)	2	5	-	-
PC4. use ISL to share and ask information related to self (e.g., name, native place, city, state, family members, work etc.)	2	5	-	-
PC5. ask and respond to questions related to professional and personal background in ISL	2	5	-	-
PC6. Signs for common organization-specific or industry-specific terminology [e.g. visual merchandising in retail]	2	5	-	-
PC7. attend refresher sessions related to ISL to enhance the learnings	2	4	-	-
NOS Total	14	32	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N0110
NOS Name	Communicate using basic Indian Sign Language
Sector	PwD
Sub-Sector	Learning and Development
Occupation	Training Delivery
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	NA

PWD/N9902: Communicate effectively with others

Description

This unit is about communicating effectively with others to achieve a smooth workflow.

Scope

The scope covers the following :

- Work effectively with colleagues and superiors
- Practice inclusive behaviour

Elements and Performance Criteria

Work effectively with colleagues and superiors

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

- PC1. follow job order and instructions received from reporting superior
- PC2. deliver quality work and report reasons for delay
- PC3. escalate unresolved problems or complaints to the relevant senior
- PC4. incorporate feedback to improve the performance
- PC5. trust, support and respect to colleagues and superiors
- PC6. seek assistance from colleagues and superior when required
- PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined
- PC8. offer friendly, courteous and hospitable service to others
- PC9. provide assistance whenever required with a sincere attitude
- PC10. use standard phrases in appropriate situations
- PC11. avoid interrupting others while they talk

Practice inclusive behaviour

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

- PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive
- PC13. report incidents of harassment and discrimination to appropriate authority

Digital Literacy

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

- PC14. operate and use common features of phones/smartphones correctly
Operate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, Use messaging service to send and receive messages, delete messages/files for restoring memory
Common phone feature: Clock, calculator, calendar, alarm, radio, camera
- PC15. follow effective safety and security measures related to information sharing on digital devices and platforms
- PC16. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.
- PC17. use relevant and common social media platforms and their basic features

PC18. create a personal email account, send and process received messages as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the meaning of body language and its importance at the workplace
- KU2.** greeting style and use of greetings in accordance with the timing of the day and occasion
- KU3.** what is a courtesy and its importance
- KU4.** different types of roles in a department
- KU5.** how a person gets promoted to the next role
- KU6.** how to discuss problems with superiors and resolve the same
- KU7.** the difference between positive and negative feedback
- KU8.** how to work on positive and negative feedback
- KU9.** basic concepts of Prevention of Sexual Harassment Act (POSH) 2013
- KU10.** how to respect gender differences and gender diversity

Generic Skills (GS)

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

- GS1.** listen carefully the orally communicated information
- GS2.** work within a team in collaboration and co-ordination
- GS3.** verbally report safety hazard
- GS4.** be punctual and complete tasks within the stipulated time

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work effectively with colleagues and superiors</i>	14	26	-	5
PC1. follow job order and instructions received from reporting superior	1	3	-	-
PC2. deliver quality work and report reasons for delay	2	2	-	-
PC3. escalate unresolved problems or complaints to the relevant senior	1	2	-	-
PC4. incorporate feedback to improve the performance	2	2	-	-
PC5. trust, support and respect to colleagues and superiors	2	3	-	-
PC6. seek assistance from colleagues and superior when required	2	2	-	-
PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined	2	3	-	-
PC8. offer friendly, courteous and hospitable service to others	-	3	-	-
PC9. provide assistance whenever required with a sincere attitude	-	2	-	-
PC10. use standard phrases in appropriate situations	2	2	-	-
PC11. avoid interrupting others while they talk	-	2	-	-
<i>Practice inclusive behaviour</i>	6	4	-	5
PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	3	2	-	-
PC13. report incidents of harassment and discrimination to appropriate authority	3	2	-	-
<i>Digital Literacy</i>	6	8	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. operate and use common features of phones/smartphones correctly Operate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, use messaging service to send and receive messages, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera	2	2	-	-
PC15. follow effective safety and security measures related to information sharing on digital devices and platforms	1	-	-	-
PC16. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.	1	2	-	-
PC17. use relevant and common social media platforms and their basic features	1	2	-	-
PC18. create a personal email account, send and process received messages as per requirement	1	2	-	-
NOS Total	26	38	-	10

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N9902
NOS Name	Communicate effectively with others
Sector	PwD
Sub-Sector	Persons with Disability
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	18/08/2021
Next Review Date	18/08/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (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 PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. 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
PWD/N0107. Make organization ready for onboarding of Persons with Disability	40	60	-	-	100	25
PWD/N0108. Provide post placement support to employees with disability	40	60	-	-	100	25
PWD/N0109. Evaluate work performance of employees with disability	30	50	-	-	80	20
PWD/N0110. Communicate using basic Indian Sign Language	14	32	-	-	46	15
PWD/N9902. Communicate effectively with others	26	38	-	10	74	15
Total	151	239	-	10	400	100

Acronyms

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

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.