Jewellery Retail Merchandiser

QP Code: G&J/Q8201

Version: 3.0

NSQF Level: 4

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Qualification Pack

Contents

Qualification Pack

G&J/Q8201: Jewellery Retail Merchandiser

Brief Job Description

The individual at work in the jewellery store estimates the demand for the product, plans for jewellery product to be ordered, identifies and selects the best vendor and places the order. The individual is responsible for executing the strategy of the organisation

Personal Attributes

The job requires the person to have: good analytical skills, flair for communication with diverse set of people; attention to details, negotiation skills and multi-linguistic skill. The individual should also be presentable and target oriented with integrity in dealing with precious metal jewellery

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. G&J/N8203: Plan and procure jewellery for retail store

2. G&J/N9902: Maintain health and safety at workplace

3. DGT/VSQ/N0101: Employability Skills (30 Hours)

Qualification Pack (QP) Parameters

Sector	Gem & Jewellery
Sub-Sector	Jewellery Retail
Occupation	Retail Store Management
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 2163.0201

Minimum Educational Qualification & Experience	11th grade pass with NA of experience OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma with NA of experience OR Previous relevant Qualification of NSQF Level (level 3, with minimum education as 8th Grade pass,1 year relevant experience)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	15 Years
Last Reviewed On	NA
Next Review Date	17/11/2025
NSQC Approval Date	17/11/2022
Version	3.0
Reference code on NQR	2022/GJ/GJSCI/06715
NQR Version	3

Remarks:

G&J/N8203: Plan and procure jewellery for retail store

Description

This OS unit is about planning and procuring jewelry products for the retail store

Scope

The scope covers the following :

- Scope
- Studying the market

Elements and Performance Criteria

Studying market

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

PC1. demonstrate understanding of scope and demand for jewellery product in the market

PC2. summarize the competition scenario in the location

Analysing of sales data

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

PC3. analyse and interpret fast moving products, sales conversion rate, ticket size for the counter or floor or store, etc.

PC4. take decision from analysis of sales data

Finalising on retail store product requirement

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

PC5. decide on product mix to be procured considering investment and demand in the market

PC6. decide on product mix covering all product groups, product categories and product types

Identifying vendors

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

PC7. get leads on good vendors through exhibition, advertisement and referrals

PC8. identify vendors fulfilling their requirement on product design, type, financials, terms & conditions, etc.

PC9. identify vendors for specialised products in specific location

Selecting vendors

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

PC10. select vendors satisfying the requirement and at best price

PC11. enter into an agreement with the selected vendor mentioning all terms and conditions

Procuring product

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

PC12. ensure that product procurement is done in a way that results as profit for the retail store

PC13. ensure that the products are delivered to store on time with the agreed standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on: acceptable limits of stone loss, incentives, delivery standards, safety and hazards, integrity and personnel management

KU2. non-disclosure of confidential information provided by the company either orally or in writing marked as confidential

KU3. liability arising out of loss, theft or inadvertent disclosure of confidential information

KU4. organisations history and culture

KU5. organisation structure

KU6. companys various saving scheme offerings

KU7. companys policies related to dress code and etiquette

KU8. documentation and reporting practices followed in the organization

KU9. return and exchange policies followed by the company

KU10. companys stock management policies

KU11. companys order procurement process

KU12. companys positioning and brand image

KU13. basics of jewellery value chain from mining to consumption

KU14. precious metal jewellery such as gold, platinum, silver along with their characteristics and differences

KU15. characteristics of precious metal jewellery such as karatage, colour, fineness, hallmarking

KU16. different types of jewellery within a specified category, for example, white gold jewellery and their characteristics such as alloy used, coating used, etc. for example, rhodium coated, alloy containing nickel, palladium etc.

KU17. different types of jewellery, their style and origin, making technique and value of components

KU18. significant characteristics of a jewellery, for example, making technique or style and ability to educate the un-initiated customer

KU19. specialised indian jewellery such as kundan, jadau, kolhapuri, stamping, etc., their uniqueness and where they can be procured

KU20. various types of jewellery making process such as handmade, casting, machine made, electroforming, etc.

KU21. soldering techniques such as cadmium based, non-cadmium based, etc. and their benefits

KU22. various types of finishing possible in jewellery such as enamel, geru finish, sand blasting, etc.

KU23. different types of jewellery and characteristics such as origin, region specific, relevance to occasion, community specific, etc.

KU24. different types of diamond, precious stones, semi-precious stones including pearl and their characteristics

KU25. 4cs i.e. carat,cut,color, andclarity of diamond such as cut, clarity, carat and colour

KU26. diamond grading process

KU27. different types of settings in diamond jewellery

KU28. jewellery preferences of customers from different geographies or a community

KU29. different types and combinations of jewellery required for special occasions

KU30. product mix and match, i.e., what type of jewellery goes well with another jewellery or dress

KU31. identify different parts, making technique, etc. from visual inspection of jewellery

KU32. calculating approximate cost of jewellery through visual inspection

KU33. various vendors in the country and abroad, their uniqueness, terms and conditions, etc.

KU34. demographics of the location

KU35. competition, their product offerings, their vendors, their terms, etc.

KU36. industry trends and decision on jewellery to be stocked accordingly

KU37. general industry trends such as seasonality effects, gold price and festivals to estimate demand

KU38. forecasting and estimation of product requirement considering various parameters for jewellery product sales

KU39. basic finance, budgeting and accounting

KU40. operating computer and perform data mining and analysis

Generic Skills (GS)

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

GS1. maintain and record the sales data for store

GS2. make agreement with vendor on terms and conditions

GS3. place an order with vendor without any ambiguity

GS4. read the sales data and do analysis

GS5. coordinate with sales executive, floor managers and other departments to understand sales pattern

GS6. communicate in multiple languages as the vendors may be from different places

GS7. develop rapport with vendors and other merchandisers in exhibitions and other forums

GS8. negotiate with vendors to get best deal

GS9. decide on what type of product to be ordered considering festivities, occasions and demand parameters

GS10. decide on vendor selection

GS11. decide on terms and conditions to be agreed with the vendor

GS12. plan and organize tasks to achieve targets and meet deadlines

GS13. plan and organize different analytical reports

GS14. build customers understanding by educating them on jewellery quality & certification of jewellery for trust and cooperativeness

GS15. anticipate problems in business with regards to contracts and agreements

GS16. provide clarification on the design to be developed with team members

GS17. analyse data available and take decision such as demand estimation

GS18. analyse sales pattern and take measures to increase the contribution of store

GS19. provide opinions on work in a detailed and constructive manner

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Studying market	**2**	**6**	**-**	**-**
PC1. demonstrate understanding of scope and demand for jewellery product in the market	1	2	-	-
PC2. summarize the competition scenario in the location	1	4	-	-
Analysing of sales data	**2**	**9**	**-**	**-**
PC3. analyse and interpret fast moving products, sales conversion rate, ticket size for the counter or floor or store, etc.	1	4	-	-
PC4. take decision from analysis of sales data	1	5	-	-
Finalising on retail store product requirement	**5**	**10**	**-**	**-**
PC5. decide on product mix to be procured considering investment and demand in the market	2	4	-	-
PC6. decide on product mix covering all product groups, product categories and product types	3	6	-	-
Identifying vendors	**1**	**10**	**-**	**-**
PC7. get leads on good vendors through exhibition, advertisement and referrals	-	4	-	-
PC8. identify vendors fulfilling their requirement on product design, type, financials, terms & conditions, etc.	-	3	-	-
PC9. identify vendors for specialised products in specific location	1	3	-	-
Selecting vendors	**2**	**7**	**-**	**-**
PC10. select vendors satisfying the requirement and at best price	1	4	-	-
PC11. enter into an agreement with the selected vendor mentioning all terms and conditions	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Procuring product	**2**	**4**	**-**	**-**
PC12. ensure that product procurement is done in a way that results as profit for the retail store	1	2	-	-
PC13. ensure that the products are delivered to store on time with the agreed standards	1	2	-	-
NOS Total	**14**	**46**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	G&J/N8203
NOS Name	Plan and procure jewellery for retail store
Sector	Gem & Jewellery
Sub-Sector	Jewellery Retail
Occupation	Retail Store Management
NSQF Level	4
Credits	13
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

G&J/N9902: Maintain health and safety at workplace

Description

This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining health and safety at workplace.

Scope

The scope covers the following :

- This unit/task covers the following:
- Health and safety in work area
- Fire safety
- Emergencies, rescue and first aid procedures

Elements and Performance Criteria

Health and safety in work area

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

PC1. identify and use appropriate protective clothing/equipment for specific tasks and work

PC2. identify hazardous job activities in his/her job and communicate the possible causes of risks or accidents in the workplace

PC3. carry out safe working practices while dealing with hazards to ensure safety of self and others

PC4. identify and avoid doing any tasks or activities in a wrong posture

PC5. practice appropriate working postures to minimise occupational health related issues

Fire safety

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

PC6. use the appropriate fire extinguishers on different types of fire

PC7. demonstrate rescue techniques applied during fire hazard

PC8. demonstrate good housekeeping in order to prevent fire hazards

PC9. demonstrate the correct use of any fire extinguisher

Emergencies, rescue and first aid procedures

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

PC10. administer appropriate first aid procedure to victims wherever required eg.in case of bleeding, burns, choking, electric shock etc.

PC11. respond promptly and appropriately to an accident or medical emergency

PC12. participate in emergency procedures such as raising alarm, safe evacuation, correct means of escape, correct assembly point etc.,

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on: safety and hazards and personnel management

KU2. names and location of documents that refer to health and safety in work place

KU3. reporting structure

KU4. meaning of hazards and risks

KU5. health and safety hazards commonly present in the work place and related precautions

KU6. various dangers associated with use of electrical equipment

KU7. preventative and remedial actions to be taken in case of exposure to toxic material

KU8. methods of accident prevention

KU9. how different chemicals react and the related hazards

KU10. how to use machines and tools without causing any accident

KU11. importance of using protective clothing/ equipment while working

KU12. precautionary activities to prevent the fire accident

KU13. various causes of fire

KU14. techniques of using different fire extinguishers

KU15. different materials used for extinguishing fire

KU16. rescue techniques applied during a fire hazard

KU17. various types of safety signs and their meaning

KU18. appropriate basic first aid treatment relevant to different condition e.g. bleeding, minor burns, eye injuries etc.,

KU19. casualty lifting in case of an accident caused to a person

Generic Skills (GS)

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

GS1. read and comprehend basic content to read labels, charts, signages

GS2. read and comprehend basic english to read manuals of operations

GS3. communicate effectively the risk of not following safety measures

GS4. respond to emergencies/accidents, by taking an appropriate and timely decision

GS5. organize work schedule, work area, tools, equipment and material to minimize health and safety risk

GS6. ensure appropriate action in case of any emergencies, accidents or fire at the work location

GS7. analyze untoward incidents from the past and implement correct use of machines, tools or hazardous chemicals

GS8. critically analyze the processes carried out by self and colleagues in the department to spot potential hazards and safety issues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Health and safety in work area	**1**	**7**	**-**	**-**
PC1. identify and use appropriate protective clothing/equipment for specific tasks and work	-	2	-	-
PC2. identify hazardous job activities in his/her job and communicate the possible causes of risks or accidents in the workplace	-	1	-	-
PC3. carry out safe working practices while dealing with hazards to ensure safety of self and others	-	1	-	-
PC4. identify and avoid doing any tasks or activities in a wrong posture	-	2	-	-
PC5. practice appropriate working postures to minimise occupational health related issues	1	1	-	-
Fire safety	**-**	**6**	**-**	**-**
PC6. use the appropriate fire extinguishers on different types of fire	-	1	-	-
PC7. demonstrate rescue techniques applied during fire hazard	-	2	-	-
PC8. demonstrate good housekeeping in order to prevent fire hazards	-	1	-	-
PC9. demonstrate the correct use of any fire extinguisher	-	2	-	-
Emergencies, rescue and first aid procedures	**2**	**4**	**-**	**-**
PC10. administer appropriate first aid procedure to victims wherever required eg.in case of bleeding, burns, choking, electric shock etc.	-	1	-	-
PC11. respond promptly and appropriately to an accident or medical emergency	1	2	-	-
PC12. participate in emergency procedures such as raising alarm, safe evacuation, correct means of escape, correct assembly point etc.,	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**3**	**17**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	G&J/N9902
NOS Name	Maintain health and safety at workplace
Sector	Gem & Jewellery
Sub-Sector	Jewellery Retail, Cast and diamonds-set jewellery
Occupation	Generic
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1.   understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

PC2.   identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3.   explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4.   speak with others using some basic English phrases or sentences

Communication Skills

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

PC5.   follow good manners while communicating with others

PC6.   work with others in a team

Diversity & Inclusion

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

PC7.   communicate and behave appropriately with all genders and PwD

PC8.   report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9.   use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   need for employability skills

KU2.   various constitutional and personal values

KU3.   different environmentally sustainable practices and their importance

KU4.   Twenty first (21st) century skills and their importance

KU5.   how to use basic spoken English language

KU6.   Do and dont of effective communication

KU7.   inclusivity and its importance

KU8.   different types of disabilities and appropriate communication and behaviour towards PwD

KU9.   different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

KU12. different legal rights and laws

KU13. how to operate digital devices and applications safely and securely

KU14. ways to identify business opportunities

KU15. types of customers and their needs

KU16. how to apply for a job and prepare for an interview

KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. communicate effectively using appropriate language

GS2. behave politely and appropriately with all

GS3. perform basic calculations

GS4. solve problems effectively

GS5. be careful and attentive at work

GS6. use time effectively

GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	**4**	**6**	**-**	**-**
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**1**	**3**	**-**	**-**
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

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

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

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

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

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

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
G&J/N8203.Plan and procure jewellery for retail store	14	46	0	0	60	80
G&J/N9902.Maintain health and safety at workplace	3	17	-	-	20	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**37**	**93**	**-**	**-**	**130**	**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.