

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

### What are Occupational Standards(OS)?

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

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### Introduction

#### Qualifications Pack-Domestic Biometric Data Operator

**SECTOR:** IT-ITES

**SUB-SECTOR:** Business Process Management

**OCCUPATION:** Customer Relationship Management

**REFERENCE ID:** SSC/Q2213

**Domestic Biometric Data Operator** in the IT-ITes Industry is also known as Biometric Technician and Biometric Coordinator.

**Brief Job Description:** Individuals at this job are mainly responsible for the smooth running of biometric data capture and ensuring users get maximum benefits from them. Individual tasks vary depending on the size and structure of the organization, but may include installing and configuring computer hardware operating systems and applications; monitoring and maintaining computer systems and networks, troubleshooting biometric system and network problems and diagnosing and solving hardware/software faults etc.

**Personal Attributes:** This job requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about biometric systems and IT initiatives. The individual should have fast and accurate typing / data encoding. He / She should be comfortable with latest Windows platforms and office productivity tools with desire to learn more.

Job Details	Qualifications Pack Code	SSC/Q2213		
	Job Role	Domestic Biometric Data Operator		
	Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
	Industry	IT-ITeS	Drafted on	30/08/13
	Sub-sector	Business Process Management	Last reviewed on	30/08/13
	Occupation	Customer Relationship Management	Next review date	30/08/15

<b>Job Role</b>	<b>Domestic Biometric Data Operator</b> (Biometric Technician, Biometric Coordinator)
<b>Role Description</b>	Manage proper capture and enrollment details of biometric data of customers and maintain biometric equipment.
<b>NVEQF/NVQF level</b>	4
<b>Minimum Educational Qualifications</b>	10 <sup>th</sup>
<b>Maximum Educational Qualifications</b>	Diploma in Science/Technology
<b>Training</b> (Suggested but not mandatory)	Training programs and certifications in biometric system management, hardware management, routing and switching, network management, customer orientation, dealing with difficult customers etc.
<b>Experience</b>	1-4 years of work experience/internship in a relevant area
<b>Occupational Standards (OS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">SSC/N3023 (Undertake bio-metric data entry and processing)</a></li> <li><a href="#">SSC/N9001 (Manage your work to meet requirements)</a></li> <li><a href="#">SSC/N9003 (Maintain a healthy, safe and secure working environment)</a></li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units

## Glossary of Key Terms

Table 1: Glossary of Key Terms

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

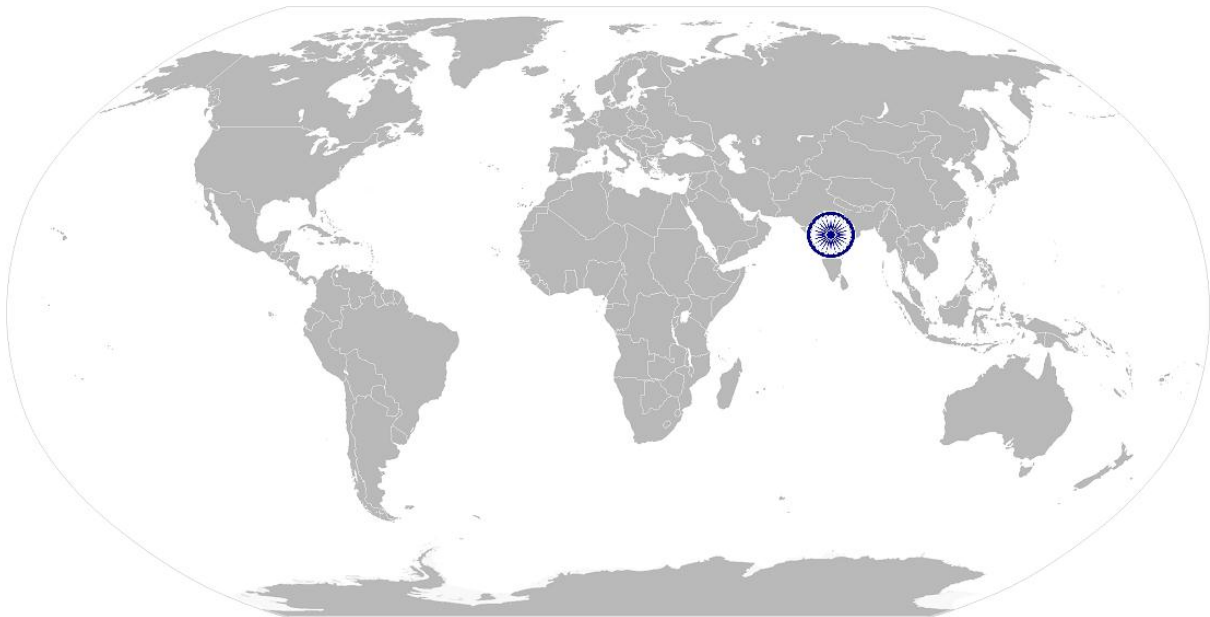
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
<b>Keywords /Terms</b>	<b>Description</b>
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

Acronyms

SSC/N3023

Undertake biometric data entry and processing.

# National Occupational Standard



## Overview

This unit is about dealing with biometric data entry and processing.

SSC/N3023

Undertake biometric data entry and processing.

Applicable OS Unit	<b>Unit Code</b>	SSC/ O 3023
	<b>Unit Title (Task)</b>	Undertake Bio-Metric data entry and processing.
	<b>Description</b>	This unit is responsible for capturing a biometric sample from an individual, extracting biometric data from that sample, comparing the biometric data with that contained in one or more reference templates, deciding how well they match and indicating whether or not an identification or verification of identity has been achieved.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Errors</b> may include:</p> <ul style="list-style-type: none"> <li>• database error management</li> <li>• database access management</li> <li>• application installation</li> <li>• security hardening</li> </ul> <p><b>Problems</b> about:</p> <ul style="list-style-type: none"> <li>• operating system</li> <li>• computer hardware</li> </ul> <p><b>Appropriate people:</b></p> <ul style="list-style-type: none"> <li>• line manager</li> <li>• supervisor</li> <li>• subject matter experts</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>		
		<p>To be competent, you must be able to:</p> <p>PC1. collect and enter data from hand-written applications of individuals into a customized computer program</p> <p>PC2. collect and enter valid demographic data of individuals including proof of address, identity proof, etc.</p> <p>PC3. ensure proper capture of facial expression and iris of individuals</p> <p>PC4. ensure proper capture of fingerprint data of individuals</p> <p>PC5. track processing time for each individual</p> <p>PC6. review and verify captured biometric data of individuals by interacting with supervisor</p> <p>PC7. ensure all biometric documentation is complete and in the appropriate order</p> <p>PC8. ensure proper safeguarding of all documents</p> <p>PC9. assist individuals with routine questions. refers less routine questions and problems to the supervisor</p> <p>PC10. compare transcribed data, as displayed on a visual screen, with the source document and corrects any <b>errors</b></p> <p>PC11. obtain help or advice from <b>appropriate people</b> if the problem is outside his/her area of competence or experience</p> <p>PC12. determines the cause of error message while entering data and makes appropriate corrections</p> <p>PC13. perform biometrics processing to include prints, electronic photographs, electronic signatures, and press print</p> <p>PC14. maintains files of source documents or other information relative to data</p>


SSC/N9001

Manage you work to meet requirements.

	<p>entered;</p> <p>PC15. performs various related functions to insure that the computer is maintained in a neat and orderly manner</p> <p>PC16. may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc )</p> <p>PC17. perform general administrative duties using discretion and answer telephone, routes callers, takes messages, and provides information to customers</p> <p>PC18. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the company for dealing with biometric data processing</p> <p>KA2. how to engage with both internal and external specialists for support in order to perform the desired task</p> <p>KA3. biometric data entry procedures, tools, and techniques</p> <p>KA4. potential helpdesk customers and their typical requirements</p> <p>KA5. role and importance of the biometric operator in supporting business operations</p> <p>KA6. limits of your role and responsibilities in relation to biometric data capture and encoding</p> <p>KA7. organization's tools and processes for incident management and customer support, and how to use them</p>
<p><b>B. Technical Knowledge</b></p>	<p>You need to know and understand:</p> <p>KB1. relevant standards, policies, procedures and guidelines that apply when dealing with basic biometric data capture and encoding</p> <p>KB2. basic and advance pc workstation configuration, maintenance, networking as well as trouble shooting</p> <p>KB3. fundamentals of biometric technologies with a focus on fingerprint, face and iris recognition</p> <p>KB4. differentiate between acceptable and non-acceptable biometrics in accordance with organisation's biometrics processing standards</p> <p>KB5. sensor technology of fingerprint, face and iris sensors</p> <p>KB6. how to capture 10-prints on live scan sensor and inkpads and capture standardized facial images</p> <p>KB7. how to capture iris samples using handheld devices</p> <p>KB8. basic principles of biometric system error rates including false accept, false reject, false match, false non match, equal error rate, detection error tradeoff curve</p> <p>KB9. how to compile simple reports from data entered and ability to make comparisons between them through use of various database management software</p> <p>KB10. enrollment procedures of supervised biometric systems</p> <p>KB11. biometric standards used in government systems</p>

SSC/N9001

**Manage you work to meet requirements.**

	<p>KB12. operational challenges and solutions of deployed systems KB13. the importance of documenting, classifying, prioritizing service requests, crowd management and others</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>You need to know and understand how to: SA1. ability to communicate information and ideas in writing so others will understand SA2. write in at least one language</p>
	<p><b>Reading Skills</b></p>
	<p>You need to know and understand how to: SA3. read about the biometric software and the documents, products and services with reference to the organization</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
<p><b>B. Professional Skills</b></p>	<p>You need to know and understand how to:</p>
	<p>SA4. listen effectively and orally communicate information SA5. ask for clarification and advice from others</p>
	<p><b>Decision Making</b></p>
	<p>You need to know and understand how to:  SB1. follow rule-based decision-making processes SB2. make decisions on a suitable course of action or response</p>
	<p><b>Plan and Organize</b></p>
	<p>You need to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines</p>
	<p><b>Customer Centricity</b></p>
	<p>You need to know and understand how to: SB4. carry out biometric data capture and collection in line with customer-specific guidelines/procedures/rules and service level agreements SB5. work effectively in a customer facing environment SB6. build and maintain positive and effective relationships with customers SB7. check your own work meets customer requirements SB8. deliver consistent and reliable service to customers</p>
	<p><b>Problem Solving</b></p>
	<p>You need to know and understand how to: SB9. apply problem-solving approaches in different situations SB10. seek clarification on problems from others SB11. refer anomalies to the supervisor</p>
<p><b>Analytical Thinking</b></p>	
<p>The user/individual on the job needs to know and understand how to: SB12. use the existing facilities to perform the desired task SB13. use the available resource to improve the performance SB14. use the existing data points to generate required reports for business</p>	



SSC/N9001

Manage you work to meet requirements.

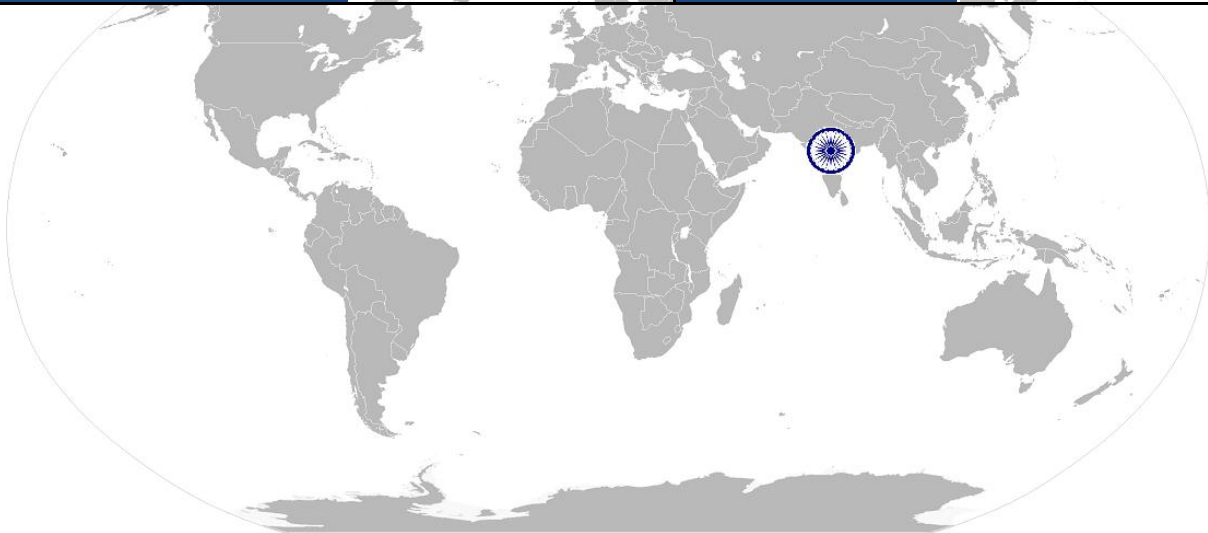
	<b>Critical Thinking</b>
	You need to know and understand how to: SB15. apply balanced judgments to different situations SB16. provide opinions on work in a detailed and constructive way
	<b>Attention to Detail</b>
	You need to know and understand how to: SB17. apply good attention to detail SB18. check your work is complete and free from errors SB19. get your work checked by others
	<b>Team Working</b>
	You need to know and understand how to: SB20. work effectively in a team environment SB21. work independently and collaboratively
<b>C. Technical Skills</b>	You need to know and understand how to: SC1. use information technology effectively to input and/or extract data accurately SC2. store and retrieve information SC3. keep up to date with changes, procedures and practices in your role SC4. keep up to date with changes, procedures and practices in your field of expertise



SSC/N9001  
NOS Version control

Manage you work to meet requirements.

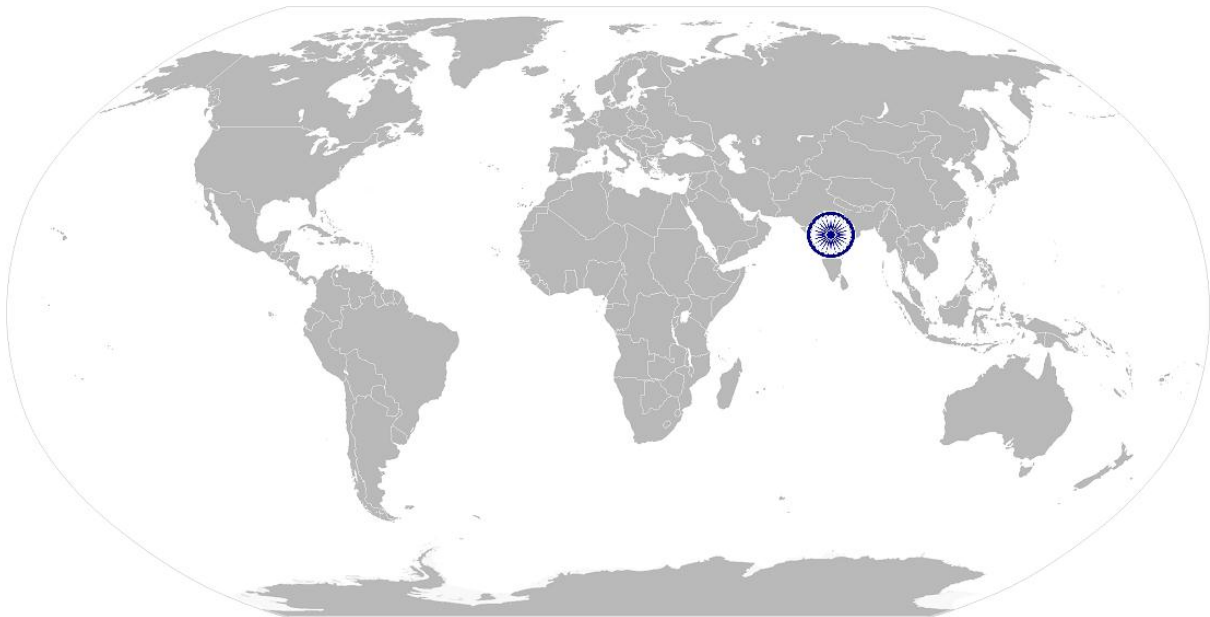
NOS Code	SSC/N3022		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/08/2013
Industry Sub-sector	Business Process Management	Last reviewed on	30/08/2013
		Next review date	30/10/2014



SSC/N9001

Manage your work to meet requirements.

# National Occupational Standard



## Overview

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

SSC/N9001

Manage your work to meet requirements.

Applicable NOS Unit

<b>Unit Code</b>	SSC/N9001
<b>Unit Title (Task)</b>	Manage your work to meet requirements.
<b>Description</b>	This unit is about planning and organizing your work in order to complete it to the required standards on time.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Work requirements:</b></p> <ul style="list-style-type: none"> <li>• activities (what you are required to do)</li> <li>• deliverables (the outputs of your work)</li> <li>• quantity (the volume of work you are expected to complete)</li> <li>• standards (what is acceptable performance, including compliance with Service Level Agreements)</li> <li>• timing (when your work needs to be completed)</li> </ul> <p><b>Appropriate people:</b></p> <ul style="list-style-type: none"> <li>• line manager</li> <li>• the person requesting the work</li> <li>• members of the team/department</li> <li>• members from other teams/departments</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• equipment</li> <li>• materials</li> <li>• information</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your <b>work requirements</b> with <b>appropriate people</b></p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use <b>resources</b> correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from <b>appropriate people</b>, where necessary</p> <p>PC9. ensure your work meets the agreed <b>requirements</b></p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</p> <p>KA2. limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p>

SSC/N9001

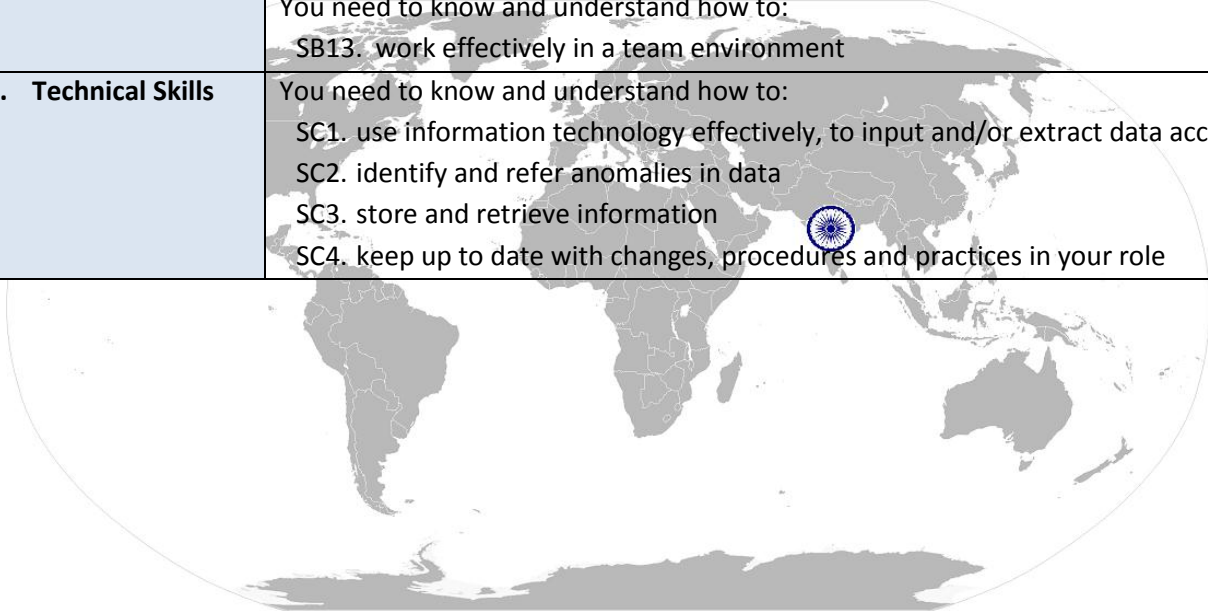
**Manage you work to meet requirements.**

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

SSC/N9001

Manage you work to meet requirements.

	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
	<b>Critical Thinking</b>
	You need to know and understand how to: SB10. apply judgments to different situations
	<b>Attention to Detail</b>
	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
	<b>Team Working</b>
<b>C. Technical Skills</b>	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role



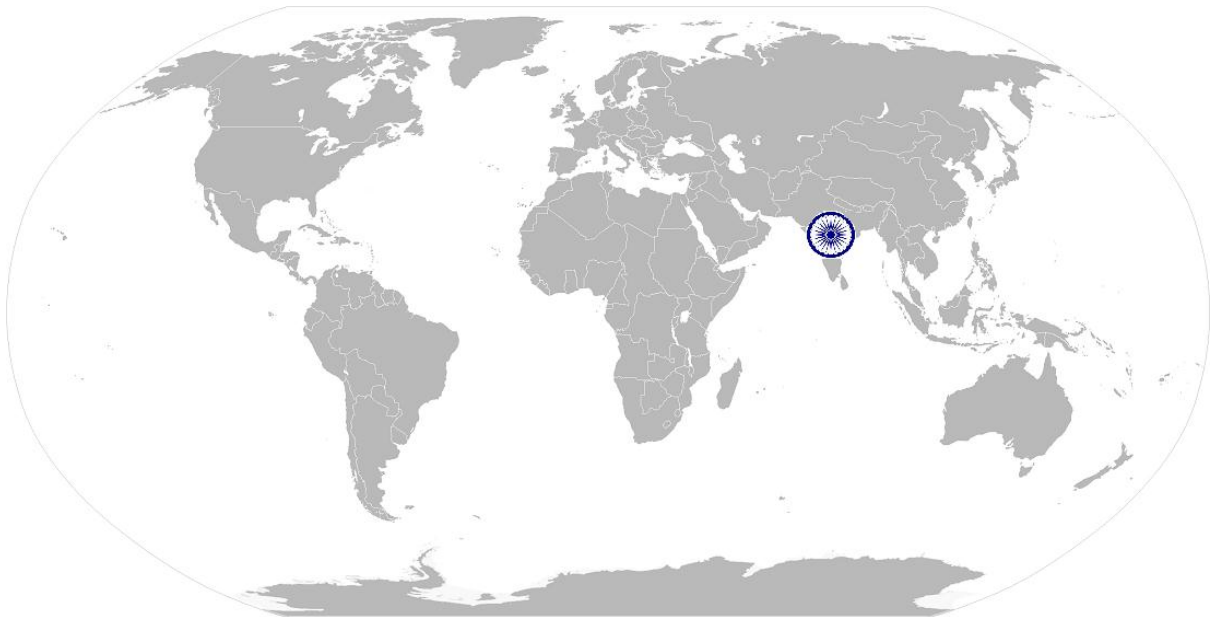
**SSC/N9001**  
**NOS Version Control**

**Manage you work to meet requirements.**

<b>NOS Code</b>	<b>SSC/N9001</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>IT-ITeS</b>	<b>Drafted on</b>	<b>30/04/2013</b>
<b>Industry Sub-sector</b>	<b>Business Process Management</b>	<b>Last reviewed on</b>	<b>30/04/2013</b>
		<b>Next review date</b>	<b>30/06/2014</b>



# National Occupational Standard



## Overview

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



SSC/N 9003

Maintain a healthy, safe and secure working environment.

Applicable NOS Unit

<b>Unit Code</b>	SSC/N9003
<b>Unit Title (Task)</b>	Maintain a healthy, safe and secure working environment
<b>Description</b>	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p><b>Emergency procedures:</b></p> <ul style="list-style-type: none"> <li>• illness</li> <li>• accidents</li> <li>• fires</li> <li>• other reasons to evacuate the premises</li> <li>• breaches of security</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. follow your organization's <b>emergency procedures</b> promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC1. complete any health and safety records legibly and accurately</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. limits of your responsibility for dealing with hazards</p> <p>KA5. your organization's <b>emergency procedures</b> for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>

**SSC/N 9003**

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

<p><b>B. Technical Knowledge</b></p>	<p>You need to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. government agencies in the areas of safety, health and security and their norms and services</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p><b>Reading Skills</b></p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>You need to know and understand how to:</p> <p>SB1. make decisions on suitable courses of action</p> <p><b>Plan and Organize</b></p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to meet health, safety and security requirements</p> <p><b>Customer Centricity</b></p> <p>You need to know and understand how to:</p> <p>SB3. build and maintain positive and effective relationships with colleagues and customers</p> <p><b>Problem Solving</b></p> <p>You need to know and understand how to:</p> <p>SB4. apply problem solving approaches in different situations</p> <p><b>Analytical Thinking</b></p> <p>You need to know and understand how to:</p> <p>SB5. analyze data and activities</p> <p><b>Critical Thinking</b></p> <p>You need to know and understand how to:</p> <p>SB6. apply balanced judgments to different situations</p>

SSC/N 9003

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

	<b>Attention to Detail</b>
	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
	<b>Team Working</b>
	You need to know and understand how to: SB9. work effectively in a team environment
<b>C. Technical Skills</b>	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**

<b>NOS Code</b>	<b>SSC/N9003</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
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