

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR IT-ITeS INDUSTRY

### What are Occupational Standards (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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## Introduction

### Qualifications Pack-Technical Support Executive-Non Voice

**SECTOR:** IT-ITES

**SUB-SECTOR:** Software Products

**OCCUPATION:** Product Support

**REFERENCE ID:** SSC/ Q 7201

**Technical Support Executive-Non Voice** in the IT-ITeS Industry is also known as Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative, Support Engineer, Support Consultant etc.

**Brief Job Description:** Individuals in this job are responsible for resolving queries and customer cases over web-chat or email.

**Personal Attributes:** This job requires the individual to work independently and interact with customers. The individual should be result oriented and should also be able to demonstrate logical thinking and interpersonal skills; ensure prioritization of workload and should be willing to work at a desk-based job.

Job Details	Qualifications Pack Code	SSC/ Q 7201		
	Job Role	<b>Technical Support Executive-Non Voice</b> This job role is applicable in both national and international scenarios		
	Credits(NVEQF/NVQF/NSQF)	Version number	0.1	
	Sector	IT-ITes	Drafted on	30/04/13
	Sub-sector	Software Products	Last reviewed on	30/04/13
	Occupation	Product Support	Next review date	30/06/14

Job Role	<b>Technical Support Executive-Non Voice</b> (Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative, Support Engineer, Support Consultant)
Role Description	Individuals at this job are responsible for resolving queries and customer cases over web-chat or email.
NVEQF/NVQF level	5
Minimum Educational Qualifications	12th
Maximum Educational Qualifications	Master's Degree in any discipline
Training (Suggested but not mandatory)	Training programs in customer orientation, virtual communication, dealing with difficult customers etc
Experience	0-2 years of work experience/internship in a related area
Applicable National Occupational Standards (NOS)	<b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">SSC/ N 7201 (Deal remotely with basic IT service requests/incidents- non voice)</a></li> <li><a href="#">SSC/ N 9001 (Manage your work to meet requirements)</a></li> <li><a href="#">SSC/ N 9002 (Work effectively with colleagues )</a></li> <li><a href="#">SSC/ N 9003 (Maintain a healthy, safe and secure working environment)</a></li> <li><a href="#">SSC/ N 9004 (Provide data/information in standard formats)</a></li> <li><a href="#">SSC/ N 9005 (Develop your knowledge, skills and competence)</a></li> </ol> <b>Optional:</b> Not Applicable
Performance Criteria	As described in the relevant OS units

## Glossary of Key Terms

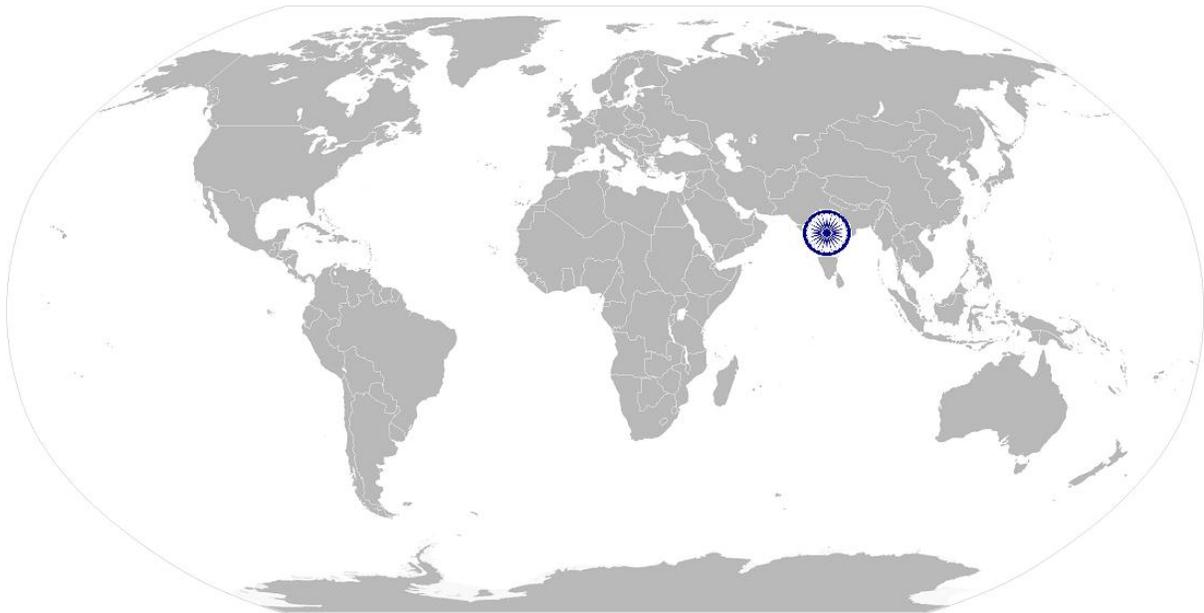
Table 1: Glossary of Key Terms

Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses 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.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance Criteria 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 Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
	Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or 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 the 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 the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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	Core Skills or Generic Skills are a group of skills that are 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.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
<b>Keywords /Terms</b>	<b>Description</b>
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

Acronyms

# National Occupational Standard



## Overview

This unit is about dealing with basic service requests and incidents at the IT helpdesk and referring more complex problems to technicians or subject matter experts for resolution.

SSC/ N 7201 Deal remotely with basic IT service requests/incidents-non voice

Applicable NOS Unit	<b>Unit Code</b>	SSC/ N 7201
	<b>Unit Title (Task)</b>	Deal remotely with basic IT service requests/incidents-non voice
	<b>Description</b>	This unit is about dealing with basic service requests and incidents at the IT helpdesk and referring more complex problems to technicians or subject matter experts for resolution.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Service requests/incidents</b> reported via:</p> <ul style="list-style-type: none"> <li>• e-mail</li> <li>• internet</li> <li>• web chat</li> <li>• Instant Messenger(IM)</li> </ul> <p><b>Customers:</b></p> <ul style="list-style-type: none"> <li>• internal</li> <li>• external</li> </ul> <p><b>Problems about:</b></p> <ul style="list-style-type: none"> <li>• networking/connectivity</li> <li>• operating system/software</li> <li>• installation/configuration</li> <li>• computer hardware</li> <li>• account maintenance/access rights</li> <li>• voice/telephone</li> <li>• video call</li> </ul> <p><b>Appropriate people:</b></p> <ul style="list-style-type: none"> <li>• colleagues at the IT helpdesk</li> <li>• members of technical team</li> <li>• subject matter experts in your organization</li> <li>• subject matter experts outside your organization</li> <li>• line manager</li> </ul> 
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<p>To be competent, you must be able to:</p> <p>PC1. confirm to <b>customers</b> that you have received the <b>service requests/incidents</b></p> <p>PC2. express your concern for any difficulties caused and your commitment to resolving them</p> <p>PC3. obtain sufficient information from <b>customers</b> to understand the nature of the <b>problems</b> and perform initial diagnosis</p> <p>PC4. record and categorize <b>service requests/incidents</b> accurately using your organization's incident management tool</p> <p>PC5. support <b>customers</b> remotely to test potential solutions</p>	

**SSC/ N 7201**

**Deal remotely with basic IT service requests/incidents-non voice**

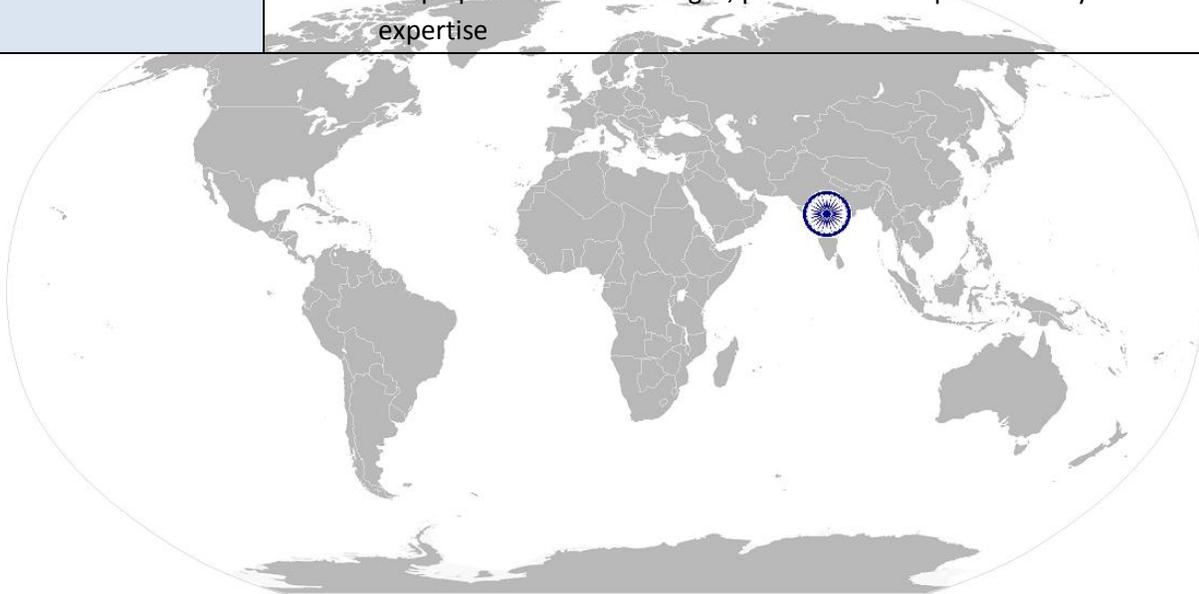
	<p>PC6. prioritize <b>service requests/incidents</b> according to organizational guidelines</p> <p>PC7. provide <b>customers</b> with a justifiable estimate of resolution time, where an immediate solution cannot be found</p> <p>PC8. refer problems to <b>appropriate people</b>, where the <b>problems</b> cannot be resolved by the helpdesk</p> <p>PC9. obtain advice and guidance from <b>appropriate people</b> where <b>problems</b> are outside your area of competence</p> <p>PC10. monitor <b>problems</b> to keep <b>customers</b> informed about progress and any delays in resolving <b>problems</b></p> <p>PC11. obtain confirmation from <b>customers</b> that <b>problems</b> have been resolved</p> <p>PC12. record the resolution of <b>problems</b> accurately using your organization's incident management tool</p> <p>PC13. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and processes for dealing with basic IT service requests or incidents</p> <p>KA2. your organization's guidelines for categorizing and prioritizing service requests</p> <p>KA3. the range of methods and techniques used when working with customers</p> <p>KA4. limits of your role and responsibilities in relation to IT service requests/incidents</p> <p>KA5. who to refer problems to when they cannot be resolved by the IT helpdesk</p> <p>KA6. your organization's tools and processes for incident management and customer support, and how to use them</p> <p>KA7. the importance of keeping customers informed about timescales for progress and resolution of service requests/incidents</p>
<p><b>B. Technical Knowledge</b></p>	<p>You need to know and understand:</p> <p>KB1. relevant standards, policies, procedures and guidelines that apply when dealing with basic IT service requests/incidents</p> <p>KB2. relevant product reference guides or support materials to help resolve problems</p> <p>KB3. the range of common problems and how to resolve these, including:</p> <ol style="list-style-type: none"> <li>a. network/connection and account maintenance/access problems</li> <li>b. hardware, voice, telephone or video related problems</li> <li>c. operating system, software and installation/configuration problems</li> </ol> <p>KB4. techniques used to test potential solutions remotely with customers</p>
<p><b>Skills (S)</b></p>	

**SSC/ N 7201 Deal remotely with basic IT service requests/incidents-non voice**

<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	You need to know and understand how to: SA1. communicate with others in writing SA2. complete accurate well written work with attention to detail
	<b>Reading Skills</b>
	You need to know and understand how to: SA3. follow guidelines/procedures/rules and service level agreements
	<b>Oral Communication (Listening and Speaking skills)</b>
<b>B. Professional Skills</b>	You need to know and understand how to: SA4. listen effectively and orally communicate information with team members SA5. ask for clarification and advice from others
	<b>Decision Making</b>
	You need to know and understand how to: SB1. follow rule-based decision-making processes SB2. make decisions on a suitable course of action or response
	<b>Plan and Organize</b>
	You need to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	<b>Customer Centricity</b>
	You need to know and understand how to: SB4. carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements SB5. work effectively in a customer facing environment SB6. build and maintain positive and effective relationships with customers SB7. check your own work meets customer requirements SB8. deliver consistent and reliable service to customers
	<b>Problem Solving</b>
	You need to know and understand how to: SB9. apply problem-solving approaches in different situations SB10. seek clarification on problems from others SB11. refer anomalies to the supervisor
	<b>Analytical Thinking</b>
	You need to know and understand how to: SB12. pass on relevant information to others
	<b>Critical Thinking</b>
	You need to know and understand how to: SB13. apply balanced judgments to different situations SB14. provide opinions on work in a detailed and constructive way
	<b>Attention to Detail</b>

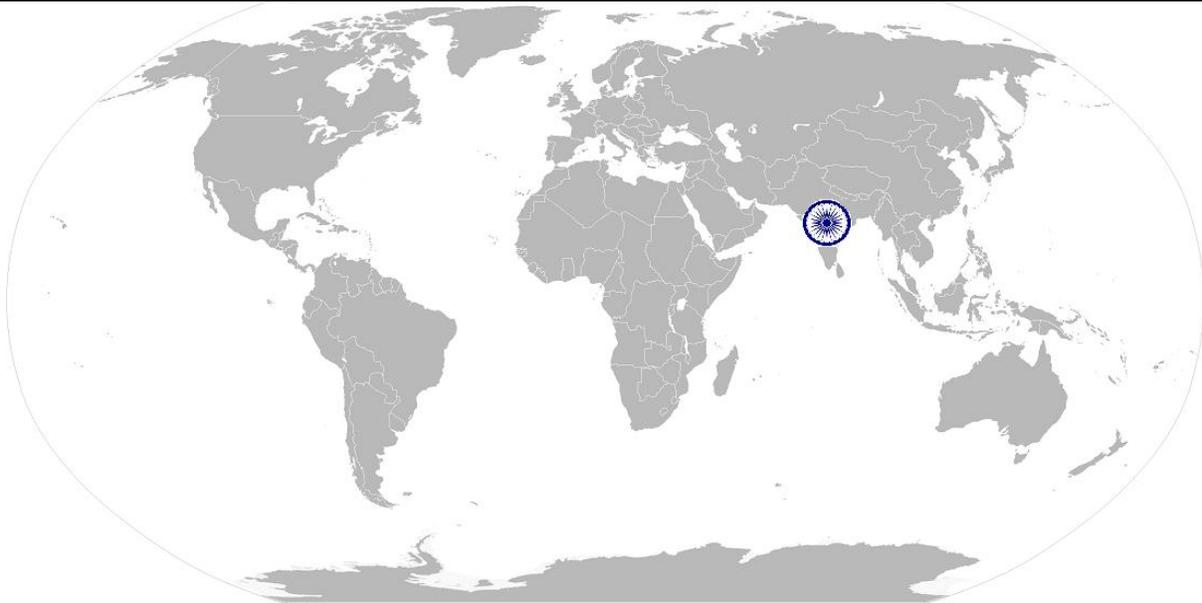
**SSC/ N 7201 Deal remotely with basic IT service requests/incidents-non voice**

	<p>You need to know and understand how to:</p> <p>SB15. apply good attention to detail</p> <p>SB16. check your work is complete and free from errors</p> <p>SB17. get your work checked by others</p>
<b>Team Working</b>	
	<p>You need to know and understand how to:</p> <p>SB18. work effectively in a team environment</p> <p>SB19. work independently and collaboratively</p>
<b>C. Technical Skills</b>	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively to input and/or extract data accurately</p> <p>SC2. store and retrieve information</p> <p>SC3. keep up to date with changes, procedures and practices in your role</p> <p>SC4. keep up to date with changes, procedures and practices in your field of expertise</p>

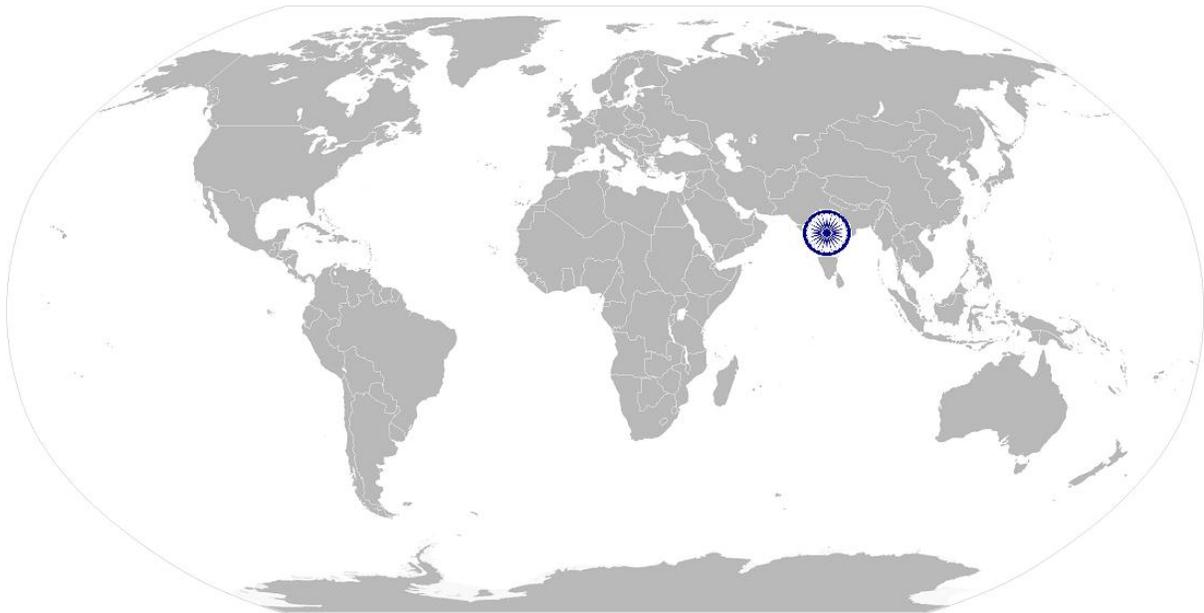


**SSC/ N 7201 Deal remotely with basic IT service requests/incidents-non voice**  
**NOS Version Control**

<b>NOS Code</b>	<b>SSC/ N 7201</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>20</b>	<b>Version number</b>	<b>0.1</b>
<b>Industry</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
<b>Industry Sub-sector</b>	<b>Software Products</b>	<b>Last reviewed on</b>	<b>30/04/2013</b>
		<b>Next review date</b>	<b>30/06/2014</b>



# National Occupational Standard



## Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time

SSC/ N 9001

Manage your work to meet requirements

Applicable NOS Unit	<b>Unit Code</b>	SSC/ N 9001
	<b>Unit Title (Task)</b>	Manage your work to meet requirements
	<b>Description</b>	This unit is about planning and organizing your work in order to complete it to the required standards on time.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Work requirements:</b></p> <ul style="list-style-type: none"> <li>• activities (what you are required to do)</li> <li>• deliverables (the outputs of your work)</li> <li>• quantity (the volume of work you are expected to complete)</li> <li>• standards (what is acceptable performance, including compliance with Service Level Agreements)</li> <li>• timing (when your work needs to be completed)</li> </ul> <p><b>Appropriate people:</b></p> <ul style="list-style-type: none"> <li>• line manager</li> <li>• the person requesting the work</li> <li>• members of the team/department</li> <li>• members from other teams/departments</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• equipment</li> <li>• materials</li> <li>• information</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>		
		<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your <b>work requirements</b> with <b>appropriate people</b></p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use <b>resources</b> correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from <b>appropriate people</b>, where necessary</p> <p>PC9. ensure your work meets the agreed <b>requirements</b></p>
<b>Knowledge and Understanding (K)</b>		
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. the organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</p> <p>KA2. the limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p>	

SSC/ N 9001

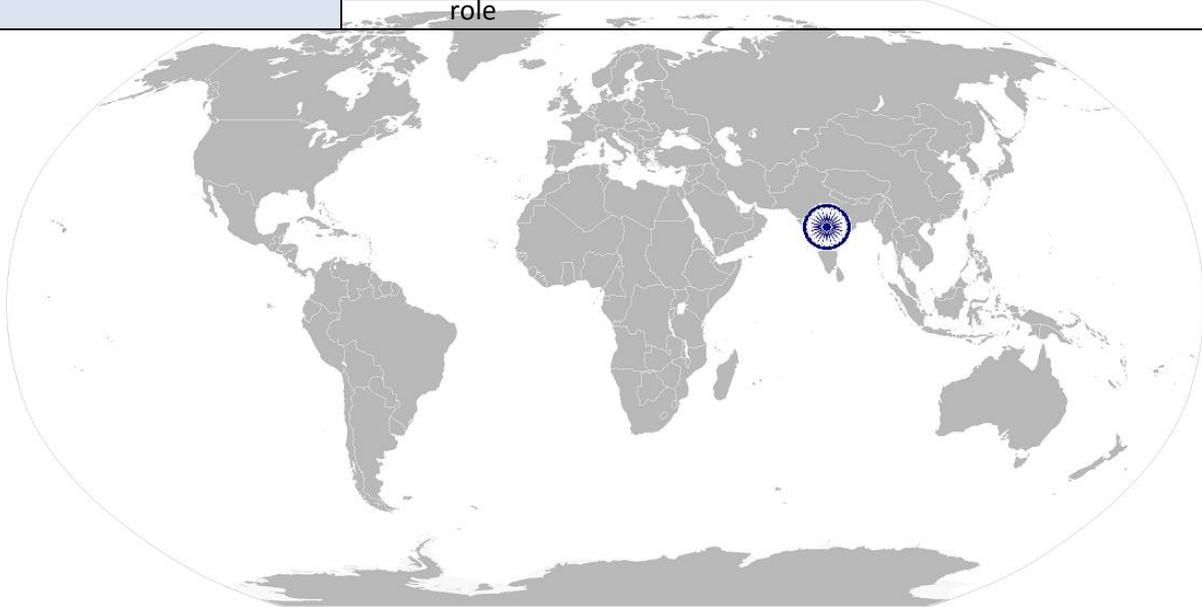
Manage your work to meet requirements

	<p>KA6. the organization's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of your work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect change</p>
<p><b>B. Technical Knowledge</b></p>	<p>You need to know and understand:</p> <p>KB1. the importance of completing work accurately and how to do this</p> <p>KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization</p> <p>KB3. resources needed for your work and how to obtain and use these</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate work with attention to detail</p> <p><b>Reading Skills</b></p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>You need to know and understand how to:</p> <p>SA3. ask for clarification and advice from line managers</p> <p>SA4. communicate orally with colleagues</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p> <p><b>Plan and Organize</b></p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p> <p>SB3. agree objectives and work requirements</p> <p><b>Customer Centricity</b></p> <p>You need to know and understand how to:</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>SB5. check your own work meets customer requirements</p> <p><b>Problem Solving</b></p> <p>You need to know and understand how to:</p> <p>SB6. refer anomalies to the line manager</p> <p><b>Analytical Thinking</b></p> <p>You need to know and understand how to:</p> <p>SB7. Provide relevant information to others</p> <p><b>Critical Thinking</b></p> <p>You need to know and understand how to:</p> <p>SB8. apply judgements to different situations</p>

SSC/ N 9001

Manage your work to meet requirements

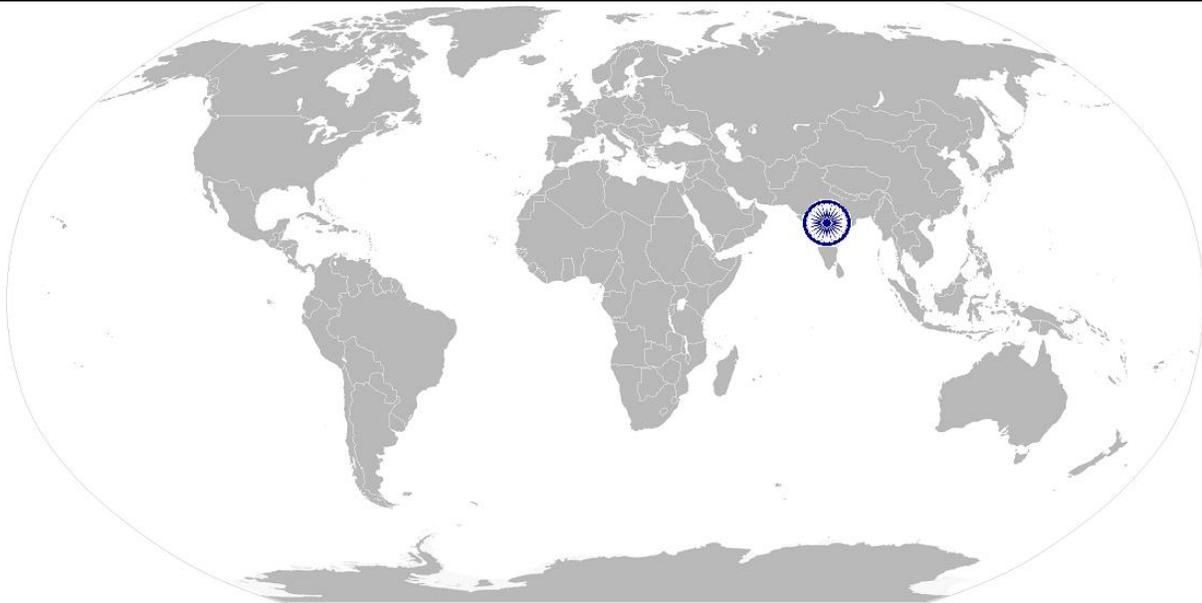
	<p><b>Attention to Detail</b></p> <p>You need to know and understand how to:</p> <p>SB9. apply good attention to detail</p> <p>SB10. check your work is complete and free from errors</p> <p>SB11. get your work checked by peers</p>
	<p><b>Team Working</b></p> <p>You need to know and understand how to:</p> <p>SB12. work effectively in a team environment</p>
<p><b>C. Technical Skills</b></p>	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively, to input and/or extract data accurately</p> <p>SC2. identify and refer anomalies in data</p> <p>SC3. store and retrieve information</p> <p>SC4. keep up to date with changes, procedures and practices in your role</p>



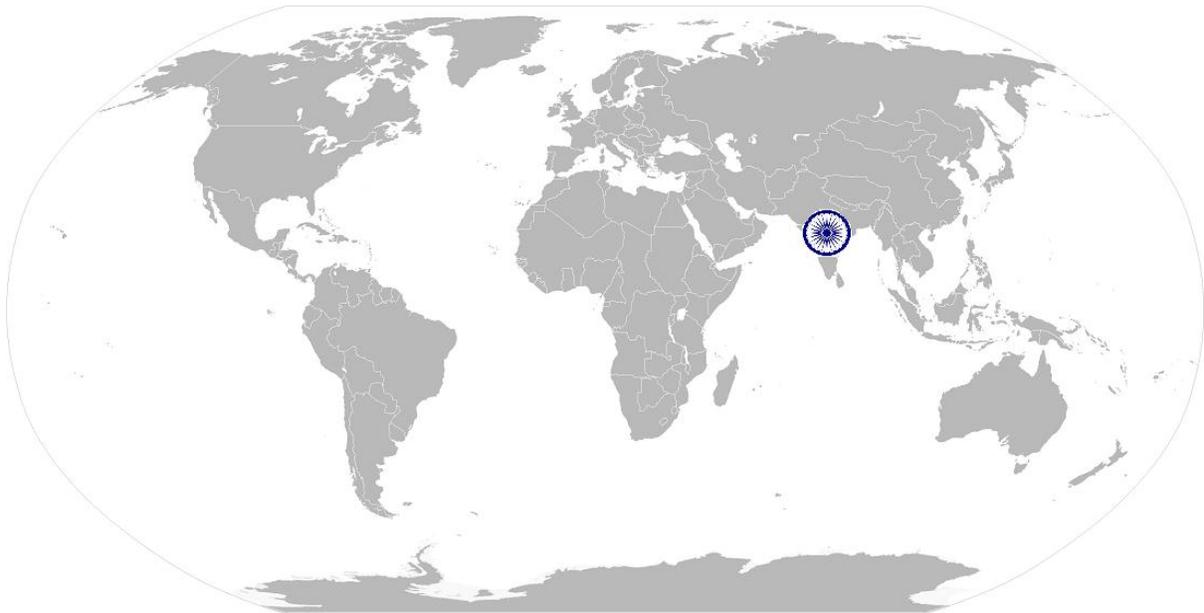
**SSC/ N 9001**  
**NOS Version Control**

**Manage your work to meet requirements**

<b>NOS Code</b>	<b>SSC/ N 9001</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>		<b>Version number</b>	<b>0.1</b>
<b>Industry</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
<b>Industry Sub-sector</b>	<b>Software Products</b>	<b>Last reviewed on</b>	<b>30/04/2013</b>
		<b>Next review date</b>	<b>30/06/2014</b>



# National Occupational Standard



## Overview

This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.

SSC/ N 9002

Work effectively with colleagues

Applicable NOS Unit	<b>Unit Code</b>	SSC/ N 9002
	<b>Unit Title (Task)</b>	Work effectively with colleagues
	<b>Description</b>	This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Colleagues:</b></p> <ul style="list-style-type: none"> <li>• line manager</li> <li>• members of your own work group</li> <li>• people in other work groups in your organization</li> </ul> <p><b>Communicate:</b></p> <ul style="list-style-type: none"> <li>• face-to-face</li> <li>• by telephone</li> <li>• in writing</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
		<p>To be competent, you must be able to:</p> <p>PC1. communicate with <b>colleagues</b> clearly, concisely and accurately</p> <p>PC2. work with <b>colleagues</b> to integrate your work effectively with theirs</p> <p>PC3. pass on essential information to <b>colleagues</b> in line with organisational requirements</p> <p>PC4. work in ways that show respect for <b>colleagues</b></p> <p>PC5. carry out commitments you have made to <b>colleagues</b></p> <p>PC6. let <b>colleagues</b> know in good time if you cannot carry out your commitments, explaining the reasons</p> <p>PC7. identify any problems you have working with <b>colleagues</b> and take the initiative to solve these problems</p> <p>PC8. follow the organization's policies and procedures for working with <b>colleagues</b></p>
<b>Knowledge and Understanding (K)</b>		
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. the organization's policies and procedures for working with colleagues and your role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. benefits of developing productive working relationships with colleagues</p> <p>KA5. the importance of creating an environment of trust and mutual respect in an environment where you have no authority over those you are working with</p> <p>KA6. where you do not meet your commitments, the implications this will have on individuals and the organization</p>	

**SSC/ N 9002**

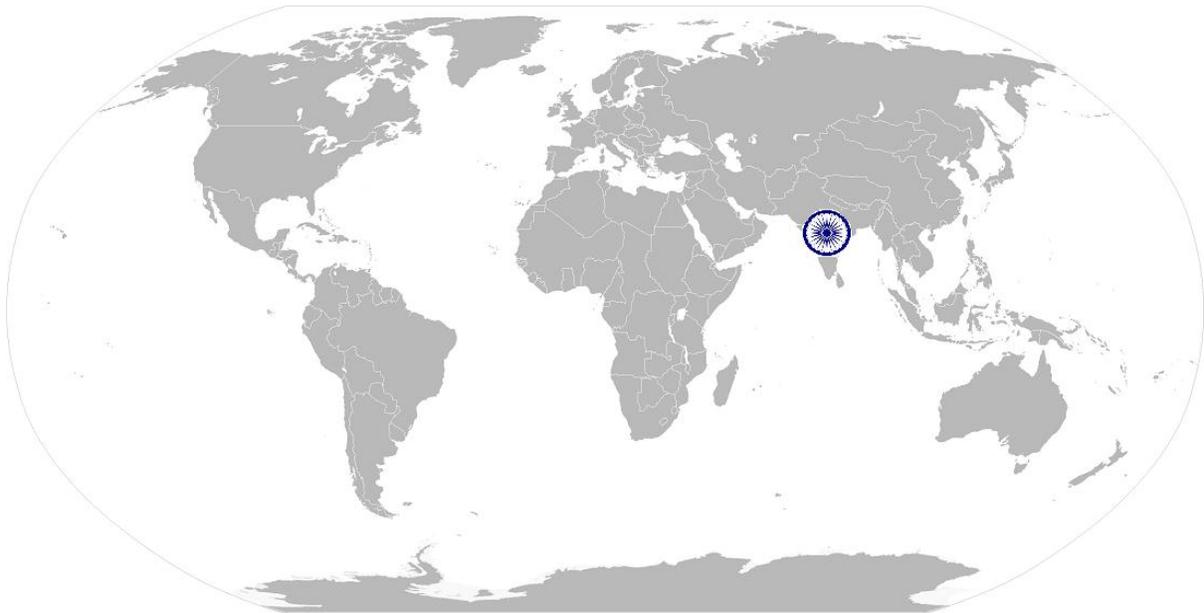
**Work effectively with colleagues**

<b>B. Technical Knowledge</b>	<p>You need to know and understand:</p> <p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of understanding problems from your colleague's perspective and how to provide support, where necessary, to resolve these</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p>
	<b>Reading Skills</b>
	<p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</p>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p> <p>SA4. ask for clarification and advice from the line manager</p>
	<b>Decision Making</b>
	<p>You need to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action or response</p>
	<b>Plan and Organize</b>
	<p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p>
	<b>Customer Centricity</b>
	<p>You need to know and understand how to:</p> <p>SB3. check your own work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to customers</p>
	<b>Problem Solving</b>
	<p>You need to know and understand how to:</p> <p>SB5. apply problem solving approaches in different situations</p>
<b>C. Technical Skills</b>	<b>Critical Thinking</b>
	<p>You need to know and understand how to:</p> <p>SB6. apply balanced judgements to different situations</p>
	<b>Attention to Detail</b>
	<p>You need to know and understand how to:</p> <p>SB7. apply good attention to detail</p> <p>SB8. check your work is complete and free from errors</p> <p>SB9. get your work checked by peers</p>
	<b>Team Working</b>
	<p>You need to know and understand how to:</p> <p>SB10. work effectively in a team environment</p>
	<p>You need to know and understand how to:</p> <p>SC1. identify and refer anomalies</p> <p>SC2. help reach agreements with colleagues</p>

SSC/ N 9002

Work effectively with colleagues

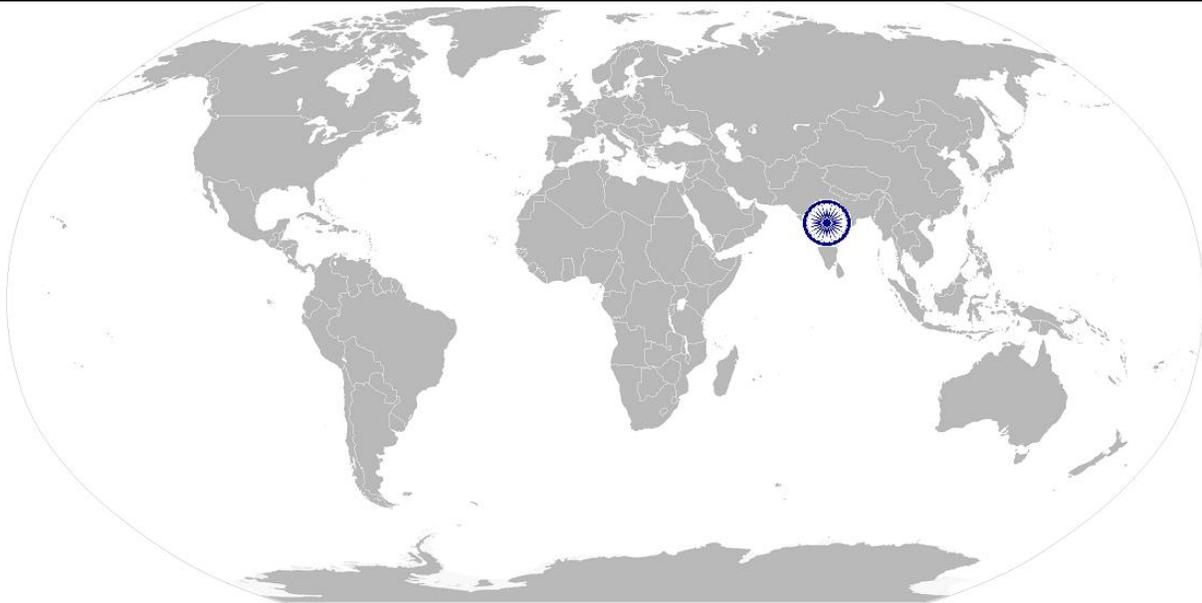
	SC3. keep up to date with changes, procedures and practices in your role
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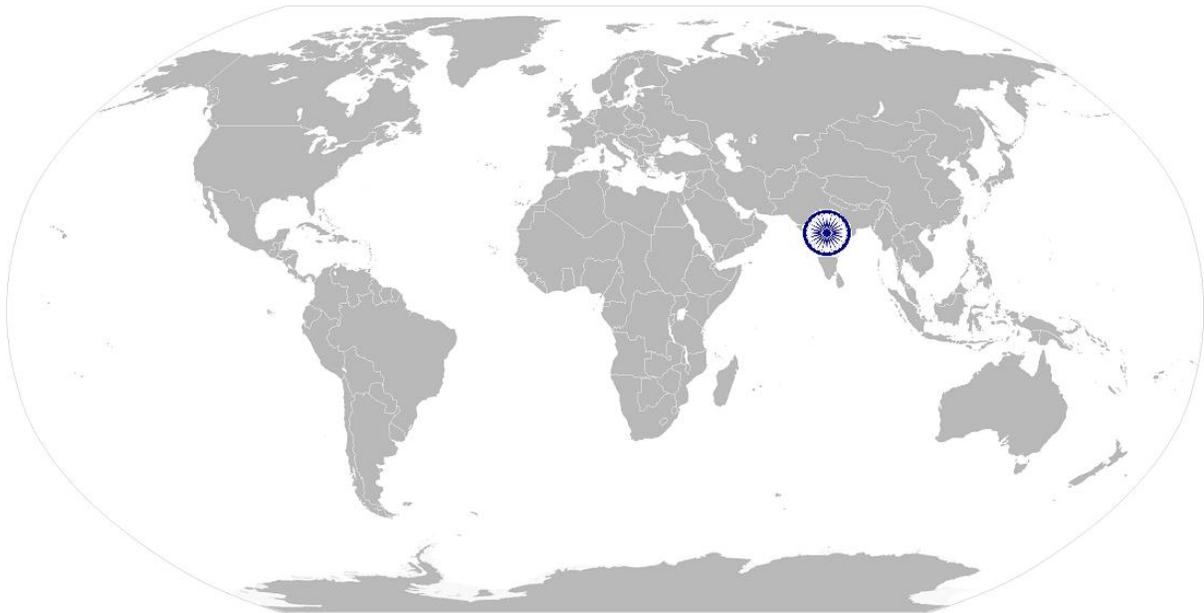
SSC/ N 9002  
NOS Version Control

Work effectively with colleagues

NOS Code	SSC/ N 9002		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	0.1
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Software Products	Last reviewed on	30/04/2013
		Next review date	30/06/2014



# National Occupational Standard



## Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

SSC/ N 9003

Maintain a healthy, safe and secure working environment

Applicable NOS Unit	<b>Unit Code</b>	SSC/ N 9003
	<b>Unit Title (Task)</b>	Maintain a healthy, safe and secure working environment
	<b>Description</b>	This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Emergency procedures:</p> <ul style="list-style-type: none"> <li>• illness</li> <li>• accidents</li> <li>• fires</li> <li>• other reasons to evacuate the premises</li> <li>• breaches of security</li> </ul> <p>Resources(needed to achieve the unit objectives):</p> <ul style="list-style-type: none"> <li>• information</li> <li>• government agencies in the areas of safety, health and security and their norms and services</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. report any hazards that you are not allowed to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. follow your organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC7. complete any health and safety records legibly and accurately</p>	
<b>Knowledge and Understanding (K)</b>		
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of your responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p>	

SSC/ N 9003

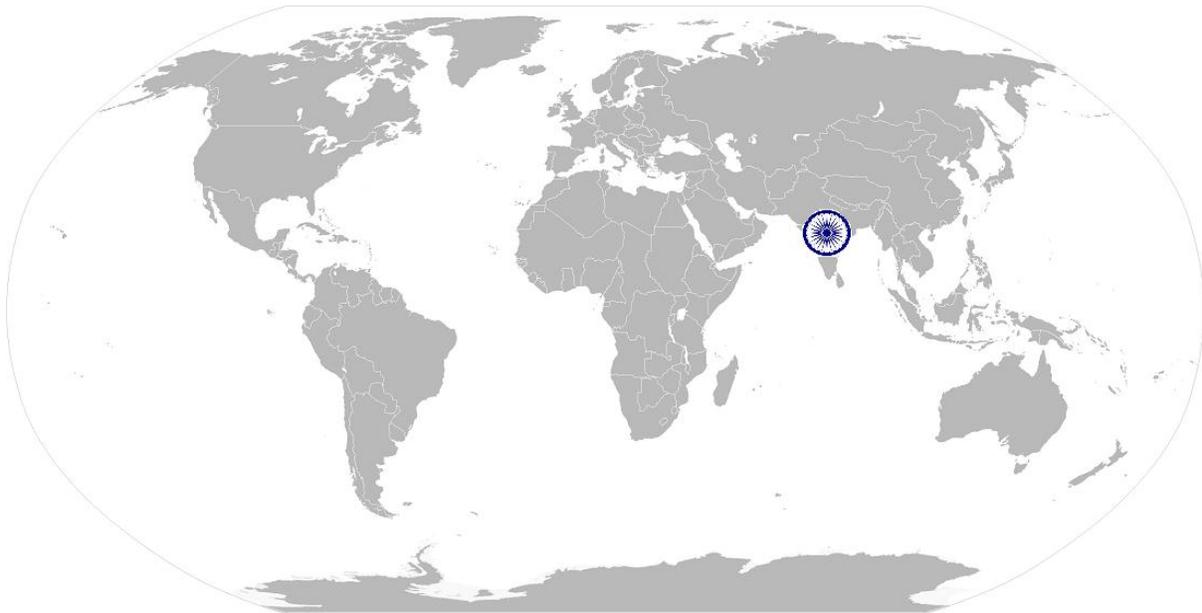
Maintain a healthy, safe and secure working environment

	KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization
<b>B. Technical Knowledge</b>	<p>You need to know and understand:</p> <p>KB1. different types of beaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. How to use the health, safety and accident reporting procedures and the importance of these</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	You need to know and understand how to: SA1. complete accurate, well written work with attention to detail
	<b>Reading Skills</b>
	You need to know and understand how to: SA2. read instructions, guidelines/procedures/rules
	<b>Oral Communication (Listening and Speaking skills)</b>
	You need to know and understand how to: SA3. listen effectively and orally communicate information accurately
<b>B. Professional Skills</b>	<b>Decision Making</b>
	You need to know and understand how to: SB1. make decisions on a suitable course of action or response
	<b>Plan and Organize</b>
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines
	<b>Customer Centricity</b>
	You need to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers
	<b>Problem Solving</b>
	You need to know and understand how to: SB4. apply problem solving approaches in different situations
	<b>Analytical Thinking</b>
	You need to know and understand how to: SB5. analyse data and activities
	<b>Critical Thinking</b>
	You need to know and understand how to: SB6. apply balanced judgements to different situations
	<b>Attention to Detail</b>
You need to know and understand how to: SB7. apply good attention to detail SB8. check your work is complete and free from errors SB9. get your work checked by peers	

SSC/ N 9003

Maintain a healthy, safe and secure working environment

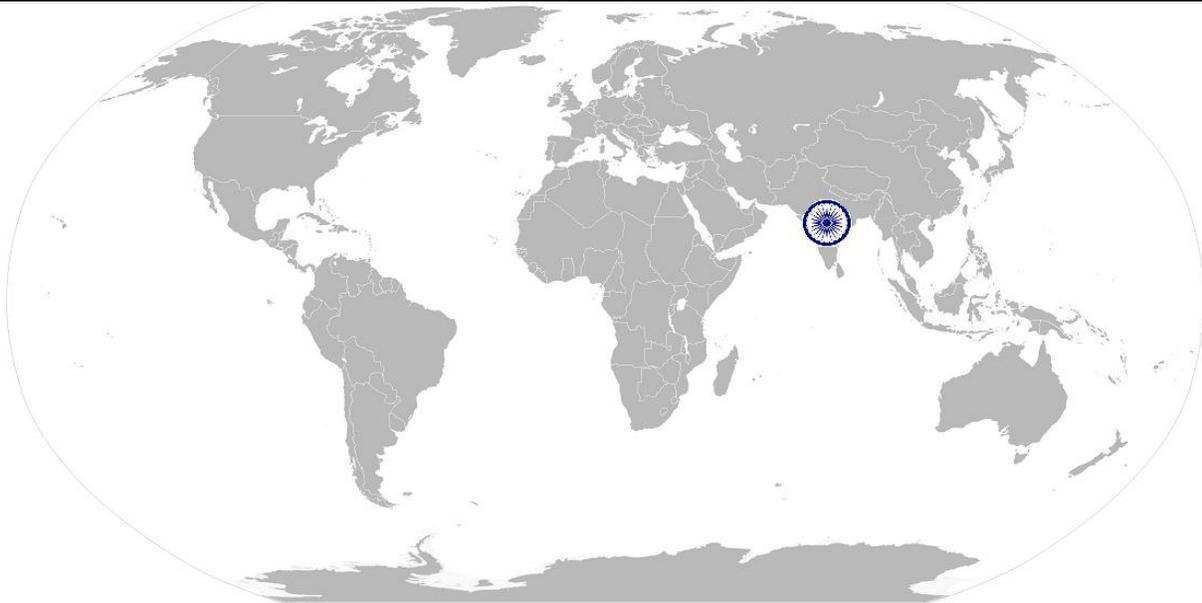
	<p><b>Team Working</b></p> <p>You need to know and understand how to: SB10. work effectively in a team environment</p>
<p><b>C. Technical Skills</b></p>	<p>You need to know and understand how to:</p> <p>SC1. identify and refer anomalies SC2. help reach agreements with colleagues SC3. keep up to date with changes, procedures and practices in your role</p>



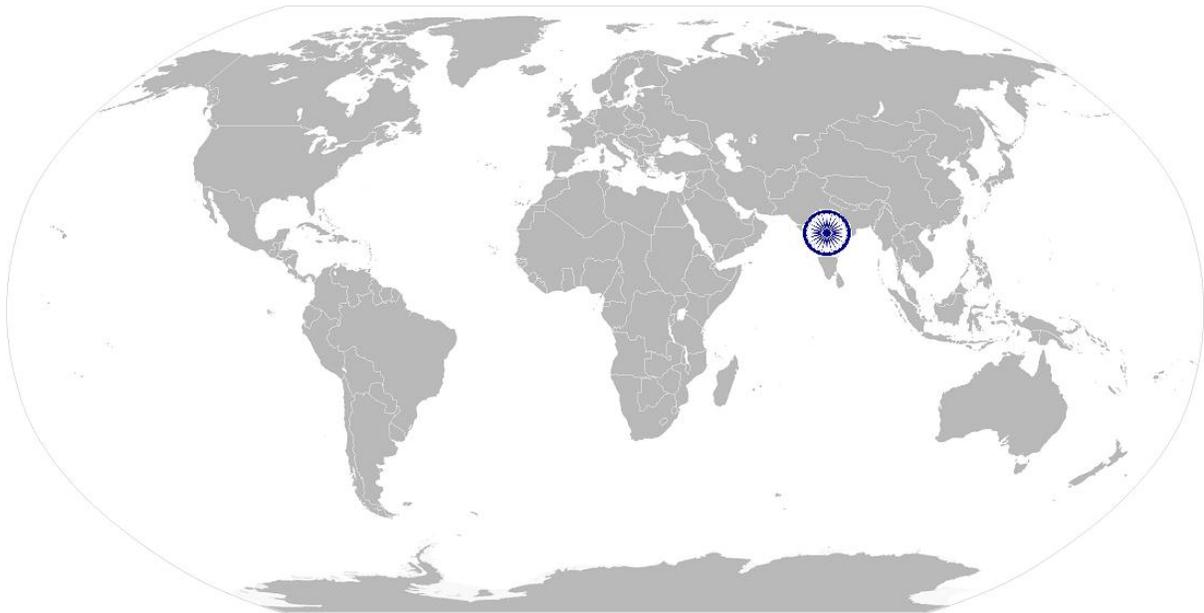
**SSC/ N 9003**  
**NOS Version Control**

**Maintain a healthy, safe and secure working environment**

<b>NOS Code</b>	<b>SSC/ N 9003</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>		<b>Version number</b>	<b>0.1</b>
<b>Industry</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
<b>Industry Sub-sector</b>	<b>Software Products</b>	<b>Last reviewed on</b>	<b>30/04/2013</b>
		<b>Next review date</b>	<b>30/06/2014</b>



# National Occupational Standard



## Overview

This unit is about providing specified data/information related to your work in templates or other standard formats

SSC/ N 9004

Provide data/information in standard formats

Applicable NOS Unit

<b>Unit Code</b>	SSC/ N 9004
<b>Unit Title (Task)</b>	Provide data/information in standard formats
<b>Description</b>	This unit is about providing specified data/information related to your work in templates or other standard formats.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Appropriate people:</b></p> <ul style="list-style-type: none"> <li>• line manager</li> <li>• members of your own work group</li> <li>• people in other work groups in your organization</li> <li>• subject matter experts</li> </ul> <p><b>Data/information:</b></p> <ul style="list-style-type: none"> <li>• quantitative</li> <li>• qualitative</li> </ul> <p><b>Sources:</b></p> <ul style="list-style-type: none"> <li>• within your organization</li> <li>• outside your organization</li> </ul> <p><b>Formats:</b></p> <ul style="list-style-type: none"> <li>• paper-based</li> <li>• electronic</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<p>To be competent, you must be able to:</p> <p>PC1. establish and agree with <b>appropriate people</b> the <b>data/information</b> you need to provide, the <b>formats</b> in which you need to provide it, and when you need to provide it</p> <p>PC2. obtain the <b>data/information</b> from reliable <b>sources</b></p> <p>PC3. check that the <b>data/information</b> is accurate, complete and up-to-date</p> <p>PC4. obtain advice or guidance from <b>appropriate people</b> where there are problems with the <b>data/information</b></p> <p>PC5. carry out rule-based analysis of the <b>data/information</b>, if required</p> <p>PC6. insert the <b>data/information</b> into the agreed <b>formats</b></p> <p>PC7. check the accuracy of your work, involving colleagues where required</p> <p>PC8. report any unresolved anomalies in the <b>data/information</b> to <b>appropriate people</b></p> <p>PC9. provide complete, accurate and up-to-date data/information to the <b>appropriate people</b> in the required formats on time</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. the organization's procedures and guidelines for providing data/information in standard formats and your role and responsibilities in relation to this</p> <p>KA2. the knowledge management culture of the organization</p> <p>KA3. the organization's policies and procedures for recording and</p>

SSC/ N 9004

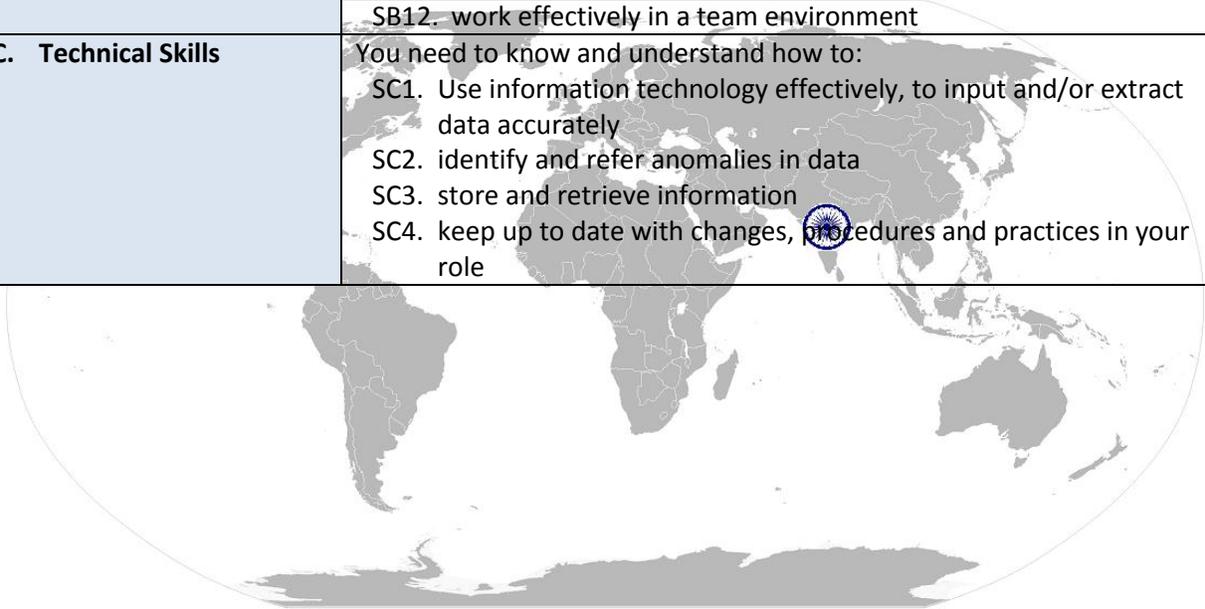
Provide data/information in standard formats

	<p>sharing information and the importance of complying with these</p> <p>KA4. the importance of validating data/information before use and how to do this</p> <p>KA5. the purpose of the CRM database</p> <p>KA6. how to use the CRM database to record and extract information</p> <p>KA7. the importance of having your data/information reviewed by others</p> <p>KA8. the scope of any data/information requirements including the level of detail required</p> <p>KA9. the importance of keeping within the scope of work and adhering to timescales</p>
<p><b>B. Technical Knowledge</b></p>	<p>You need to know and understand:</p> <p>KB1. the range of data/information you may need to provide including the sources and how to do this</p> <p>KB2. the range of templates and formats used for data and information including their purpose and how to use these</p> <p>KB3. different techniques used to obtain data/information and how to apply these</p> <p>KB4. how to carry out rule-based analysis on the data/information</p> <p>KB5. typical anomalies that may occur in data/information</p> <p>KB6. who to go to in the event of inaccurate data/information and how to report this</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p><b>Reading Skills</b></p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>You need to know and understand how to:</p> <p>SB1. follow rule-based decision-making processes</p> <p>SB2. make a decision on a suitable course of action</p> <p><b>Plan and Organize</b></p> <p>You need to know and understand how to:</p> <p>SB3. plan and organize your work to achieve targets and deadlines</p> <p><b>Customer Centricity</b></p> <p>You need to know and understand how to:</p> <p>SB4. check your own work meets customer requirements</p> <p>SB5. meet and exceed customer expectations</p> <p><b>Problem Solving</b></p> <p>You need to know and understand how to:</p>

SSC/ N 9004

Provide data/information in standard formats

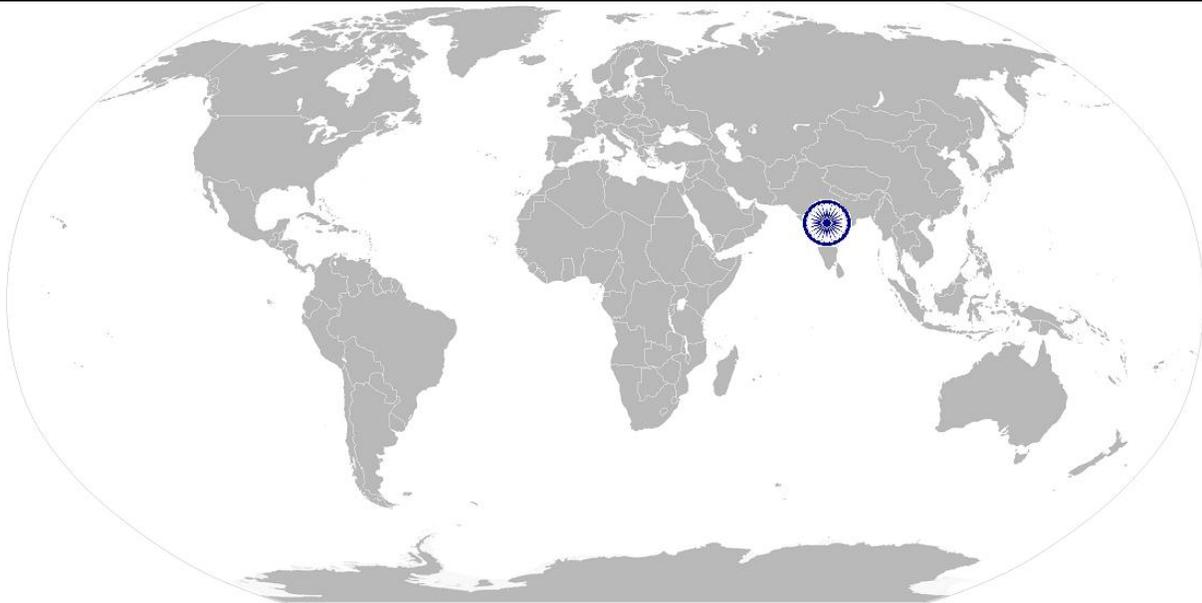
	SB6. apply problem solving approaches in different situations
	<b>Analytical Thinking</b>
	You need to know and understand how to: SB7. configure data and disseminate relevant information to others
	<b>Critical Thinking</b>
	You need to know and understand how to: SB8. apply balanced judgements to different situations
	<b>Attention to Detail</b>
	You need to know and understand how to: SB9. apply good attention to detail SB10. check your work is complete and free from errors SB11. get your work checked by peers
	<b>Team Working</b>
You need to know and understand how to: SB12. work effectively in a team environment	
<b>C. Technical Skills</b>	You need to know and understand how to: SC1. Use information technology effectively, to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role



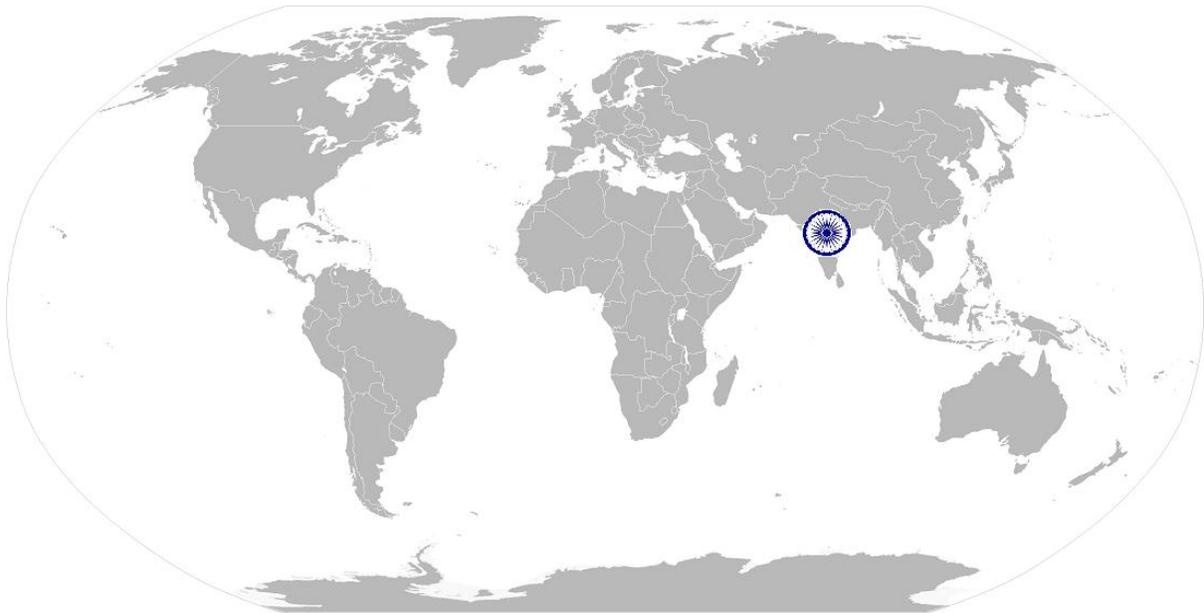
**SSC/ N 9004**  
**NOS Version Control**

**Provide data/information in standard formats**

<b>NOS Code</b>	<b>SSC/ N 9004</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>		<b>Version number</b>	<b>0.1</b>
<b>Industry</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
<b>Industry Sub-sector</b>	<b>Software Products</b>	<b>Last reviewed on</b>	<b>30/04/2013</b>
		<b>Next review date</b>	<b>30/06/2014</b>



# National Occupational Standard



## Overview

This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.

SSC/ N 9005      **Develop your knowledge, skills and competence**

Applicable NOS Unit	<b>Unit Code</b>	SSC/ N 9005
	<b>Unit Title (Task)</b>	<b>Develop your knowledge, skills and competence</b>
	<b>Description</b>	This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required. <i>Competence</i> is defined as: the application of knowledge and skills to perform to the standards required.
	<b>Scope</b>	This unit/task covers the following: <b>Appropriate people</b> may be: <ul style="list-style-type: none"> <li>• line manager</li> <li>• human resources specialists</li> <li>• learning and development specialists</li> <li>• peers</li> </ul> <b>Job role:</b> <ul style="list-style-type: none"> <li>• current responsibilities as defined in your job description</li> <li>• possible future responsibilities</li> </ul> <b>Learning and development activities:</b> <ul style="list-style-type: none"> <li>• formal education and training programs, leading to certification</li> <li>• non-formal activities (such as private study, learning from colleagues, project work), designed to meet learning and development objectives but without certification</li> </ul> <b>Appropriate action</b> may be: <ul style="list-style-type: none"> <li>• undertaking further learning and development activities</li> <li>• finding further opportunities to apply your knowledge and skills</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	To be competent, you must be able to: <p>PC1. obtain advice and guidance from <b>appropriate people</b> to develop your knowledge, skills and competence</p> <p>PC2. identify accurately the knowledge and skills you need for your <b>job role</b></p> <p>PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs</p> <p>PC4. agree with <b>appropriate people</b> a plan of <b>learning and development activities</b> to address your learning needs</p> <p>PC5. undertake <b>learning and development activities</b> in line with your plan</p> <p>PC6. apply your new knowledge and skills in the workplace, under supervision</p> <p>PC7. obtain feedback from <b>appropriate people</b> on your knowledge and skills and how effectively you apply them</p> <p>PC8. review your knowledge, skills and competence regularly and take <b>appropriate action</b></p>	
<b>Knowledge and Understanding (K)</b>		
<b>A. Organizational Context</b>	You need to know and understand:	

**SSC/ N 9005      Develop your knowledge, skills and competence**

<p>(Knowledge of the company/ organization and its processes)</p>	<p>KA1. the organization's procedures and guidelines for developing your knowledge, skills and competence and your role and responsibilities in relation to this</p> <p>KA2. the importance of developing your knowledge, skills and competence to you and the organization</p> <p>KA3. methods used by the organization to review skills and knowledge and how to use these methods to review your knowledge and skills against your job role</p> <p>KA4. different types of learning and development activities available for your job role and how to access these</p> <p>KA5. how to produce a plan to address your learning and development needs, who to agree it with and the importance of undertaking the planned activities</p> <p>KA6. different types of support available to help you plan and undertake learning and development activities and how to access these</p> <p>KA7. why it is important to maintain records of your learning and development</p> <p>KA8. the ways of obtaining and accepting feedback from appropriate people on your knowledge skills and competence</p> <p>KA9. how to use feedback to develop in your job role</p>
<p><b>B. Technical Knowledge</b></p>	<p>You need to know and understand:</p> <p>KB1. the knowledge and skills required in your job role</p> <p>KB2. your current learning and development needs in relation to your job role</p> <p>KB3. different types of learning styles and methods including those that help you learn best</p> <p>KB4. the importance of taking responsibility for your own learning and development</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>You need to know and understand how to:</p> <p>SA1. communicate with colleagues in writing</p> <p><b>Reading Skills</b></p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>You need to know and understand how to:</p> <p>SA3. ask for clarification and advice from line managers</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>You need to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action</p> <p><b>Plan and Organize</b></p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p>

**SSC/ N 9005      Develop your knowledge, skills and competence**

	<b>Customer Centricity</b>
	You need to know and understand how to: SB3. check your own work meets customer requirements
	<b>Problem Solving</b>
	You need to know and understand how to: SB4. refer anomalies to the line manager
	<b>Analytical Thinking</b>
	You need to know and understand how to: SB5. analyse data and activities
	<b>Critical Thinking</b>
	You need to know and understand how to: SB6. apply balanced judgements to different situations
	<b>Attention to Detail</b>
	You need to know and understand how to: SB7. apply good attention to detail SB8. check your work is complete and free from errors SB9. get your work checked by peers
<b>Team Working</b>	
You need to know and understand how to: SB10. work effectively in a team environment	
<b>C. Technical Skills</b>	You need to know and understand how to: SC1. use information technology effectively SC2. agree objectives and work requirements SC3. keep up to date with changes, procedures and practices in your role

**SSC/ N 9005      Develop your knowledge, skills and competence**  
**NOS Version Control**

<b>NOS Code</b>	<b>SSC/ N 9005</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>		<b>Version number</b>	<b>0.1</b>
<b>Industry</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
<b>Industry Sub-sector</b>	<b>Software Products</b>	<b>Last reviewed on</b>	<b>30/04/2013</b>
		<b>Next review date</b>	<b>30/06/2014</b>

