

Qualification Pack



Fashion Consultant

QP Code: AMH/Q0502

Version: 1.0

NSQF Level: 5

Apparel, Madeups & Home Furnishing Sector Skill Council || Flat No. A-312 to A-323, 3rd Floor,
Somdatt Chamber-1, Bhikaji Cama Place, Africa Avenue
New Delhi-110066 || email:seop1@sscamh.com

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AMH/Q0502: Fashion Consultant

Brief Job Description

Fashion Consultant primary role is to help the customers and sell the products manufactured by their fashion company. They are expected to be brand advocates and utilize their product knowledge and fashion sense to assist customers pick the perfect outfit as per their requirements. They must be able to welcome the customers, assist them, maintain floor appearance, operate POS register and update relevant documentation.

Personal Attributes

A fashion consultant should have good communication skills, good sense of aesthetics, attention to detail and a positive attitude. He/she must be empathetic towards customer to understand their requirements and provide best possible solution, along with great convincing skills of negotiation and persuasion to sell concepts. Furthermore, a consultant must have sound technical knowledge to operate POS (Point of Sale) software and internal MIS (Management Information System).

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AMH/N0505: Knowledge about latest fashion trends, styles, silhouettes in vogue](#)
2. [AMH/N0506: Expertise in fabrics, garment categories, trims and accessories](#)
3. [AMH/N0507: Understanding marketing strategy, brand and sales operations](#)
4. [AMH/N0508: Customer relationship and Sales Management](#)
5. [AMH/N0509: Relevance of MIS systems and data management](#)
6. [AMH/N0620: Promote and sustain safety, health, and security in workplace, while fostering Gender and Persons with Disabilities \(PwD\) Sensitization](#)
7. [AMH/N0621: Adhere to industry, regulatory, and organizational standards and embrace environmentally sustainable practices](#)
8. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Apparel
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Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Inventory Management
Country	India
NSQF Level	5
Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5223.0105
Minimum Educational Qualification & Experience	Completed 2nd year diploma after 12th with NA of experience OR 12th grade Pass with 3 Years of experience relevant experience in retail sales operations/ fashion designing OR Completed 3 year diploma after 10th with 1.5 years of experience relevant experience in retail sales operations/ fashion designing OR Previous relevant Qualification of NSQF Level (4) with 3 Years of experience relevant experience in retail sales operations/ fashion designing
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	22/07/2029
NSQF Approval Date	22/07/2026
Version	1.0
Reference code on NQR	QG-05-AP-05317-2026-V1-AMHSSC
NQR Version	1

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AMH/N0505: Knowledge about latest fashion trends, styles, silhouettes in vogue

Description

It covers the ability to identify, analyse and apply the latest fashion trends, styles and silhouettes in vogue through continuous research from fashion weeks, forecasting platforms, retail studies and social media insights. It enables the individual to recognise evolving colours, fabrics, trims, cuts and proportions and translate them into relevant design, merchandising or customer-advisory decisions.

Scope

The scope covers the following :

- It includes tracking current trends, studying popular styles, key looks and silhouettes, analysing fabrics, colours and detailing in demand, and applying trend insights to product development, assortment planning or client recommendations.

Elements and Performance Criteria

Understanding of latest fashion trends, styles and silhouettes for the product category and target customer.

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

- PC1.** Identify and interpret the latest fashion trends and styles worn by celebrities, influencers, customers and competitors.
- PC2.** Research and update oneself on current styles and popular designers using newsletters, magazines, social media and other credible sources.
- PC3.** Analyse contemporary fashion trends and guide customers on integrating them into their personal style using the company's products.
- PC4.** Explain different body shapes, silhouettes and sizing systems across product categories.
- PC5.** Assess the customer's body shape and size and recommend appropriate products to ensure the best fit.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge about latest fashion trends and styles being worn by celebrities and influencers
- KU2.** Knowledge about operating different social media platforms for information related to fashion and style updates
- KU3.** Knowledge about popular fashion designers and their line of work.
- KU4.** Knowledge about different sources of information such as books, magazines, news, social media etc.
- KU5.** Knowledge about cumulating latest fashion and customer's personal style to help them achieve desired look.

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- KU6.** Knowledge about different body shapes
- KU7.** Knowledge about different domestic and international sizing charts followed across product categories
- KU8.** Knowledge about common sizing and fit problems and how to overcome these
- KU9.** Knowledge about dressing styles for different body shapes

Generic Skills (GS)

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

- GS1.** Able to communicate in English and local language
- GS2.** Read and comprehend written information describing new product details from company and also from external forums such as fashion websites and blogs
- GS3.** Ability to build a strong rapport with customers in a short amount of time
- GS4.** Excellent convincing power to influence customer into buying
- GS5.** Build customer understanding of trust and cooperativeness by fulfilling their requirements
- GS6.** Make quick and logical decisions in case of any uncertainty from the customer
- GS7.** Document records related to customer complaints, customer requirements and feedback
- GS8.** Keep abreast with latest trend by reading brochures, pamphlets, magazines and product information sheets
- GS9.** Question customers appropriately in order to understand their requirements
- GS10.** Manage relationships with customers who can provide feedbacks regarding the trends, etc.
- GS11.** Assimilate, understand and guide customer expectations to match contemporary trends and vice-versa

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understanding of latest fashion trends, styles and silhouettes for the product category and target customer.</i>	20	30	-	5
PC1. Identify and interpret the latest fashion trends and styles worn by celebrities, influencers, customers and competitors.	4	3	-	1
PC2. Research and update oneself on current styles and popular designers using newsletters, magazines, social media and other credible sources.	4	3	-	1
PC3. Analyse contemporary fashion trends and guide customers on integrating them into their personal style using the company's products.	4	10	-	1
PC4. Explain different body shapes, silhouettes and sizing systems across product categories.	4	10	-	1
PC5. Assess the customer's body shape and size and recommend appropriate products to ensure the best fit.	4	4	-	1
NOS Total	20	30	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0505
NOS Name	Knowledge about latest fashion trends, styles, silhouettes in vogue
Sector	Apparel
Sub-Sector	
Occupation	Inventory Management
NSQF Level	5
Credits	2
Version	1.0
Last Reviewed Date	22/07/2026
Next Review Date	22/07/2029
NSQC Clearance Date	22/07/2026

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AMH/N0506: Expertise in fabrics, garment categories, trims and accessories

Description

This unit is about how the Fashion Consultant needs to be proficient about different types of fabrics, garments, trims and accessories used in the apparel industry.

Scope

The scope covers the following :

- This unit/task covers the following: Understanding of types of fabrics, garments, trims and accessories commonly used in the apparel industry, their functions and applications and using this knowledge for assisting the customer in case of any query or clarification

Elements and Performance Criteria

Thorough understanding of types of fibres, yarns, fabrics, garments, trims and accessories used in apparel manufacturing; and application of this knowledge for assisting the customer in the buying process.

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

- | | |
|-------------|---|
| PC1. | Understand different types of fibres, yarns, fabrics, garments, trims and accessories used in the garment manufacturing process |
| PC2. | Distinguish different types of fabric and garment manufacturing processes |
| PC3. | Understand types of dyeing, printing and embellishment techniques |
| PC4. | Identify different garment components such as – necklines, collars, sleeves, cuffs, pockets, darts, pleats and tucks etc. |
| PC5. | Identify types of seams and stitches |
| PC6. | Carry out basic measurements – direct and indirect |
| PC7. | Analyze & interpret the design and the type of fabric or garment available on the shopfloor for sale |
| PC8. | Demonstrate to the customer the qualities or features of the product to help drive sales |
| PC9. | Assist the customer in the decision-making process for buying different products while highlighting the details of the same. |

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- | | |
|-------------|--|
| KU1. | Knowledge about different types of fibres, natural and synthetic, their features and applications. |
| KU2. | Knowledge about types of yarns spun, filament, ply, novelty etc. |
| KU3. | Knowledge about yarn twist, yarn numbering and thread count |

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- KU4.** Knowledge about types of fabrics woven, knitted, non wovens
- KU5.** Knowledge about garment construction process
- KU6.** Knowledge about types of dyeing, printing and embellishment techniques
- KU7.** Knowledge about types of garment components - necklines, collars, sleeves, cuffs, pockets, darts, pleats and tucks etc.
- KU8.** Knowledge about types of garments men, women and kids
- KU9.** Knowledge about seams and stitches
- KU10.** Knowledge about basic measurements body measurements and garment measurement
- KU11.** Knowledge about analyzing the garment design and construction

Generic Skills (GS)

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

- GS1.** Able to communicate in English and local language
- GS2.** Read and comprehend written information describing new product details from company and also from external forums such as fashion websites and blogs
- GS3.** Ability to build a strong rapport with customers in a short amount of time
- GS4.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS5.** Excellent convincing power to influence customer into buying
- GS6.** Build customer understanding of trust and cooperativeness by fulfilling their requirements
- GS7.** Make quick and logical decisions in case of any uncertainty from the customer
- GS8.** Document records related to customer complaints, customer requirements and feedback
- GS9.** Keep abreast with latest trend by reading brochures, pamphlets, magazines and product information sheets
- GS10.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS11.** Question customers appropriately in order to understand their requirements
- GS12.** Manage relationships with customers who can provide feedbacks regarding the trends, etc.
- GS13.** Assimilate, understand and guide customer expectations to match contemporary trends and vice-versa

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Thorough understanding of types of fibres, yarns, fabrics, garments, trims and accessories used in apparel manufacturing; and application of this knowledge for assisting the customer in the buying process.</i>	25	30	-	5
PC1. Understand different types of fibres, yarns, fabrics, garments, trims and accessories used in the garment manufacturing process	5	3	-	1
PC2. Distinguish different types of fabric and garment manufacturing processes	5	-	-	0.5
PC3. Understand types of dyeing, printing and embellishment techniques	5	-	-	0.5
PC4. Identify different garment components such as – necklines, collars, sleeves, cuffs, pockets, darts, pleats and tucks etc.	3	3	-	1
PC5. Identify types of seams and stitches	3	4	-	1
PC6. Carry out basic measurements – direct and indirect	4	5	-	1
PC7. Analyze & interpret the design and the type of fabric or garment available on the shopfloor for sale	-	5	-	-
PC8. Demonstrate to the customer the qualities or features of the product to help drive sales	-	5	-	-
PC9. Assist the customer in the decision-making process for buying different products while highlighting the details of the same.	-	5	-	-
NOS Total	25	30	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0506
NOS Name	Expertise in fabrics, garment categories, trims and accessories
Sector	Apparel
Sub-Sector	
Occupation	Inventory Management
NSQF Level	5
Credits	2
Version	1.0
Last Reviewed Date	22/07/2026
Next Review Date	22/07/2029
NSQC Clearance Date	22/07/2026

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AMH/N0507: Understanding marketing strategy, brand and sales operations

Description

This unit is about understanding the brand's marketing strategy and retail sales operation required for completing essential activities effectively, improved efficiency and increased success of the business.

Scope

The scope covers the following :

- This unit/task covers the following: Marketing management, marketing plan, channel and strategies, consumer buying behaviour, brand identity, marketing services, sales operations, promotion, store design and layout

Elements and Performance Criteria

Marketing management, marketing plan, channel and strategies, consumer buying behaviour, brand identity, marketing services, advertising, sales operations and promotion

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

- PC1.** Understand the company's marketing management philosophy, business portfolio, branding, SWOT analysis, USP and business ideology
- PC2.** Understand the company's environment, vendors, competitors, market size, target customers and other intermediaries
- PC3.** Apply the principles of merchandising management, merchandise planning, merchandise procurement/sourcing
- PC4.** Check the basics of store design, image and layout in accordance with company guidelines
- PC5.** Comprehend the basics of visual merchandising, visual marketing, display and signages
- PC6.** Understand the importance of sales promotion, advertising, public relations, personal selling, endorsements and sponsorships

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge about marketing, marketing management and philosophy
- KU2.** Knowledge about company's business portfolio, branding, SWOT analysis, USP and business ideology
- KU3.** Knowledge about company's micro and macro environment vendors, competitors, market size, target customers and other intermediaries
- KU4.** Knowledge about the basics of merchandising management concept, types of merchandise, principles of merchandising, merchandise planning, merchandise procurement/sourcing, process of merchandise management

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- KU5.** Knowledge about store management store design and layout objectives, types and significance
- KU6.** Knowledge about visual merchandising, visual marketing and display meaning, significance, tools used for visual merchandising
- KU7.** Knowledge about concept of sales promotion, advertising, public relations, endorsements and sponsorships
- KU8.** Knowledge about personal selling and sales management

Generic Skills (GS)

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

- GS1.** Document records related to merchandise management
- GS2.** Read and comprehend written instructions describing merchandise details
- GS3.** Able to communicate in English and local language
- GS4.** Make appropriate decisions as per the allocation of work and feasibility
- GS5.** Ability to build a strong rapport with customers in a short amount of time
- GS6.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS7.** Excellent convincing power to influence customer into buying
- GS8.** Build customer understanding of trust and cooperativeness by fulfilling their requirements
- GS9.** Make quick and logical decisions in case of any uncertainty from the customer
- GS10.** Document records related to customer complaints, customer requirements and feedback
- GS11.** Keep abreast with latest trend by reading brochures, pamphlets, magazines and product information sheets
- GS12.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS13.** Question customers appropriately in order to understand their requirements
- GS14.** Manage relationships with customers by guiding them directly/indirectly to their valued product
- GS15.** Assimilate, understand and guide customer expectations to match contemporary trends and vice-versa
- GS16.** Critically evaluate the requirements of the store that result in a better workflow and performance

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Marketing management, marketing plan, channel and strategies, consumer buying behaviour, brand identity, marketing services, advertising, sales operations and promotion</i>	20	40	-	5
PC1. Understand the company's marketing management philosophy, business portfolio, branding, SWOT analysis, USP and business ideology	3	3	-	1
PC2. Understand the company's environment, vendors, competitors, market size, target customers and other intermediaries	3	3	-	1
PC3. Apply the principles of merchandising management, merchandise planning, merchandise procurement/sourcing	3	4	-	-
PC4. Check the basics of store design, image and layout in accordance with company guidelines	4	10	-	1
PC5. Comprehend the basics of visual merchandising, visual marketing, display and signages	4	12	-	1
PC6. Understand the importance of sales promotion, advertising, public relations, personal selling, endorsements and sponsorships	3	8	-	1
NOS Total	20	40	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0507
NOS Name	Understanding marketing strategy, brand and sales operations
Sector	Apparel
Sub-Sector	
Occupation	Inventory Management
NSQF Level	5
Credits	4
Version	1.0
Last Reviewed Date	22/07/2026
Next Review Date	22/07/2029
NSQC Clearance Date	22/07/2026

Qualification Pack

AMH/N0508: Customer relationship and Sales Management

Description

This unit is about understanding the company's policies pertaining to customer relationship management and sales management

Scope

The scope covers the following :

- This unit/task covers the following: Customer relationship management and sales management

Elements and Performance Criteria

Customer relationship management and sales management

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

- PC1.** Decipher consumer buying behaviour, factors affecting buying decisions, buyer's decision-making process
- PC2.** Understand the relationship between customer's needs, values and satisfaction
- PC3.** Implement company's CRM strategy and manage organizational issues and customer relationship management effectively
- PC4.** Understand the importance of customer service, customer retention and relationship marketing
- PC5.** Develop, manage and use customer related database for portfolio management
- PC6.** Follow the principles of personal selling and understand the process, importance and steps involved
- PC7.** Understand the relationship between CRM and customer experience
- PC8.** Actively participate in improving the CRM strategies w.r.t global and social media trends
- PC9.** Understand the company's sales strategy, promotional offers, discounts and loyalty programs; and guide the customer accordingly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge about the models of consumer behaviour
- KU2.** Knowledge about factors affecting buying behaviour cultural, social, psychological, personal
- KU3.** Knowledge about buyer's decision-making process
- KU4.** Knowledge about satisfying customer's needs
- KU5.** Knowledge about customer value and satisfaction
- KU6.** Knowledge about company's CRM policies, guidelines, strategy and hierarchy for conflict resolution
- KU7.** Knowledge about the need and importance of customer service, customer retention and the cost of lost customers

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- KU8.** Knowledge about relationship marketing
- KU9.** Knowledge about developing, managing and using customer related databases
- KU10.** Knowledge about customer portfolio management
- KU11.** Knowledge about the role of personal sales force the process and strategy for personal selling,
- KU12.** Knowledge about the importance of customer experience, experiential marketing tactics and strategy
- KU13.** Knowledge about global CRM strategies
- KU14.** Knowledge about the relationship between CRM and social media relevance and impact in current scenario
- KU15.** Knowledge about company's sales management strategies
- KU16.** Knowledge about company's CRM programs such as promotional offers, discounts and loyalty programs

Generic Skills (GS)

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

- GS1.** Document records related to customer databases and portfolio
- GS2.** Read and comprehend written instructions describing merchandise details
- GS3.** Able to communicate in English and local language
- GS4.** Follow manuals/procedures/and compliance policies
- GS5.** Make appropriate decisions as per the allocation of work and feasibility
- GS6.** Ability to build a strong rapport with customers in a short amount of time
- GS7.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS8.** Excellent convincing power to influence customer into buying
- GS9.** Build customer understanding of trust and cooperativeness by fulfilling their requirements
- GS10.** Make quick and logical decisions in case of any uncertainty from the customer
- GS11.** Document records related to customer complaints, customer requirements and feedback
- GS12.** Refer anomalies to the particular personnel
- GS13.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS14.** Question customers appropriately in order to understand their requirements
- GS15.** Manage relationships with customers by guiding them directly/indirectly to their valued product
- GS16.** Assimilate, understand and guide customer expectations to match contemporary trends and vice-versa
- GS17.** Critically evaluate the requirements of the store that result in a better workflow and performance

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Customer relationship management and sales management</i>	25	40	-	5
PC1. Decipher consumer buying behaviour, factors affecting buying decisions, buyer's decision-making process	3	3	-	1
PC2. Understand the relationship between customer's needs, values and satisfaction	3	3	-	0.5
PC3. Implement company's CRM strategy and manage organizational issues and customer relationship management effectively	2	3	-	-
PC4. Understand the importance of customer service, customer retention and relationship marketing	3	3	-	1
PC5. Develop, manage and use customer related database for portfolio management	3	7	-	0.5
PC6. Follow the principles of personal selling and understand the process, importance and steps involved	3	7	-	-
PC7. Understand the relationship between CRM and customer experience	3	5	-	1
PC8. Actively participate in improving the CRM strategies w.r.t global and social media trends	2	7	-	-
PC9. Understand the company's sales strategy, promotional offers, discounts and loyalty programs; and guide the customer accordingly	3	2	-	1
NOS Total	25	40	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0508
NOS Name	Customer relationship and Sales Management
Sector	Apparel
Sub-Sector	
Occupation	Inventory Management
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	22/07/2026
Next Review Date	22/07/2029
NSQC Clearance Date	22/07/2026

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AMH/N0509: Relevance of MIS systems and data management

Description

This unit is about Performance Criteria, Knowledge & Understanding and Skills & Abilities required for operating company's daily MIS systems and data management policies

Scope

The scope covers the following :

- This unit/task covers the following: Operational guidelines for MIS systems and data management

Elements and Performance Criteria

Operational guidelines for MIS systems and data management

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

- PC1.** Understand and use the management information system as per the company's strategy
- PC2.** Oversee the use of bar-coding systems and RFID tagging for all products
- PC3.** Use enterprise resource planning (ERP) software effectively to store information for data management, integrated systems and networking
- PC4.** Process customer transactions through the use of POS (point of sale) software
- PC5.** Supervise and maintain documentation for relevant processes, functions and reports as per specified form
- PC6.** Ensure safety and security of data; and maintain confidentiality of the reports/data/analysis, wherever applicable.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge about the role of management information systems used in the company, their relevance, policies and guidelines
- KU2.** Knowledge about bar coding
- KU3.** Knowledge about RFID tagging
- KU4.** Knowledge about flow of information and products in supply chain
- KU5.** Knowledge about integrated systems and networking
- KU6.** Knowledge about ERP software used in the company
- KU7.** Knowledge about operating the POS software
- KU8.** Knowledge about customer database management
- KU9.** Knowledge about cyber security

Generic Skills (GS)

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

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- GS1.** Document records related to customer databases and portfolio
- GS2.** Read and comprehend written instructions describing merchandise details
- GS3.** Able to communicate in English and local language
- GS4.** Follow manuals/procedures/and compliance policies
- GS5.** Keep abreast with latest trend by reading brochures, pamphlets, magazines and product information sheets
- GS6.** Make appropriate decisions as per the allocation of work and feasibility
- GS7.** Ability to build a strong rapport with customers in a short amount of time
- GS8.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS9.** Work on a problem-solving based approach
- GS10.** Build customer understanding of trust and cooperativeness by fulfilling their requirements
- GS11.** Make quick and logical decisions in case of any uncertainty from the customer
- GS12.** Document records related to customer complaints, customer requirements and feedback
- GS13.** Refer anomalies to the particular personnel
- GS14.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS15.** Assimilate, understand and guide customer expectations to match contemporary trends and vice-versa
- GS16.** Critically evaluate the requirements of the store that result in a better workflow and performance

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operational guidelines for MIS systems and data management</i>	20	50	-	5
PC1. Understand and use the management information system as per the company's strategy	2	3	-	1
PC2. Oversee the use of bar-coding systems and RFID tagging for all products	2	10	-	1
PC3. Use enterprise resource planning (ERP) software effectively to store information for data management, integrated systems and networking	5	15	-	1
PC4. Process customer transactions through the use of POS (point of sale) software	5	15	-	1
PC5. Supervise and maintain documentation for relevant processes, functions and reports as per specified form	3	4	-	-
PC6. Ensure safety and security of data; and maintain confidentiality of the reports/data/analysis, wherever applicable.	3	3	-	1
NOS Total	20	50	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0509
NOS Name	Relevance of MIS systems and data management
Sector	Apparel
Sub-Sector	
Occupation	Inventory Management
NSQF Level	5
Credits	1
Version	1.0
Last Reviewed Date	22/07/2026
Next Review Date	22/07/2029
NSQC Clearance Date	22/07/2026

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AMH/N0620: Promote and sustain safety, health, and security in workplace, while fostering Gender and Persons with Disabilities (PwD) Sensitization

Description

This unit provides performance criteria, knowledge & understanding, and skills & abilities required to comply with health, safety, and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others

Scope

The scope covers the following :

- Potential risks associated with hazardous processes and guidelines for medical emergencies.

Elements and Performance Criteria

Identify process hazards, follow medical emergency and evacuation guidelines, and promote gender and PwD sensitivity.

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

- PC1.** Demonstrate strict adherence to health, safety, gender, and PwD (People with Disability) guidelines governing the workplace environment.
- PC2.** Engage actively in mock drills, evacuation exercises, and group discussions pertaining to workplace safety and security protocols.
- PC3.** Participate in advanced training and sensitization programs focused on gender equality and PwD awareness, facilitating a more inclusive workplace environment.
- PC4.** Execute proper handling and maintenance of materials and equipment in accordance with established protocols and standards.
- PC5.** Exhibit proficiency in performing first-aid, firefighting, and other emergency response procedures, promptly adhering to organizational shutdown and evacuation protocols when necessary.
- PC6.** Monitor workplace conditions, identify risks, report promptly, ensure safety, including for individuals with disabilities, and uphold gender equality principles.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The importance of gender equality being followed in the organization and policies for reporting any harassment or inappropriate behavior
- KU2.** How to accommodate employees with disabilities; etiquette to adhere to and proper language and terminology
- KU3.** How to communicate, offer help, respecting space, parking etc. for people with disabilities or special needs.

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- KU4.** Promote a safe, accessible and healthy workplace for disabled employees.
- KU5.** Health and safety related practices applicable at the workplace.
- KU6.** Potential hazards, risks and threats based on nature of operations; the ways to minimize these and response to these scenarios.
- KU7.** The code of conduct (COC) and Social Accountability standards followed by the organization/ industry
- KU8.** Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points.
- KU9.** Reporting protocol and documentation required.
- KU10.** The occupational health and safety risks and methods; importance of personal protective equipment and method of use.
- KU11.** Identification, handling and storage of hazardous substances.
- KU12.** Proper disposal system for waste and by-products.
- KU13.** Signage related to health and safety and their meaning.
- KU14.** The importance of personal health and hygiene and the ill effects of usage of intoxicants such as alcohol, tobacco and drugs.

Generic Skills (GS)

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

- GS1.** Create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee.
- GS2.** Actively take part in any discussion/workshop organized for gender sensitization training
- GS3.** Read and comprehend written instructions related to gender equality and Pwd awareness/issues in the organization
- GS4.** Identify and report any harassment or inappropriate behavior towards any employee
- GS5.** Identify and report any distinction, exclusion, harassment or inappropriate behavior towards any employee
- GS6.** Document and report any health and safety related incidents/ accidents to the authorized personnel.
- GS7.** Read all organizational and equipment related health and safety manuals and documents
- GS8.** Read instructions, guidelines/procedures/rules related to the worksite and machine operations
- GS9.** Keep abreast with the latest developments for innovative safety services and tools by reading brochures, pamphlets, magazines etc
- GS10.** Discuss the latest approach for safety and security with the team
- GS11.** Evaluate and use correct PPE kit and other safety gear while at the workplace
- GS12.** Work with supervisors/ team mates to carry out work related tasks as per schedule
- GS13.** Keep work area free from potential hazards
- GS14.** Follow organizational procedures pertaining to health and safety.
- GS15.** Take appropriate actions during emergencies, accidents or fire at the workplace
- GS16.** Resolve issues pertaining to malfunctions in machineries and report if required

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- GS17.** Identify emergency situations; their cause & effect relationship and suggest probable solutions
- GS18.** Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
- GS19.** Create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee
- GS20.** Actively take part in any discussion/workshop organized for gender sensitization training
- GS21.** Read and comprehend written instructions related to gender equality issues in the organization

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify process hazards, follow medical emergency and evacuation guidelines, and promote gender and PwD sensitivity.</i>	22	12	-	6
PC1. Demonstrate strict adherence to health, safety, gender, and PwD (People with Disability) guidelines governing the workplace environment.	4	2	-	1
PC2. Engage actively in mock drills, evacuation exercises, and group discussions pertaining to workplace safety and security protocols.	4	2	-	1
PC3. Participate in advanced training and sensitization programs focused on gender equality and PwD awareness, facilitating a more inclusive workplace environment.	4	2	-	1
PC4. Execute proper handling and maintenance of materials and equipment in accordance with established protocols and standards.	3	2	-	1
PC5. Exhibit proficiency in performing first-aid, firefighting, and other emergency response procedures, promptly adhering to organizational shutdown and evacuation protocols when necessary.	4	2	-	1
PC6. Monitor workplace conditions, identify risks, report promptly, ensure safety, including for individuals with disabilities, and uphold gender equality principles.	3	2	-	1
NOS Total	22	12	-	6

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0620
NOS Name	Promote and sustain safety, health, and security in workplace, while fostering Gender and Persons with Disabilities (PwD) Sensitization
Sector	Apparel
Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Department Supervision, Sewing, Specialized Sewing, Sampling, Ironing, Hand Embroidery, Production Supervision, Computerized Embroidery, Laying, Quality Control
NSQF Level	5
Credits	1
Version	1.0
Last Reviewed Date	22/07/2026
Next Review Date	22/07/2029
NSQF Clearance Date	22/07/2026

Qualification Pack

AMH/N0621: Adhere to industry, regulatory, and organizational standards and embrace environmentally sustainable practices

Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal, regulatory organizational requirements.

Scope

The scope covers the following :

- Observe organizational norms and follow green procedures at workplace.

Elements and Performance Criteria

Adhere to industry, regulatory, and organizational standards and embrace environmentally sustainable practices

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

- PC1.** Execute job responsibilities according to organizational standards, with a strong emphasis on eco-friendly solutions, while strictly adhering to established procedures, policies, and legal regulations.
- PC2.** Implement and uphold organizational policies and procedures, integrating sustainable consumption practices into daily operations.
- PC3.** Actively engage in enhancing organizational performance by driving the transition towards environmentally friendly processes and practices.
- PC4.** Safely handle materials, equipment, computers, and software to maintain a clean and hazard-free work environment, actively supporting the adoption of eco-friendly practices throughout the workplace.
- PC5.** Perform routine maintenance and cleaning tasks within assigned duties and agreed-upon schedules, effectively managing any interruptions to workflow.
- PC6.** Immediately report any instances of unsafe equipment or hazardous incidents to the appropriate personnel to ensure swift resolution and mitigate risks.
- PC7.** Utilize appropriate cleaning equipment and techniques tailored to specific tasks, promoting efficiency and sustainability in workplace maintenance.
- PC8.** Proactively request system or software upgrades as necessary to optimize work efficiency, while also maintaining backup files to ensure data integrity and security when using various design software.
- PC9.** Maintain digital copies of design work in organized files for future reference, ensuring accessibility and preservation of valuable project assets.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** Conscious and sustainable decisions/information for achieving an effective and green workplace.
- KU2.** The importance of safe working practices and code of conduct (COC) and Social Accountability standards followed by the organization/ industry
- KU3.** The production procedures and the specific work activities relate to the whole process.
- KU4.** The organization's rules, codes, quality standards, reporting procedures and guidelines (including timekeeping)
- KU5.** The work instructions and specifications and interpret them accurately
- KU6.** To make use of the information detailed in specifications and instructions
- KU7.** The importance of taking action when problems are identified
- KU8.** The importance of running maintenance and regular cleaning and Maintenance procedures
- KU9.** Effects of contamination on products i.e., Machine oil, dirt and different ways of minimizing waste.
- KU10.** The common faults with equipment and the method to rectify.

Generic Skills (GS)

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

- GS1.** Make conscious and sustainable decisions that help reduce, reuse, and recycle the company resources.
- GS2.** Identify and replace processes that create unnecessary waste
- GS3.** Communicate with others in writing (wherever applicable)
- GS4.** Use the accurate terminology
- GS5.** Follow manuals/procedures/and compliance policies
- GS6.** Update actively with modifications through written print and mail communication (digital)
- GS7.** Listen effectively and orally communicate information accurately and Make decisions on a suitable course of action or response.
- GS8.** Communicate proactively on critical issues and Follow rule-based decision-making processes
- GS9.** Identify situation that need escalation on quality issues and seek intervention
- GS10.** Plan and organize your work to achieve targets and deadlines and consult/coordinate for effective delivery.
- GS11.** Apply problem-solving approaches in different situations
- GS12.** Refer anomalies to the particular personnel
- GS13.** Analyze needs, requirements and dependencies in order to meet your work requirements
- GS14.** Seek participation of members from Quality, Production, Audit or any other team for effective solutions
- GS15.** Provide opinions on work in a detailed and constructive way to the concerned personnel

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adhere to industry, regulatory, and organizational standards and embrace environmentally sustainable practices</i>	20	10	-	10
PC1. Execute job responsibilities according to organizational standards, with a strong emphasis on eco-friendly solutions, while strictly adhering to established procedures, policies, and legal regulations.	2	1	-	1
PC2. Implement and uphold organizational policies and procedures, integrating sustainable consumption practices into daily operations.	2	1	-	1
PC3. Actively engage in enhancing organizational performance by driving the transition towards environmentally friendly processes and practices.	2	1	-	1
PC4. Safely handle materials, equipment, computers, and software to maintain a clean and hazard-free work environment, actively supporting the adoption of eco-friendly practices throughout the workplace.	3	2	-	2
PC5. Perform routine maintenance and cleaning tasks within assigned duties and agreed-upon schedules, effectively managing any interruptions to workflow.	3	1	-	1
PC6. Immediately report any instances of unsafe equipment or hazardous incidents to the appropriate personnel to ensure swift resolution and mitigate risks.	2	1	-	1
PC7. Utilize appropriate cleaning equipment and techniques tailored to specific tasks, promoting efficiency and sustainability in workplace maintenance.	2	1	-	1
PC8. Proactively request system or software upgrades as necessary to optimize work efficiency, while also maintaining backup files to ensure data integrity and security when using various design software.	2	1	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. Maintain digital copies of design work in organized files for future reference, ensuring accessibility and preservation of valuable project assets.	2	1	-	1
NOS Total	20	10	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0621
NOS Name	Adhere to industry, regulatory, and organizational standards and embrace environmentally sustainable practices
Sector	Apparel
Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Department Supervision, Ironing, Export Operations, Designing, Boutique Operations, Quality Control, Sewing, Laying, Inventory Management, Hand Embroidery
NSQF Level	5
Credits	1
Version	1.0
Last Reviewed Date	22/07/2026
Next Review Date	22/07/2029
NSQF Clearance Date	22/07/2026

Qualification Pack

DGT/VSQ/N0103: Employability Skills (90 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC6.** recognize the significance of 21st Century Skills for employment

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- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

Communication Skills

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

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- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

Entrepreneurship

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services

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- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	22/07/2026
Next Review Date	22/07/2029
NSQC Clearance Date	22/07/2026

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

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- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:

- Videos of Trainees during OJT

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4. Assessment of each Module will ensure that the candidate is able to:

- Effective engagement with the customers
- Understand the working of various tools and equipment

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

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Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
AMH/N0505.Knowledge about latest fashion trends, styles, silhouettes in vogue	20	30	-	5	55	12
AMH/N0506.Expertise in fabrics, garment categories, trims and accessories	25	30	-	5	60	13
AMH/N0507.Understanding marketing strategy, brand and sales operations	20	40	-	5	65	14
AMH/N0508.Customer relationship and Sales Management	25	40	-	5	70	15
AMH/N0509.Relevance of MIS systems and data management	20	50	-	5	75	17
AMH/N0620.Promote and sustain safety, health, and security in workplace, while fostering Gender and Persons with Disabilities (PwD) Sensitization	22	12	-	6	40	9
AMH/N0621.Adhere to industry, regulatory, and organizational standards and embrace environmentally sustainable practices	20	10	-	10	40	9
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	11
Total	172	242	-	41	455	100

Qualification Pack

Acronyms

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

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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.

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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.