

Qualification Pack



Factory Compliance Auditor

QP Code: AMH/Q2201

Version: 4.0

NSQF Level: 6

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AMH/Q2201: Factory Compliance Auditor

Brief Job Description

A Factory Compliance Auditor is responsible for conducting regular audits in the apparel factory to check if the unit is functioning in accordance to the industry regulations, standards and policies. The Compliance Auditor prepares a detailed report of the audit findings with remarks on system adequacy, system conformance or deviation if any, and overall system performance. He/she is responsible for helping protect the organization's assets by conducting internal audits and inspections to ensure that the equipment and operations are in compliance with laws, corporate guidelines, best practices, and contractual agreements

Personal Attributes

The individual must have understanding of the processes. He/she should have clarity of standards and must uphold the process integrity and ensure objectivity and confidentiality. They should also possess strong analytical skills and attention to detail, a thorough understanding of the laws and regulations that govern the organization. Strong written and verbal communications skills are also essential to this job role.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AMH/N1705: Follow regulatory and company's rules and Greening of Job Roles](#)
2. [AMH/N2201: Evaluate information to determine compliance with standards](#)
3. [AMH/N2202: Prepare Audit Report](#)
4. [AMH/N2203: Check compliance with product protocol](#)
5. [AMH/N2204: Maintain a healthy, safe and secure working environment with Gender and PwD Sensitization](#)
6. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Apparel
Sub-Sector	Apparel
Occupation	Finishing
Country	India

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NSQF Level	6
Credits	20
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7543.4001
Minimum Educational Qualification & Experience	Completed 1st year of UG (UG Certificate) (Completed 1st year of 3-year/ 4-years UG (With legal/social/technical specialization)) with 1.5 years of experience in relevant field OR Previous relevant Qualification of NSQF Level (5) with 3 Years of experience in relevant field
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Quality Systems (Six Sigma, TQM)/Audit Training
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	18/02/2028
NSQC Approval Date	18/02/2025
Version	4.0
Reference code on NQR	SSC_AMH_ADMIN_STDS
NQR Version	4

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AMH/N1705: Follow regulatory and company's rules and Greening of Job Roles

Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with industry, regulatory and organizational Requirements at the workplace.

Scope

The scope covers the following :

- Comply with industry, regulatory and organizational requirements.

Elements and Performance Criteria

Comply with industry, regulatory and organizational requirements

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

- PC1.** Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel.
- PC2.** Apply and follow these policies and procedures within the work practices.
- PC3.** Provide support to the supervisor and team members in enforcing these considerations.
- PC4.** Identify and report any possible deviation to these requirements.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The importance of having an ethical and value-based approach to governance
- KU2.** Their role in improving the performance of the organisation in line with of the scope of their own role and responsibilities
- KU3.** Industry specific legal and ethical requirements. Reporting procedures to follow in case of any breach or deviations
- KU4.** Conformance to customer or country specific requirements mandated as a part of your work process
- KU5.** Making conscious and sustainable decisions for achieving effective and green workplace.

Generic Skills (GS)

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

- GS1.** Maintain appropriate documentation in case of any deviation from the normal company norms
- GS2.** Read and comprehend the legal , regulatory policies of the company.
- GS3.** Positively influence the team members into following procedures
- GS4.** Take appropriate decisions related to responsibilities

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- GS5.** Plan and manage work routine based on company procedure
- GS6.** Practice a customer service oriented approach
- GS7.** Make conscious and sustainable decisions that help reduce, rescue, and recycle the company resources
- GS8.** Identify and replace processes that create unnecessary waste

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Comply with industry, regulatory and organizational requirements</i>	6	21	-	3
PC1. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel.	2	4	-	0.5
PC2. Apply and follow these policies and procedures within the work practices.	1	7	-	1
PC3. Provide support to the supervisor and team members in enforcing these considerations.	1	3	-	0.5
PC4. Identify and report any possible deviation to these requirements.	2	7	-	1
NOS Total	6	21	-	3

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1705
NOS Name	Follow regulatory and company's rules and Greening of Job Roles
Sector	Apparel
Sub-Sector	Apparel
Occupation	Quality Assessment, Quality Assurance, Finishing
NSQF Level	6
Credits	2
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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AMH/N2201: Evaluate information to determine compliance with standards

Description

This unit is about evaluating information to determine compliance with standards while conducting audit

Scope

The scope covers the following :

- Prepare for audit
- Conduct compliance audit at the factory

Elements and Performance Criteria

Prepare for audit

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

- PC1.** be updated with the system/industry regulations, policies and guidelines
- PC2.** Prepare an audit checklist
- PC3.** Collect, analyses and evaluate the previous audit records and standards which will be used to check the compliance
- PC4.** Make a note of the areas to focus on when conducting the audit based on the previous records/audit history
- PC5.** Collect the necessary tools/reference papers and other materials that would be required for conducting compliance audit
- PC6.** Confirm and communicate the compliance audit plan with the relevant people

Conduct compliance audit at the factory

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

- PC7.** Visit the factory and use the audit checklist to observe, gather information and evaluate the conformance with standards
- PC8.** Verify the information received, and collect evidence for observations and audit findings
- PC9.** Meet the relevant people associated with the factory operations & management and advise on the compliance standards
- PC10.** Make a note of all observations and findings, and highlight the areas of concern or non-conformities
- PC11.** Communicate the audit findings to the relevant people
- PC12.** Maintain integrity and confidentiality in the audit process
- PC13.** Ensure all compliance points are checked and evaluated

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** Industry standards and inspection methodologies; legal requirements as per industry laws
- KU2.** Reporting procedures and formats and their periodicity
- KU3.** Escalation matrix of who to refer problems to when they are out of control
- KU4.** Your organizations tools, templates and processes for recording and monitoring process confirmation and deviations.
- KU5.** Interdepartmental material movement procedure
- KU6.** Compliance for vendors
- KU7.** Apparel factory environment, processes and systems
- KU8.** Laws related to the industry functioning & processes, labour laws
- KU9.** Critical and non-critical deviations or non-compliances
- KU10.** Procedural understanding : product manufactured in the factory checking procedures and tolerances reports and compliances classification of major or minor deviations, if any
- KU11.** Reference samples & tech packs
- KU12.** Procedure to carry out quality control / quality assurance processes
- KU13.** Compliance and social audit procedures.

Generic Skills (GS)

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

- GS1.** Fill in the information required to communicate the level of quality
- GS2.** Communicate with others in writing
- GS3.** Use the accurate terminology
- GS4.** Follow manuals/procedures/and compliance policies
- GS5.** Update actively with modifications through written print and mail communication (digital)
- GS6.** Listen effectively and orally communicate information accurately
- GS7.** Communicate proactively on critical issues
- GS8.** follow rule-based decision-making processes
- GS9.** Make decisions on a suitable course of action or response
- GS10.** Identify situation that need escalation on quality issues and seek intervention
- GS11.** Plan and organize your work to achieve targets and deadlines
- GS12.** Consult and coordinate for effective delivery
- GS13.** Apply problem-solving approaches in different situations
- GS14.** Refer anomalies to the particular personnel
- GS15.** Seek clarification on problems from others
- GS16.** Analyze needs, requirements and dependencies in order to meet your work requirements
- GS17.** Seek participation of members from quality, production, audit or any other team for effective solutions
- GS18.** Provide opinions on work in a detailed and constructive way to the concerned personnel
- GS19.** Apply balance judgments to different situations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for audit</i>	12	34	-	5.5
PC1. be updated with the system/industry regulations, policies and guidelines	1	2	-	1
PC2. Prepare an audit checklist	3	10	-	1
PC3. Collect, analyses and evaluate the previous audit records and standards which will be used to check the compliance	3	10	-	1
PC4. Make a note of the areas to focus on when conducting the audit based on the previous records/audit history	1	6	-	1
PC5. Collect the necessary tools/reference papers and other materials that would be required for conducting compliance audit	1	4	-	1
PC6. Confirm and communicate the compliance audit plan with the relevant people	3	2	-	0.5
<i>Conduct compliance audit at the factory</i>	8	36	-	4.5
PC7. Visit the factory and use the audit checklist to observe, gather information and evaluate the conformance with standards	1	4	-	-
PC8. Verify the information received, and collect evidence for observations and audit findings	1	8	-	1
PC9. Meet the relevant people associated with the factory operations & management and advise on the compliance standards	1	3	-	-
PC10. Make a note of all observations and findings, and highlight the areas of concern or non-conformities	2	10	-	1
PC11. Communicate the audit findings to the relevant people	1	2	-	1
PC12. Maintain integrity and confidentiality in the audit process	1	1	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Ensure all compliance points are checked and evaluated	1	8	-	0.5
NOS Total	20	70	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N2201
NOS Name	Evaluate information to determine compliance with standards
Sector	Apparel
Sub-Sector	Apparel
Occupation	Finishing, Quality Assessment
NSQF Level	6
Credits	4
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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AMH/N2202: Prepare Audit Report

Description

This unit is about analyzing the audit conducted and completing the requisite documentation at each stage of operation.

Scope

The scope covers the following :

- Preparing audit report.
- Record keeping.

Elements and Performance Criteria

Preparing Audit Report

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

- PC1.** Assess and critically analyse the information gathered during the audit.
- PC2.** Categorize the findings as conformance to standards or non-conformance, as the case maybe, for each of the areas inspected as per audit checklist.
- PC3.** Attach supporting documents or fill in details regarding evidence.
- PC4.** Identify and classify the non-conformances as major/minor or observation.
- PC5.** Put in remarks and recommendations for each of the non-conformances or deviations.
- PC6.** Ensure all areas of compliances are covered in the audit report.
- PC7.** Use an approved template to create the audit report.
- PC8.** Ensure the audit report is prepared and submitted on time to the concerned people, after the on-site audit.

Record Keeping

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

- PC9.** Keep the audit report in safe and secure condition
- PC10.** Store the audit report in such a way that it can be retrieved whenever required.
- PC11.** Maintain confidentiality of the audit report, wherever applicable.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The organizations policies and procedures
- KU2.** Responsibilities under health, safety and environmental legislation
- KU3.** Guidelines for storage of records
- KU4.** Protocol to obtain more information on work related tasks.
- KU5.** Details of the job role and responsibilities.
- KU6.** Documentation and reporting formats.

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- KU7.** Protocol and format for reporting work related risks/problems.
- KU8.** Method of obtaining/giving feedback related to performance
- KU9.** Importance of team work and harmonious working relationships.
- KU10.** Process for offering/obtaining work related assistance.
- KU11.** Record keeping method.
- KU12.** Evaluating information collected during the compliance audit
- KU13.** Compliances & audit process

Generic Skills (GS)

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

- GS1.** Complete accurate well written work with attention to detail
- GS2.** Communicate with others in writing (wherever applicable)
- GS3.** Read instructions, guidelines, procedures and rules
- GS4.** Read and understand legal documents, compliance standards
- GS5.** Ask for clarification and advice from managers
- GS6.** Communicate orally effectively with colleagues, subordinates and superiors
- GS7.** Deal with situations efficiently when it is not as per plan
- GS8.** Provide relevant information to others
- GS9.** Analyse needs, requirements and dependencies in order to meet your work requirements.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing Audit Report</i>	17	65	-	7.5
PC1. Assess and critically analyse the information gathered during the audit.	1	7	-	1
PC2. Categorize the findings as conformance to standards or non-conformance, as the case maybe, for each of the areas inspected as per audit checklist.	4	10	-	1
PC3. Attach supporting documents or fill in details regarding evidence.	4	4	-	1
PC4. Identify and classify the non-conformances as major/minor or observation.	4	10	-	1
PC5. Put in remarks and recommendations for each of the non-conformances or deviations.	1	20	-	1
PC6. Ensure all areas of compliances are covered in the audit report.	1	10	-	1
PC7. Use an approved template to create the audit report.	1	2	-	0.5
PC8. Ensure the audit report is prepared and submitted on time to the concerned people, after the on-site audit.	1	2	-	1
<i>Record Keeping</i>	3	5	-	2.5
PC9. Keep the audit report in safe and secure condition	1	2	-	1
PC10. Store the audit report in such a way that it can be retrieved whenever required.	1	2	-	1
PC11. Maintain confidentiality of the audit report, wherever applicable.	1	1	-	0.5
NOS Total	20	70	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N2202
NOS Name	Prepare Audit Report
Sector	Apparel
Sub-Sector	Apparel
Occupation	Finishing
NSQF Level	6
Credits	6
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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AMH/N2203: Check compliance with product protocol

Description

This unit is about checking if the product protocol is being followed in the factory ensuring standards are being followed at each stage of production

Scope

The scope covers the following :

- Compliance with product protocol.

Elements and Performance Criteria

Compliance with product protocol

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

- PC1.** Refer & analyse the product protocol with a reference sample to evaluate if the instructions & specifications given in the protocol have been followed
- PC2.** Evaluate the fabric / accessories / quality reports tested internally or externally
- PC3.** Checks points where quality control has been exercised in consultation with the immediate supervisor
- PC4.** Communicate to all concerned the relevant standards with reference to the product protocol.
- PC5.** Ensure that the standards have been clearly understood and seek confirmation of the same.
- PC6.** Communicate proactively if the systems are not producing the desired outcome.
- PC7.** Keep all the reference samples and reference manuals accessible and in a good condition.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Buyer's requirements of quality standards and inspection methodologies
- KU2.** Reporting procedures and formats and their periodicity
- KU3.** Escalation matrix of who to refer problems to when they are out of control.
- KU4.** Your organizations tools, templates and processes for recording and monitoring process confirmation and deviations
- KU5.** Interdepartmental material movement procedure
- KU6.** Compliance for vendors
- KU7.** Statistical process control & statistical quality control
- KU8.** Raw material components and their specifications
- KU9.** Inspection and quality control/assurance procedures and test reports
- KU10.** Critical and non-critical defects
- KU11.** Procedural understanding: 1. Product Specification & Tech Packs 2. Reference Sample and Approved Samples 3. Reports and Compliance

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- KU12.** Final quality audit procedures.
- KU13.** Material issued and received from vendor

Generic Skills (GS)

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

- GS1.** Fill in the relevant information required to communicate with concerned personnel
- GS2.** Communicate with others in writing (wherever applicable)
- GS3.** Use the accurate terminology
- GS4.** Follow manuals/procedures/and compliance policies
- GS5.** Update actively with modifications through written print and mail communication (digital)
- GS6.** Listen effectively and orally communicate information accurately
- GS7.** Communicate proactively on critical issues
- GS8.** Follow rule-based decision-making processes
- GS9.** Make decisions on a suitable course of action or response.
- GS10.** Identify situation that need escalation on quality issues and seek intervention.
- GS11.** Plan and organize your work to achieve targets and deadlines
- GS12.** Consult and coordinate for effective delivery
- GS13.** Apply problem-solving approaches in different situations
- GS14.** Refer anomalies to the particular personnel.
- GS15.** Seek clarification on problems from others.
- GS16.** Analyse needs, requirements and dependencies in order to meet your work requirements
- GS17.** Seek participation of members from quality, production, audit or any other team for effective solutions.
- GS18.** Provide opinions on work in a detailed and constructive way to concerned personnel.
- GS19.** Apply balance judgments to different situations.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Compliance with product protocol</i>	14	49	-	7
PC1. Refer & analyse the product protocol with a reference sample to evaluate if the instructions & specifications given in the protocol have been followed	3	5	-	1
PC2. Evaluate the fabric / accessories / quality reports tested internally or externally	2	12	-	1
PC3. Checks points where quality control has been exercised in consultation with the immediate supervisor	2	20	-	1
PC4. Communicate to all concerned the relevant standards with reference to the product protocol.	3	2	-	1
PC5. Ensure that the standards have been clearly understood and seek confirmation of the same.	1	4	-	1
PC6. Communicate proactively if the systems are not producing the desired outcome.	1	2	-	1
PC7. Keep all the reference samples and reference manuals accessible and in a good condition.	2	4	-	1
NOS Total	14	49	-	7

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N2203
NOS Name	Check compliance with product protocol
Sector	Apparel
Sub-Sector	Apparel
Occupation	Finishing
NSQF Level	6
Credits	4
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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AMH/N2204: Maintain a healthy, safe and secure working environment with Gender and PwD Sensitization

Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for taking responsibility for their own health, safety and security in the workplace and is about using the correct procedures to prevent, control and minimize risk to them and others in the workplace.

Scope

The scope covers the following :

- Potential risks associated with hazardous processes and guidelines for medical emergencies & gender & PwD sensitization at work

Elements and Performance Criteria

Potential risks associated with hazardous processes and guidelines for medical emergencies & gender & PwD sensitization at work

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

- PC1.** Comply with health and safety related instructions applicable to the workplace and ensure gender equality and PwD (people with disability) security
- PC2.** Use and maintain personal protective equipment where required during inspection
- PC3.** Carry out own activities in line with approved guidelines and procedures and actively participate in training sensitization programs for gender and PwD awareness
- PC4.** Monitor the workplace and work processes for potential risks and threats.
- PC5.** Report hazards and potential risks/ threats to supervisors or other authorized personnel.
- PC6.** Take action based on instructions in the event of fire, emergencies or accidents
- PC7.** Follow organization procedures for shutdown and evacuation when required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Health and safety related practices applicable at the workplace
- KU2.** Potential hazards, risks and threats based on nature of operations; the ways to minimize these and response to these scenarios
- KU3.** The code of conduct (COC) and Social Accountability standards followed by the organization/ industry
- KU4.** Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points
- KU5.** Reporting protocol and documentation required
- KU6.** Details of personnel trained in first aid, fire-fighting and emergency response.

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- KU7.** Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire
- KU8.** The importance of gender equality being followed in the organization and policies for reporting any harassment or inappropriate behavior
- KU9.** How to accommodate employees with disabilities; etiquette to adhere to and proper language and terminology
- KU10.** How to communicate, offer help, respecting space, parking etc. for people with disabilities or special needs
- KU11.** Promoting a safe, accessible and healthy workplace for disabled employees

Generic Skills (GS)

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

- GS1.** Write report on the hazards and risks / threats faced at workplace
- GS2.** Read the first aid ,health and safety instructions
- GS3.** Respond to emergencies, accidents or fire at the workplace
- GS4.** Communicate to others when and how to evacuate the premises.
- GS5.** Communicate effectively the value of physical fitness, personal hygiene and good habits to workers.
- GS6.** Raise alarm in case of emergency or threat
- GS7.** Keep work area free from potential hazards
- GS8.** Report to supervisors and other authorized personnel for assistance
- GS9.** Plan and carry out own activities in line with approved guidelines and procedures.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Potential risks associated with hazardous processes and guidelines for medical emergencies & gender & PwD sensitization at work</i>	10	35	-	5
PC1. Comply with health and safety related instructions applicable to the workplace and ensure gender equality and PwD (people with disability) security	2	7	-	1
PC2. Use and maintain personal protective equipment where required during inspection	2	9	-	1
PC3. Carry out own activities in line with approved guidelines and procedures and actively participate in training sensitization programs for gender and PwD awareness	1	3	-	0.5
PC4. Monitor the workplace and work processes for potential risks and threats.	1	3	-	0.5
PC5. Report hazards and potential risks/ threats to supervisors or other authorized personnel.	1	1	-	1
PC6. Take action based on instructions in the event of fire, emergencies or accidents	2	8	-	0.5
PC7. Follow organization procedures for shutdown and evacuation when required	1	4	-	0.5
NOS Total	10	35	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N2204
NOS Name	Maintain a healthy, safe and secure working environment with Gender and PwD Sensitization
Sector	Apparel
Sub-Sector	Apparel
Occupation	Finishing
NSQF Level	6
Credits	1
Version	5.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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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

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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	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS. examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each.
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% aggregate in QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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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
AMH/N1705.Follow regulatory and company's rules and Greening of Job Roles	6	21	-	3	30	8
AMH/N2201.Evaluate information to determine compliance with standards	20	70	-	10	100	25
AMH/N2202.Prepare Audit Report	20	70	-	10	100	25
AMH/N2203.Check compliance with product protocol	14	49	-	7	70	18
AMH/N2204.Maintain a healthy, safe and secure working environment with Gender and PwD Sensitization	10	35	-	5	50	12
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	12
Total	90	275	-	35	400	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.