IT - ITeS SSC NASSCOM

N·S·D·C National Skill Development Corporation

Contents

What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Legal Associate

SECTOR: IT-ITES

SUB-SECTOR: Business Process Management

OCCUPATION: Legal BPO

REFERENCE ID: SSC/ Q 2902

Legal Associate in the IT-ITeS Industry is also known as Associate – Legal Operations

Brief Job Description: Individuals in this job are responsible for reviewing and analyzing large volumes of litigation documents and providing research support to corporate legal departments.

Personal Attributes: This job requires the individual to have a good command over English as well as legal language. The individual should have a high level of attention to detail and should be willing to undertake a desk-based job.

Qualifications Pack Code	SSC/ Q 2902		
Job Role	**Legal Associate** **This job role is applicable in both national and international scenarios**		
Credits(NVEQF/NVQF/NSQF)		Version number	0.1
Sector	IT-ITeS	Drafted on	30/04/13
Sub-sector	Business Process Management	Last reviewed on	30/04/13
Occupation	Legal BPO	Next review date	30/06/14

Job Details (vertical label)

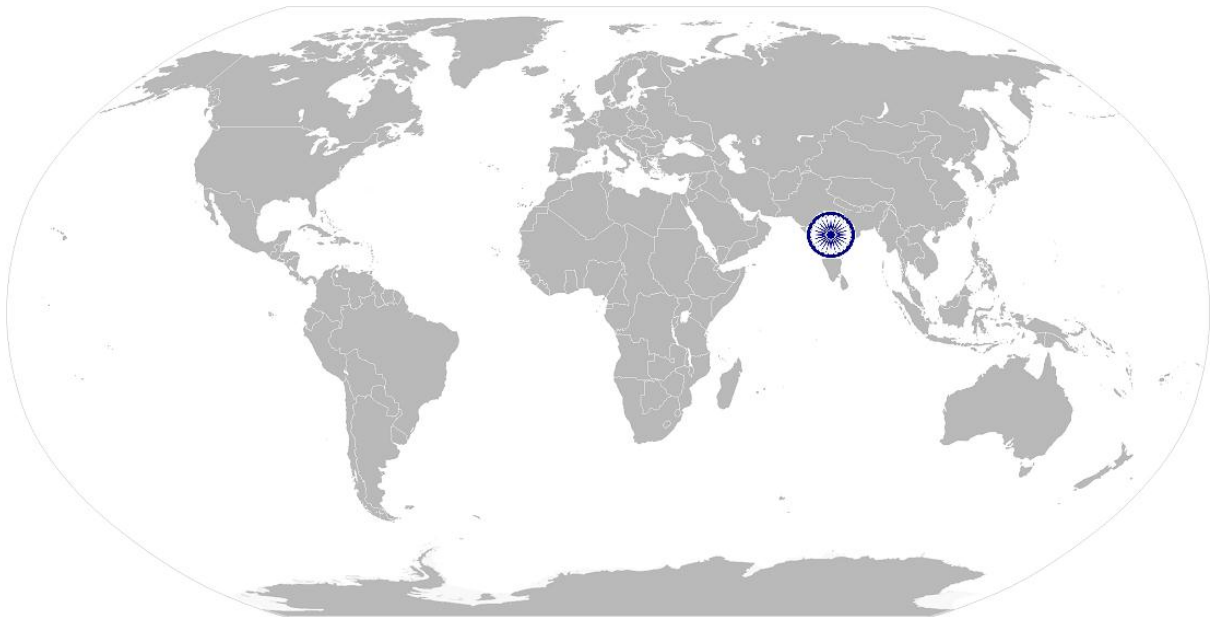| Job Role	Legal Associate (Associate – Legal Operations)
Role Description	Individuals at this job are responsible for reviewing and analyzing large volumes of litigation documents and providing research support to corporate legal departments.
NVEQF/NVQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	7 Bachelor's Degree in Law or any graduate course Master's Degree in Law/Related Areas
Training (Suggested but not mandatory)	Courses in employment/corporate law, patents, IP management etc.
Experience	0-2 years of work experience/internship in law related areas
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. SSC/ 0 2901 (Review legal documents) 2. SSC/ N 9001 (Manage your work to meet requirements) 3. SSC/ N 9002 (Work effectively with colleagues) 4. SSC/ N 9003 (Maintain a healthy, safe and secure working environment) 5. SSC/ N 9004 (Provide data/information in standard formats) 6. SSC/ N 9005 (Develop your knowledge, skills and competence) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Table 1: Glossary of Key Terms

	Keywords /Terms	Description
Definitions	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
	National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
	Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
	Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an '**O**' or an '**N**'.
	Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.

Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.

Keywords /Terms	Description
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

Acronyms

National Occupational Standard

<u>**Overview**</u>

This unit is about conducting reviews of legal documents for clients under guidance

SSC/ N 2901   **Conduct reviews of legal documents**

Unit Code	**SSC/ N 2901**
Unit Title (Task)	**Conduct reviews of legal documents**
Description	This unit is about conducting reviews of legal documents for clients under guidance.
Scope	This unit/task covers the following: **Appropriate people**: - line manager - other members of the legal team - clients - subject matter experts - attorneys

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to:
	PC1. record requests to review legal documents accurately, using your organization's standard tools
	PC2. identify any issues with requests to review legal documents and clarify these issues with **appropriate people**
	PC3. access existing checklists, templates and standard operating procedures for conducting reviews of legal documents from your organization's knowledge base
	PC4. review legal documents within your area of competence accurately, using standard templates and tools
	PC5. refer reviews of legal documents outside your area of competence to **appropriate people**
	PC6. discuss completed reviews with **appropriate people** and incorporate their inputs
	PC7. return reviewed legal documents to clients in line with service level agreements (SLAs)
	PC8. obtain confirmation of acceptance of reviewed legal documents from clients
	PC9. close completed requests using your organization's standard tools
	PC10. obtain advice and guidance on conducting reviews of legal documents from **appropriate people**, where required
	PC11. comply with your organization's policies, standards, procedures and guidelines when conducting reviews of legal documents

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/	You need to know and understand:
	KA1. your organization's policies, standards, procedures, guidelines and service level agreements (SLA's) for reviewing legal documents
	KA2. who to involve when reviewing legal documents and who to approach for

SSC/ N 2901   **Conduct reviews of legal documents**

organization and its processes)	advice and guidance when required
	KA3. types of reviews that may need referred and who to refer them to
	KA4. your organization's knowledge base and how to use this
	KA5. how to obtain and use input from others to improve legal documents
	KA6. methods and techniques used when working with others
	KA7. standard tools, templates and checklists available and how to use these
	KA8. the importance of keeping accurate records, including: • recording requests • obtaining acceptance for reviewed legal documents • closing completed requests
B. Technical Knowledge	You need to know and understand: KB1. potential issues with legal review requests and who to seek clarification from KB2. how to review legal documents and how to use available templates, tools and checklists to achieve this

Skills (S)

|	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate well written work with attention to detail SA2. communicate with others in writing
	Reading Skills
	You need to know and understand how to: SA3. follow guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA4. listen effectively and orally communicate information accurately SA5. ask for clarification and advice from others
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. make decisions on suitable courses of action SB2. follow rule-based decision-making processes
	Plan and Organize
	You need to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB4. check your own and/or your peers work meets customer requirements SB5. deliver consistent and reliable service to customers SB6. work effectively in a customer facing environment SB7. build and maintain positive and effective relationships with customers

	Problem Solving
	You need to know and understand how to:
	SB8. refer anomalies to the line manager
	SB9. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:
	SB10. pass on relevant information to others
	SB11. analyze data and activities
	Critical Thinking
	You need to know and understand how to:
	SB12. provide opinions on work in a detailed and constructive way
	Attention to Detail
	You need to know and understand how to:
	SB13. check your work is complete and free from errors
	SB14. get your work checked by others
	Team Working
	You need to know and understand how to:
	SB15. work independently and collaboratively
	SB16. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively to input and/or extract data accurately
	SC2. agree objectives and work requirements
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role

NOS Version Control

NOS Code	SSC/ N 2901		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]		**Version number**	0.1
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	Business Process Management	**Last reviewed on**	30/04/2013
		Next review date	30/06/2014
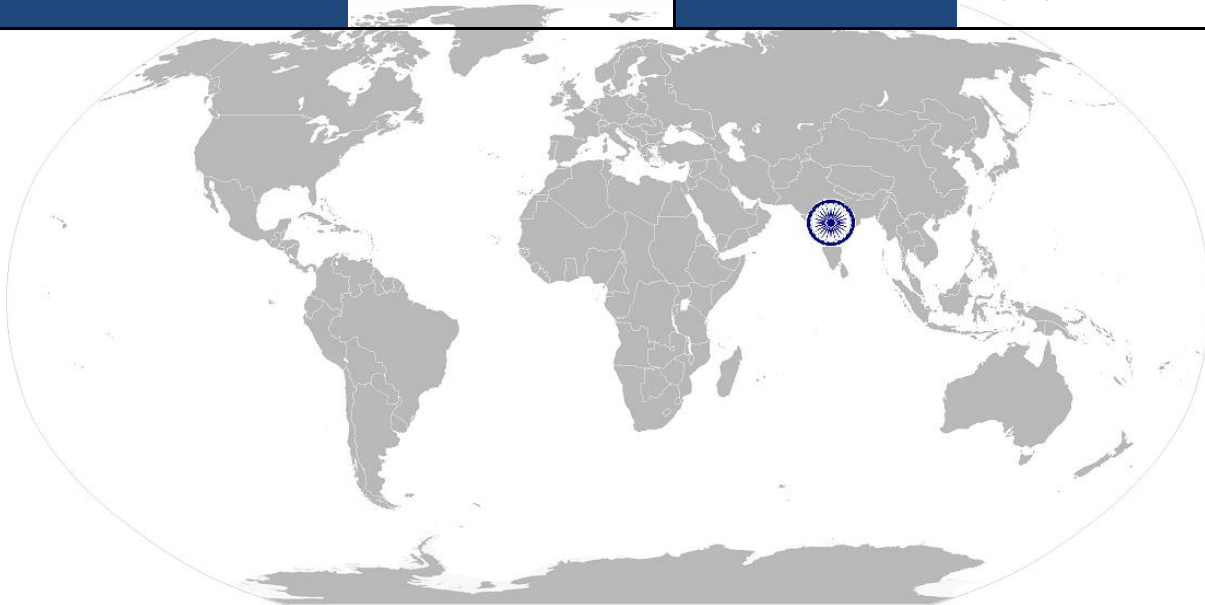
National Occupational Standard

<u>**Overview**</u>

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

SSC/ N 9001   **Manage your work to meet requirements**

<table>
<tr><td rowspan="6" style="writing-mode: vertical-lr;">Applicable NOS Unit</td><td>Unit Code</td><td>SSC/ N 9001</td></tr>
<tr><td>Unit Title
(Task)</td><td>Manage your work to meet requirements</td></tr>
<tr><td>Description</td><td>This unit is about planning and organizing your work in order to complete it to the required standards on time.</td></tr>
<tr><td>Scope</td><td>This unit/task covers the following:
Work requirements:

activities (what you are required to do)
deliverables (the outputs of your work)
quantity (the volume of work you are expected to complete)
standards (what is acceptable performance, including compliance with Service Level Agreements)
timing (when your work needs to be completed)

Appropriate people:

line manager
the person requesting the work
members of the team/department
members from other teams/departments

Resources:

equipment
materials
information

</td></tr>
</table>

| Performance Criteria (PC) w.r.t. the Scope	
	To be competent on the job, you must be able to: PC1. establish and agree your **work requirements** with **appropriate people** PC2. keep your immediate work area clean and tidy PC3. utilize your time effectively PC4. use **resources** correctly and efficiently PC5. treat confidential information correctly PC6. work in line with your organization's policies and procedures PC7. work within the limits of your job role PC8. obtain guidance from **appropriate people**, where necessary PC9. ensure your work meets the agreed **requirements**
Knowledge and Understanding (K)	
A. **Organizational Context** (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work KA2. limits of your responsibilities and when to involve others KA3. your specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize your workload according to urgency and importance and the benefits of this

SSC/ N 9001   **Manage your work to meet requirements**

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

SSC/ N 9001   **Manage your work to meet requirements**

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	You need to know and understand how to:
	SB8. provide relevant information to others
	SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to:
	SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB11. check your work is complete and free from errors
	SB12. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. identify and refer anomalies in data
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role
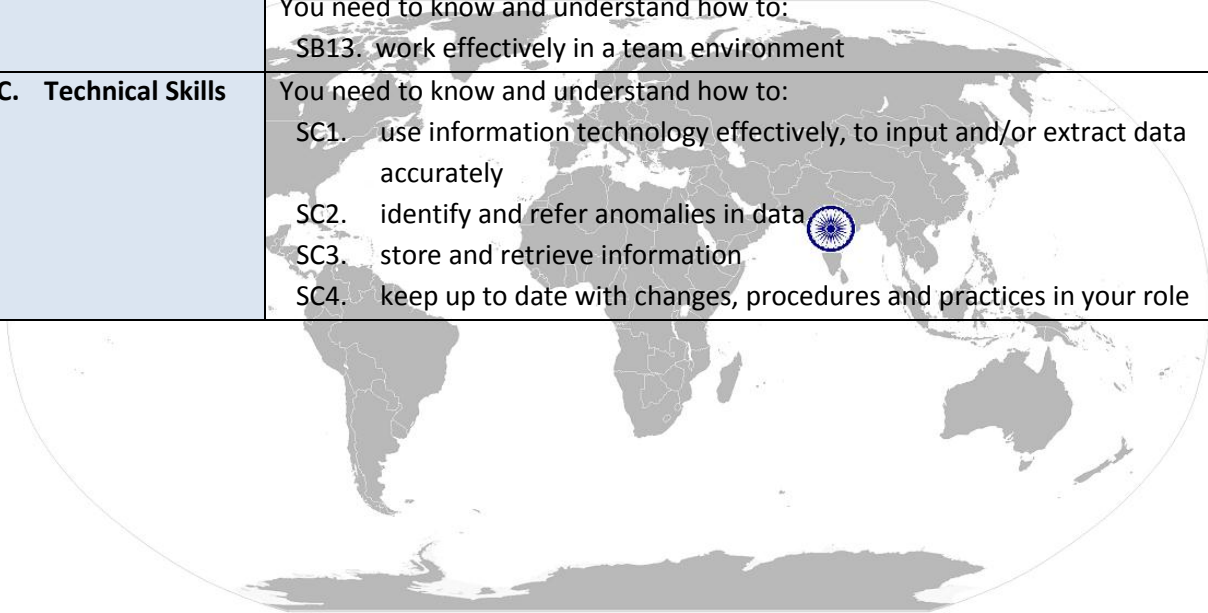
NOS Code	SSC/ N 9001		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]		**Version number**	0.1
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	Business Process Management	**Last reviewed on**	30/04/2013
		Next review date	30/06/2014

National Occupational Standard
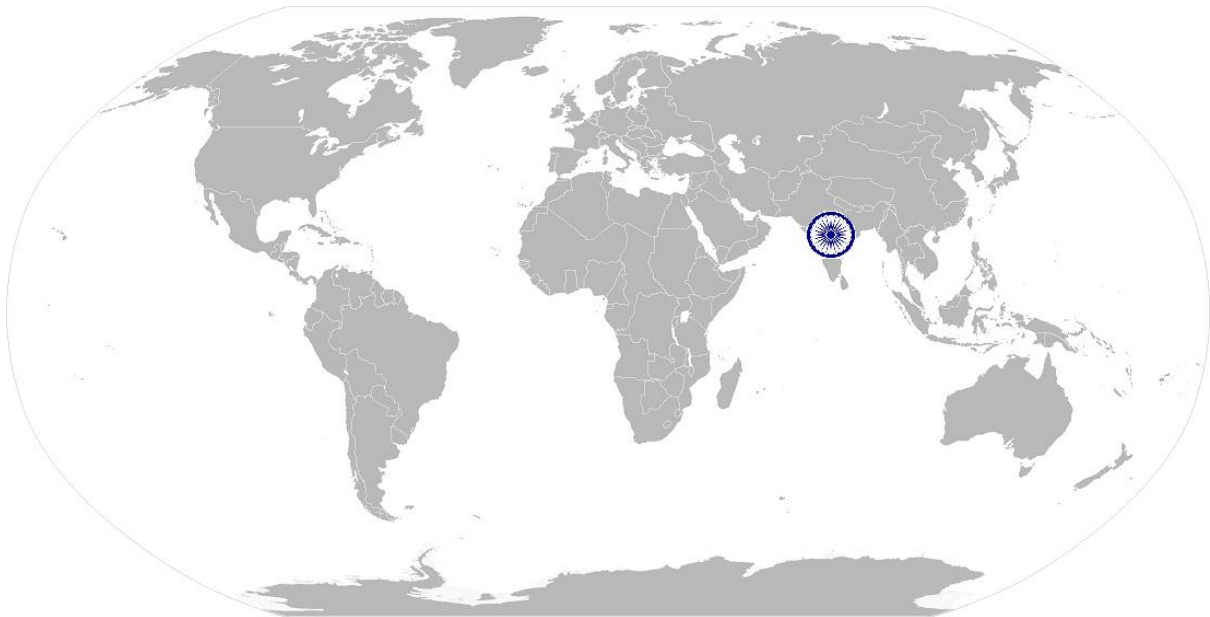
Overview

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

SSC/ N 9002   **Work effectively with colleagues**

<table>
<tr><td>Unit Code</td><td>SSC/ N 9002</td></tr>
<tr><td>Unit Title
(Task)</td><td>Work effectively with colleagues</td></tr>
<tr><td>Description</td><td>This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.</td></tr>
<tr><td>Scope</td><td>This unit/task covers the following:

Colleagues:
• line manager
• members of your own work group
• people in other work groups in your organization

Communicate:
• face-to-face
• by telephone
• in writing</td></tr>
</table>

Performance Criteria (PC) w.r.t. the Scope

	To be competent, you must be able to: PC1. communicate with **colleagues** clearly, concisely and accurately PC2. work with **colleagues** to integrate your work effectively with theirs PC3. pass on essential information to **colleagues** in line with organizational requirements PC4. work in ways that show respect for **colleagues** PC5. carry out commitments you have made to **colleagues** PC6. let **colleagues** know in good time if you cannot carry out your commitments, explaining the reasons PC7. identify any problems you have working with **colleagues** and take the initiative to solve these problems PC8. follow the organization's policies and procedures for working with **colleagues**

Knowledge and Understanding (K)

A. **Organizational Context** (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies and procedures for working with colleagues and your role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. benefits of developing productive working relationships with colleagues KA5. the importance of creating an environment of trust and mutual respect in an environment where you have no authority over those you are working with KA6. where you do not meet your commitments, the implications this will have on individuals and the organization
B. Technical	You need to know and understand: KB1. different types of information that colleagues might need and the importance

Applicable NOS Unit
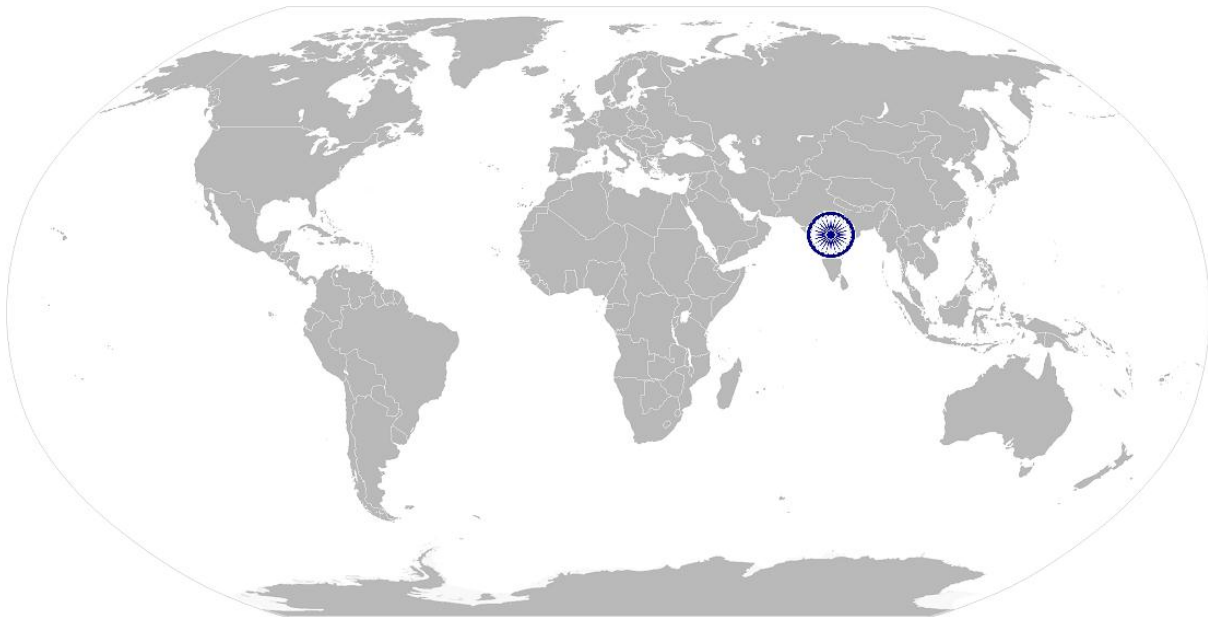
SSC/ N 9002   **Work effectively with colleagues**

Knowledge	of providing this information when it is required
	KB2. the importance of understanding problems from your colleague's perspective and how to provide support, where necessary, to resolve these

Skills (S)	
A. Core Skills/ **Generic Skills**	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	SA2. communicate effectively with colleagues in writing
	Reading Skills
	You need to know and understand how to:
	SA3. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA4. listen effectively and orally communicate information accurately
	SA5. ask for clarification and advice from line managers
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. make decisions on suitable courses of action
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB3. check your own work meets customer requirements
	SB4. deliver consistent and reliable service to customers
	Problem Solving
	You need to know and understand how to:
	SB5. apply problem solving approaches in different situations
	Critical Thinking
	You need to know and understand how to:
	SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB7. check your work is complete and free from errors
	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9. work effectively in a team environment
	SB10. work effectively with colleagues and other teams

SSC/ N 9002   **Work effectively with colleagues**

|	
	SB11. treat other cultures with respect
C. Technical Skills	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role

Work effectively with colleagues

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

National Occupational Standard
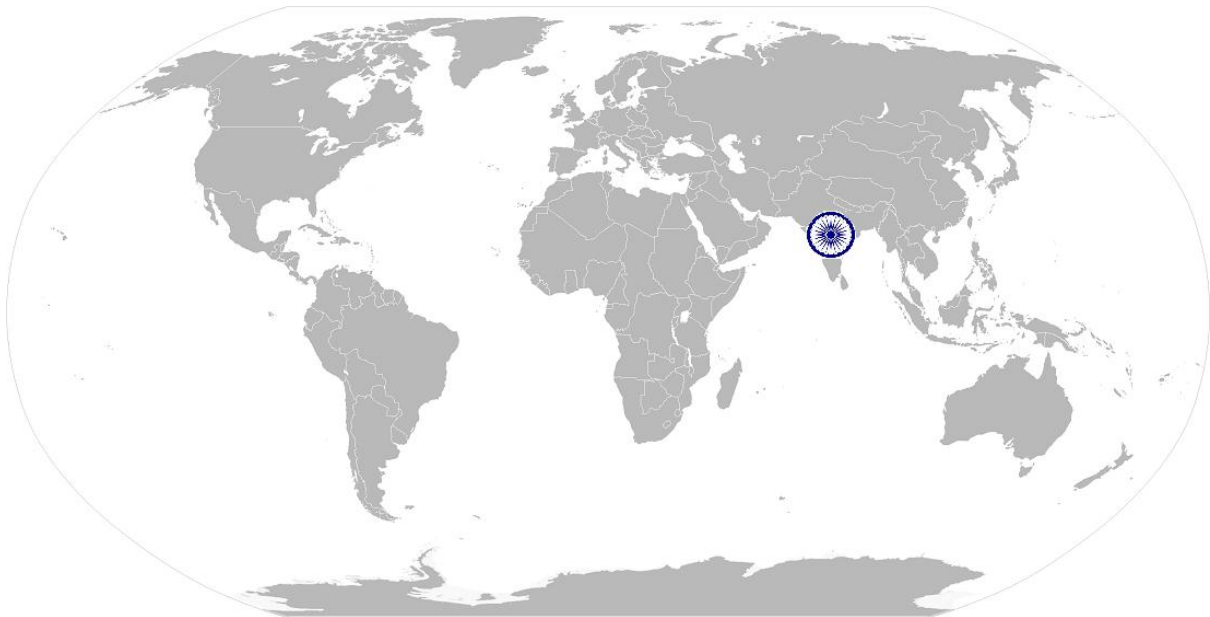
<u>**Overview**</u>

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

SSC/ N 9003   **Maintain a healthy, safe and secure working environment**

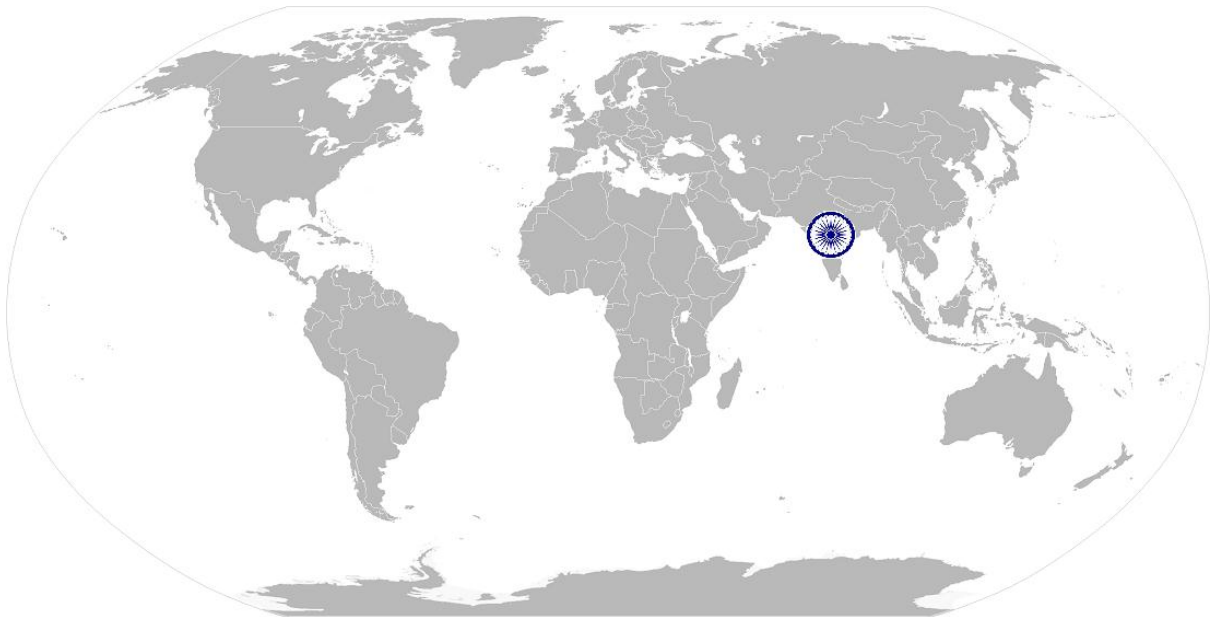| Unit Code	SSC/ N 9003
Unit Title (Task)	**Maintain a healthy, safe and secure working environment**
Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
Scope	This unit/task covers the following: **Emergency procedures**: • illness • accidents • fires • other reasons to evacuate the premises • breaches of security
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. comply with your organization's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected PC5. follow your organization's **emergency procedures** promptly, calmly, and efficiently PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC12. complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards KA4. limits of your responsibility for dealing with hazards KA5. your organization's **emergency procedures** for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization
B. Technical	You need to know and understand:

SSC/ N 9003　　　　**Maintain a healthy, safe and secure working environment**

Knowledge	KB1.　different types of breaches in health, safety and security and how and when to report these
	KB2.　evacuation procedures for workers and visitors
	KB3.　how to summon medical assistance and the emergency services, where necessary
	KB4.　how to use the health, safety and accident reporting procedures and the importance of these
	KB5.　government agencies in the areas of safety, health and security and their norms and services

Skills (S)	
A.　Core Skills/ **Generic Skills**	**Writing Skills**
	You need to know and understand how to:
	SA1.　complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA2.　read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3.　listen effectively and orally communicate information accurately
B.　Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1.　make decisions on suitable courses of action
	Plan and Organize
	You need to know and understand how to:
	SB2.　plan and organize your work to meet health, safety and security requirements
	Customer Centricity
	You need to know and understand how to:
	SB3.　build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	You need to know and understand how to:
	SB4.　apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to:
	SB5.　analyze data and activities
	Critical Thinking
	You need to know and understand how to:
	SB6.　apply balanced judgments to different situations
	Attention to Detail

SSC/ N 9003   **Maintain a healthy, safe and secure working environment**

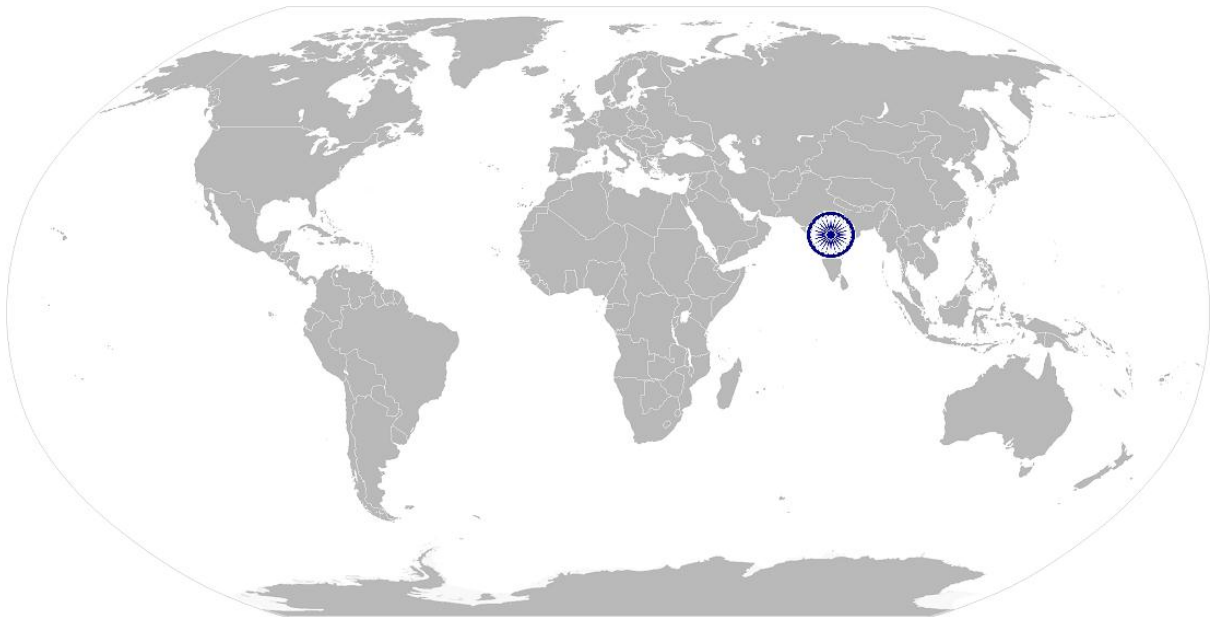|	
	You need to know and understand how to:
	SB7. check your work is complete and free from errors
	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9. work effectively in a team environment
C. **Technical Skills**	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role

SSC/ N 9003   **Maintain a healthy, safe and secure working environment**

NOS Version Control

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

National Occupational Standard

<u>**Overview**</u>

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

SSC/ N 9004   **Provide data/information in standard formats**

Applicable NOS Unit		
	Unit Code	**SSC/ N 9004**
	Unit Title (Task)	**Provide data/information in standard formats**
	Description	This unit is about providing specified data/information related to your work in templates or other standard formats.
	Scope	This unit/task covers the following: **Appropriate people**: • line manager • members of your own work group • people in other work groups in your organization • subject matter experts **Data/information**: • quantitative • qualitative **Sources**: • within your organization • outside your organization **Formats**: • paper-based • electronic
	Performance Criteria (PC) w.r.t. the Scope	
		To be competent, you must be able to: PC1. establish and agree with **appropriate people** the **data/information** you need to provide, the **formats** in which you need to provide it, and when you need to provide it PC2. obtain the **data/information** from reliable **sources** PC3. check that the **data/information** is accurate, complete and up-to-date PC4. obtain advice or guidance from **appropriate people** where there are problems with the **data/information** PC5. carry out rule-based analysis of the **data/information**, if required PC6. insert the **data/information** into the agreed **formats** PC7. check the accuracy of your work, involving colleagues where required PC8. report any unresolved anomalies in the **data/information** to **appropriate people** PC9. provide complete, accurate and up-to-date data/information to the **appropriate people** in the required **formats** on time
	Knowledge and Understanding (K)	
	A. Organizational Context	You need to know and understand: KA1. your organization's procedures and guidelines for providing data/information

SSC/ N 9004   **Provide data/information in standard formats**

(Knowledge of the company/ organization and its processes)	in standard formats and your role and responsibilities in relation to this
	KA2. the knowledge management culture of your organization
	KA3. your organization's policies and procedures for recording and sharing information and the importance of complying with these
	KA4. the importance of validating data/information before use and how to do this
	KA5. procedures for updating data in appropriate formats and with proper validation
	KA6. the purpose of the CRM database
	KA7. how to use the CRM database to record and extract information
	KA8. the importance of having your data/information reviewed by others
	KA9. the scope of any data/information requirements including the level of detail required
	KA10. the importance of keeping within the scope of work and adhering to timescales
B. Technical Knowledge	You need to know and understand:
	KB1. data/information you may need to provide including the sources and how to do this
	KB2. templates and formats used for data/information including their purpose and how to use these
	KB3. different techniques used to obtain data/information and how to apply
	KB4. these
	KB5. how to carry out rule-based analysis on the data/information
	KB6. typical anomalies that may occur in data/information
	KB7. who to go to in the event of inaccurate data/information and how to report this
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. follow rule-based decision-making processes
	SB2. make decisions on suitable courses of action

SSC/ N 9004   **Provide data/information in standard formats**

|	
	Plan and Organize
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. check your own work meets customer requirements
	SB5. meet and exceed customer expectations
	Problem Solving
	You need to know and understand how to:
	SB6. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to:
	SB7. configure data and disseminate relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB8. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB9. check your work is complete and free from errors
	SB10. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB11. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. validate and update data
	SC3. identify and refer anomalies in data
	SC4. store and retrieve information
	SC5. share information using standard formats and templates
	SC6. keep up to date with changes, procedures and practices in your role

SSC/ N 9004   **Provide data/information in standard formats**
NOS Version Control

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

National Occupational Standard
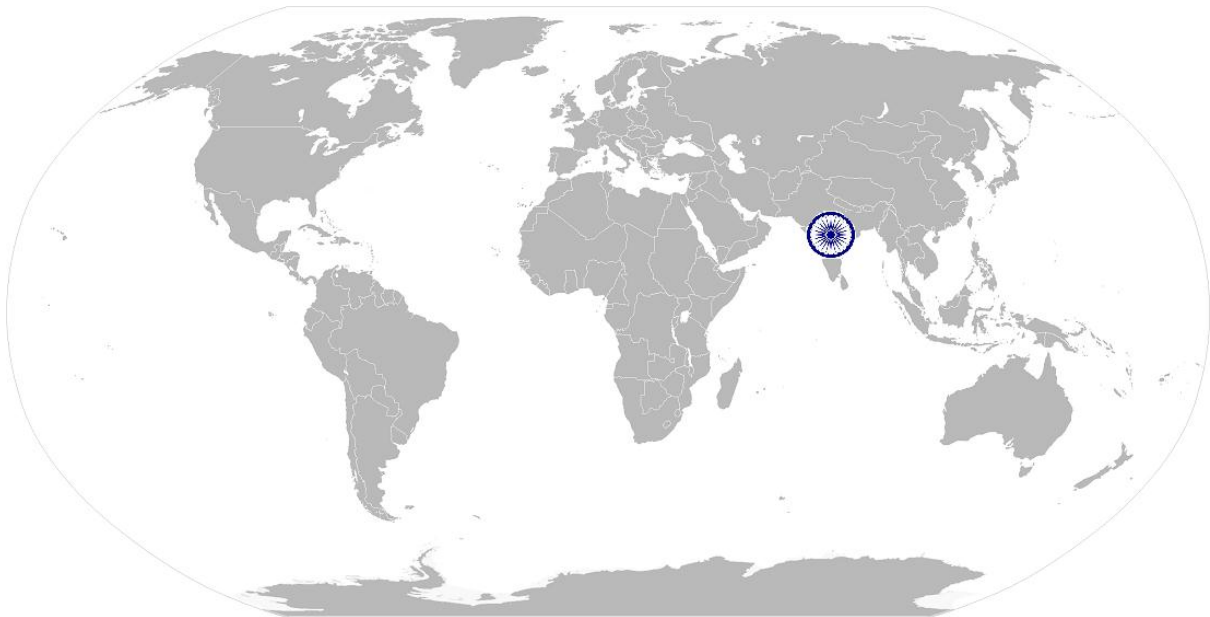
Overview

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

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

Applicable NOS Unit		
	Unit Code	SSC/ N 9005
	Unit Title (Task)	**Develop your knowledge, skills and competence**
	Description	This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required. *Competence* is defined as: the application of knowledge and skills to perform to the standards required.
	Scope	This unit/task covers the following: **Appropriate people** may be: - line manager - human resources specialists - learning and development specialists - peers **Job role**: - current responsibilities as defined in your job description - possible future responsibilities **Learning and development activities**: - formal education and training programs, leading to certification - non-formal activities (such as private study, learning from colleagues, project work), designed to meet learning and development objectives but without certification **Appropriate action** may be: - undertaking further learning and development activities - finding further opportunities to apply your knowledge and skills
Performance Criteria (PC) w.r.t. the Scope		
		To be competent, you must be able to: PC1. obtain advice and guidance from **appropriate people** to develop your knowledge, skills and competence PC2. identify accurately the knowledge and skills you need for your **job role** PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs PC4. agree with **appropriate people** a plan of **learning and development activities** to address your learning needs PC5. undertake **learning and development activities** in line with your plan PC6. apply your new knowledge and skills in the workplace, under supervision PC7. obtain feedback from **appropriate people** on your knowledge and skills and how effectively you apply them PC8. review your knowledge, skills and competence regularly and take **appropriate**

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

	action
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's procedures and guidelines for developing your knowledge, skills and competence and your role and responsibilities in relation to this KA2. the importance of developing your knowledge, skills and competence to you and your organization KA3. different methods used by your organization to review skills and knowledge including: • training needs analyses • skills needs analyses • performance appraisals KA4. how to review your knowledge and skills against your job role using different methods and analyses KA5. different types of learning and development activities available for your job role and how to access these KA6. how to produce a plan to address your learning and development needs, who to agree it with and the importance of undertaking the planned activities KA7. different types of support available to help you plan and undertake learning and development activities and how to access these KA8. why it is important to maintain records of your learning and development KA9. methods of obtaining and accepting feedback from appropriate people on your knowledge skills and competence KA10. how to use feedback to develop in your job role
B. Technical Knowledge	You need to know and understand: KB1. the knowledge and skills required in your job role KB2. your current learning and development needs in relation to your job role KB3. different types of learning styles and methods including those that help you learn best KB4. the importance of taking responsibility for your own learning and development KB5. to the importance of learning and practicing new concepts, theory and how to apply these in the work environment or on samples. KB6. how to explore sample problems and apply solutions
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** You need to know and understand how to: SA1. communicate with colleagues in writing

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

	Reading Skills
	You need to know and understand how to:
	SA2.　read instructions, guidelines and procedures
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3.　ask for clarification and advice from line managers
B.　Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1.　make decisions on suitable courses of action
	Plan and Organize
	You need to know and understand how to:
	SB2.　plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB3.　check your own work meets customer requirements
	Problem Solving
	You need to know and understand how to:
	SB4.　　refer anomalies to the line manager
	Analytical Thinking
	You need to know and understand how to:
	SB5.　analyze data and activities
	Critical Thinking
	You need to know and understand how to:
	SB6.　apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB7.　check your work is complete and free from errors
	SB8.　get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9.　work effectively in a team environment
C.　Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively
	SC2. agree objectives and work requirements
	SC3. keep up to date with changes, procedures and practices in your role

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

NOS Code	SSC/ N 9005		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]		**Version number**	0.1
Industry	IT-ITeS	**Drafted on**	30/04/2013
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		Next review date	30/06/2014