



QUALIFICATION FILE-*OEM*

Microsoft Dynamics 365 Customer Service Functional Consultant

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☒ General ☐ Multi-Skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☒ Original Equipment Manufacturer (OEM)

NCrF/NSQF Level: 6

Submitted By:

Microsoft Corporation India Pvt. Ltd.

DLF Downtown, Level 8, Block 2

DLF Phase - 3, Sector - 25A

Gurugram 122002

Table of Contents

Section 1: Basic Details 3

Section 2: Module Summary 6

 NOS/s of Qualifications.....**Error! Bookmark not defined.**

 Mandatory NOS/s:**Error! Bookmark not defined.**

 Elective NOS/s:**Error! Bookmark not defined.**

 Optional NOS/s:**Error! Bookmark not defined.**

 Assessment - Minimum Qualifying Percentage.....**Error! Bookmark not defined.**

Section 3: Training Related.....**Error! Bookmark not defined.**

Section 4: Assessment Related.....**Error! Bookmark not defined.**

Section 5: Evidence of the need for the Qualification.....**Error! Bookmark not defined.**

Section 6: Annexure & Supporting Documents Check List.....**Error! Bookmark not defined.**

 Annexure: Evidence of Level**Error! Bookmark not defined.**

 Annexure: Tools and Equipment (Lab Set-Up)**Error! Bookmark not defined.**

 Annexure: Industry Validations Summary.....**Error! Bookmark not defined.**

 Annexure: Training & Employment Details**Error! Bookmark not defined.**

 Annexure: Blended Learning**Error! Bookmark not defined.**

 Annexure: Detailed Assessment Criteria**Error! Bookmark not defined.**

 Annexure: Assessment Strategy**Error! Bookmark not defined.**

 Annexure: Acronym and Glossary**Error! Bookmark not defined.**

Section 1: Basic Details

1.	Qualification Name	Microsoft Dynamics 365 Customer Service Functional Consultant								
2.	Sector/s	IT/ITeS								
3.	Type of Qualification: ☐ New ☐ Revised ☐ Has Electives/Options ☒ OEM	NQR Code & version of existing/previous qualification: (change to previous, once approved) NA	Qualification Name of existing/previous version: NA							
4.	a. OEM Name b. Qualification Name (Wherever applicable)	a. Microsoft b. Microsoft Dynamics 365 Customer Service Functional Consultant								
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	NM-06-IT-04302-2025-V1-MCRSFT	6. NCrF/NSQF Level: 6							
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate								
8.	Brief Description of the Qualification	As a Customer Service Functional Consultant, you will analyze business needs, configure Dynamics 365 Customer Service, customize solutions, and provide training to ensure effective system adoption, seamless customer interactions, and enhanced service delivery.								
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td></td> <td> 1.Any degree with ability to analyze and solve business problems using technology. 2.Any basic degree with understanding of basic IT concepts and terminology. 3.Pursuing first year of 2-year PG program after completing 3-year UG degree with intermediate knowledge of Azure. 4. Pursuing 1-year PG diploma after 3-year UG degree with intermediate knowledge of Azure. 5. Completed 4th year UG (in case of 4-year UG) with intermediate knowledge of Azure. </td> <td>NA</td> </tr> </tbody> </table>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)		1.Any degree with ability to analyze and solve business problems using technology. 2.Any basic degree with understanding of basic IT concepts and terminology. 3.Pursuing first year of 2-year PG program after completing 3-year UG degree with intermediate knowledge of Azure. 4. Pursuing 1-year PG diploma after 3-year UG degree with intermediate knowledge of Azure. 5. Completed 4th year UG (in case of 4-year UG) with intermediate knowledge of Azure.	NA
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)								
	1.Any degree with ability to analyze and solve business problems using technology. 2.Any basic degree with understanding of basic IT concepts and terminology. 3.Pursuing first year of 2-year PG program after completing 3-year UG degree with intermediate knowledge of Azure. 4. Pursuing 1-year PG diploma after 3-year UG degree with intermediate knowledge of Azure. 5. Completed 4th year UG (in case of 4-year UG) with intermediate knowledge of Azure.	NA								

				6. Pursuing 4th year UG (in case of 4-year UG) and continuing education with intermediate knowledge of Azure. 5. Completed 3-Year UG Degree (1 year relevant experience in Azure).																				
		b. Age: NA																						
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	1			11. Common Cost Norm Category (I/II/III) (wherever applicable):																			
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	Microsoft 365																						
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☐ Offline ☒ Online ☐ Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT Mandatory (Hours)</th><th>OJT Recommended (Hours)</th><th>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Online</td><td>20</td><td>10</td><td></td><td></td><td>30</td></tr> </tbody> </table> (Refer Blended Learning Annexure for details)					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)						Online	20	10			30
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)																								
Online	20	10			30																			
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)																							
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Career Progression: Microsoft Dynamics 365 Customer Service Functional Consultant → Customer Engagement Specialist→ Consulting & Leadership roles→ Solution Architect																						
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted																							
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☐ No URLs of similar Qualifications:																						
18.	Is the Job Role Amenable to Persons with Disability	☒ Yes ☐ No If "Yes", specify the applicable type of Disability: Physical Disability. Hearing and speech-impaired																						

19.	How Participation of Women will be Encouraged	Organizations are increasingly prioritizing gender diversity and actively recruiting women from rural India to meet ESG compliance standards. Tailored, industry-relevant programs can equip women with the skills and confidence needed to succeed in multinational companies.	
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	☐ Yes ☐ No	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☒ Yes ☐ No Colleges ☒ Yes ☐ No	
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Manju Dhasmana Contact No.: +91 (124) 6561069(India) Email: manjud@microsoft.com Name: Kishore Kumar Thangavelu Contact No: +91 (124) 6561069(India) Email: Kishore.Thangavelu@microsoft.com Name: Jennifer Filarski Email: jennifb@microsoft.com Contact No.: 425-704-7872 (USA) Website: https://www.microsoft.com/en-us/	
23.	Final Approval Date by NSQC: 8th May,2025	24. Validity Duration: 3 Years	25. Next Review Date:6th May,2025

Section 2: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	A minimum of 3 years' experience in Microsoft Dynamics 365 Customer Engagement or in a related Field
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	A minimum of 5 years' experience in Microsoft Dynamics 365 Customer Engagement or in related Field Equivalent professional experience will also be considered
3.	Tools and Equipment Required for the Training	☒ Yes ☐ No <i>(If "Yes", details to be provided in Annexure)</i> Laptop with Windows 10 or 11 Enterprise or Pro Software to perform Labs
4.	In Case of Revised NOS, details of Any Upskilling Required for Trainer	NA

Section 3: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Graduate with at least 3 years' experience in MS Dynamics 365 Customer engagement or equivalent.
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines), (wherever applicable)</i>	Graduate with at least 3 years' experience in MS Dynamics 365 Customer engagement or equivalent.
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Diploma in Computers/ Electronics / Electrical Engg/ B.E/ B.Tech /MBA With a minimum of 3 years' MS Dynamics 365 Customer engagement or equivalent.
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Online Home/Office and at Registered Test Centers offline both options are available.
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 4: Evidence of the Need for the Standalone NOS

Provide Annexure/Supporting documents name.

1.	Government /Industry initiatives/ requirement (Yes/No):Industry Initiative
----	--

2.	Number of Industry validation provided: NA
3.	Estimated number of people to be trained: Approx. 15,000 learners to be trained in the year 2025
4.	Evidence of Concurrence/Consultation with Line/State Departments (In case of regulated sectors): (Yes/No): NA as per OEM Guidelines

Section 5: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrF/NSQF level justification based on NCrF/NSQF descriptors <i>(Mandatory)</i>	Annexure: Evidence of Level.
2.	Annexure: List of tools and equipment relevant for NOS <i>(Mandatory, except in case of online course)</i>	Annexure: Tools and Equipment
3.	Annexure: Performance and Assessment Criteria <i>(Mandatory)</i>	Annexure: Performance and Assessment Criteria
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Annexure: Assessment Strategy
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is Blended Learning)</i>	Annexure: Blended Learning
6.	Annexure: Acronym and Glossary <i>(Optional)</i>	Annexure: Acronym and Glossary
7.	Annexure/Supporting Document: Standalone NOS- Performance Criteria Details Annexure/Document with PC-wise detailing as per NOS format (Mandatory- Public view)	Annexure: Standalone NOS Performance Criteria
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	Model Curriculum –Microsoft Dynamics 365 Customer Service Functional Consultant

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	MB-230 Customer Service Functional Consultant is tasked with enhancing customer service operations within Dynamics 365. Their role involves configuring and customizing the customer service module, ensuring data integrity and security, and leveraging advanced reporting and analytics for actionable insights. They also facilitate user training and support to drive the adoption of new customer service tools and features.	The Dynamics 365 Customer Service Course offers participants a deep theoretical and practical understanding and knowledge of Dynamics 365 Customer Service tools, along with the underlying concepts. It provides a solid foundation for effectively working with Dynamics 365 Customer Service and its components, enabling learners to leverage the platform to its fullest potential in delivering exceptional customer service experiences.	6
Professional and Technical Skills/ Expertise/ Professional Knowledge	Professionals holding the MB-230 certification demonstrate comprehensive skills in managing customer service processes within Dynamics 365 environments. They excel in configuring and customizing the customer service module, ensuring data security, and utilizing advanced reporting and analytics to optimize	After completing the Microsoft Dynamics 365 Customer Service course, individuals will develop professional and technical skills in customer service process configuration, case management, knowledge base management, service level agreement (SLA) setup, and integration with other Dynamics 365 modules. They will gain expertise in leveraging Dynamics 365 Customer Service tools and features to deliver exceptional customer service	6

	service delivery. Their troubleshooting proficiency enables them to resolve technical issues promptly and support effective adoption of new tools. Career opportunities include Customer Service Functional Consultant, CRM Specialist, or Dynamics 365 Consultant roles.	experiences, optimize service operations, and excel in job roles such as Dynamics 365 Customer Service Functional Consultants, Solution Architects, Business Analysts, and Customer Service Managers.	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	MB-230 certification validates expertise desired by employers for roles such as Customer Service Functional Consultant, CRM Specialist, and Dynamics 365 Consultant. It establishes credibility in configuring, customizing, and securing the customer service module, enhancing professional reputation and employability.	The job role/outcomes of a Microsoft Power BI data analyst align with the NCrF/NSQF level descriptor by demonstrating proficiency in data analysis, data modeling, and report creation at a competent level. Additionally, the development of analytical thinking, problem-solving skills, and effective communication of insights reflects the professional skillset expected at this level of Employment Readiness & Entrepreneurship. This demonstrates readiness to contribute effectively to data-driven decision-making processes in organizations, showcasing the ability to analyze complex data sets, derive meaningful insights, and communicate them in a clear and actionable manner, thereby adding value to the organization's objectives	6

Broad Learning Outcomes/Core Skill	Key learning outcomes of MB-230 encompass advanced customer service process management within Dynamics 365, including: • Proficiency in configuring and customizing the customer service module to streamline workflows and improve service efficiency. • Capability to design and implement strategic customer service processes in Dynamics 365 to align with organizational goals and enhance customer satisfaction.	The broad learning outcomes/core skill of a Microsoft Power BI Data analyst include advanced data analysis, visualization, and reporting capabilities, which align with the NCrF/NSQF level descriptor for this role. The job role/outcomes demonstrate proficiency in analyzing complex data sets, creating impactful visualizations, and effectively communicating insights, showcasing the required competence at the designated NCrF/NSQF level. This proficiency enables individuals to leverage Power BI effectively to extract actionable insights from data, design compelling visualizations and reports, and communicate findings to stakeholders, thereby contributing to informed decision-making and organizational success.	6
Responsibility	Responsibilities of an MB-230 Customer Service Functional Consultant include: • Configuring Customer Service Modules	The job role/outcomes of a Microsoft Power BI Data Analyst align with the NCrF/NSQF level descriptor by demonstrating responsibility in conducting data analysis, generating reports, and driving data-driven decision-making. This includes adhering to data governance and	6

	- Ensuring Data Integrity - Providing User Support - Generating Insights - Monitoring Service Performance - Collaborating with Teams	security protocols, collaborating with stakeholders, and applying analytical skills at the designated NCrF/NSQF level. By fulfilling these responsibilities, the Power BI Data Analyst contributes to the effective utilization of data assets within the organization, ensuring compliance with standards and regulations while facilitating informed decision-making processes.	
--	--	---	--

Annexure: Tools and Equipment (lab set-up)

List of Tools and Equipment

Batch Size:NA, as it is on a Cloud-based lab

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Computer with Internet	Windows 10 or 11 Pro /Enterprise	One per learner
2	LODS Key	Microsoft 365 Dynamics	One per learner
3	Installed Browser	Latest Google Chrome/Microsoft Edge Browser	Installed on the computer of the learner
4	Internet	Stable internet connection with a minimum 40 Mbps speed	Internet access for the learners
5	Microsoft Teams	Microsoft 365 Power Platforms	

Classroom Aids

The program is virtual classroom-enabled.

The aids required to conduct sessions in the classroom / virtual are:

- 1. MS Teams (for virtual) with Wi-Fi Connectivity
- 2. Computer system (1 per learner), LODs key for performing Labs.

Annexure: Industry Validations Summary

Not Applicable - vide Guidelines for Creditisation of Skilling and Training Courses
and Qualifications of MNCs and Leading Indian Enterprises

Annexure: Training Details

Training Projections:

Year	Estimated Training # of Total Candidates	Estimated training # of Women	Estimated training # of People with Disability

Data to be provided year-wise for next 3 years.

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

S. No.	Select the Components of the NOS	List Recommended Tools – for all Selected Components	Offline: Online Ratio
1	☒ Theory/ Lectures - Imparting theoretical and conceptual knowledge	MS Learn Links of the course will be provided, Internet Connection, Computers	0:100
2	☒ Imparting Soft Skills, Life Skills and Employability Skills /Mentorship to Learners		
3	☒ Showing Practical Demonstrations to the learners	LODS Key is required, Computer, Internet Connection, Projector	30:70
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	LODS Key is required, Computer, Internet Connection, Projector	30:70
5	☒ Tutorials/ Assignments/ Drill/ Practice		
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Proctored Exam, Computer with good Camera, Microphone, Internet Connectivity and One Vue support	0:100
7	☐ On the Job Training (OJT)/ Project Work Internship/ Candidate Training	MS Learn Links of the course will be provided, Internet Connection, Computers	0:100

Annexure: Standalone NOS- Performance Criteria details

1. Description:

This course aims to certify individuals as Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate. The qualification is designed to prepare professionals to configure and manage customer service processes within Dynamics 365. As a Customer Service Functional Consultant, you will be responsible for configuring and customizing the customer service module, optimizing case management and queues, ensuring service-level agreements (SLAs) are met, providing actionable insights through advanced reporting and analytics, and enhancing customer satisfaction through effective service delivery. You will collaborate closely with customer service teams, CRM specialists, IT administrators, and business analysts to ensure seamless operations, efficient workflows, and improved customer engagement.

2. Scope:

The scope covers the following:

- Configuring and Customizing the Customer Service Module within Dynamics 365.
- Optimizing Case Management, Queues, and SLAs to ensure efficient service delivery.
- Providing Advanced Reporting and Analytics to generate actionable insights.
- Supporting User Adoption by offering training and ongoing support for Dynamics 365 customer service tools.

3. Elements and Performance Criteria

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

Learning Path 1: Case Management (4 Hours)

- Get started with Dynamics 365 Customer Service
- Managing cases with Dynamics 365 Customer Service
- Use Microsoft Dynamics 365 Customer Service queues to manage case workloads
- Create or update records automatically in the Customer Service Hub
- Unified routing in Dynamics 365 Customer Service

Learning Path 2: Entitlements and Service Level Agreements (3 Hours)

- Entitlements
- Service Level Agreements

Learning Path 3: Knowledge Management (4 Hours)

- Create knowledge management solutions in Dynamics 365 Customer Service
- Configure knowledge management article searching functionality
- Use knowledge articles to resolve Dynamics 365 Customer Service cases

Learning Path 4: Multi-Session Experiences (3 Hours)

- Enhance agent productivity with Customer Service workspace

- Create custom experiences for agents with the App profile manager in Customer Service

Learning Path 5: Routing (2 Hours)

- Examine routing options available
- Basic routing
- Getting started with Unified Routing

Learning Path 6: Omnichannel for Dynamics 365 Customer Service (3 Hours)

- Get started with Omnichannel for Customer Service
- Configure message channels in Omnichannel for Customer Service
- Deploy chat widgets in Omnichannel for Customer Service

Learning Path 7: Customer Voice (3 Hours)

- Create a survey project with Dynamics 365 Customer Voice
- Create surveys with Dynamics 365 Customer Voice
- Send Dynamics 365 Customer Voice surveys
- Automate Dynamics 365 Customer Voice surveys with Power Automate

Learning Path 8: Service Scheduling (2 Hours)

- Configure Customer Service Scheduling
- Schedule services with Customer Service Scheduling

Learning Path 9: Analytics and Insights (3 Hours)

- Get started with Customer Service Insights
- Create visualizations for Customer Service
- Omnichannel Insights

Learning Path 10: Connected Customer Service (3 Hours)

- Get started with Connected Customer Service for Dynamics 365 and Azure IoT
- Register and manage devices with Connected Customer Service for Dynamics 365 and Azure IoT

Learning Path 11: Power Platform for Customer Service (2 Hours)

- Create custom apps for Dynamics 365 Customer Service
- Integrate a Power Virtual Agents bot with Omnichannel for Customer Service

Annexure: Assessment Criteria

Detailed PC-wise assessment criteria and assessment marks for the NOS are as follows:

S. No.	Assessment Criteria for Performance Criteria	Percentage
1.	Manage cases, Knowledge Management, and feedback	(40–45%)
2.	Implement scheduling and routing	(10–15%)
3.	Implement Dynamics 365 Contact Center	(20–25%)
4.	Extend Customer Service by using Microsoft Power Platform	(15–20%)
Total Marks		1000

Note: Based on Release Changes the Percentages vary. MS Learn Links for the respective course will be able to provide the respective percentages. All technical exam scores are reported on a scale of 1 to 1,000. A passing score is 700 or greater. As this is a scaled score, it may not equal 70% of the points. A passing score is based on the knowledge and skills needed to demonstrate competence as well as the difficulty of the questions.

- Exam Duration and Number of Questions: 100 minutes to answer 40 to 60 questions
- Format of the questions: multiple-choice, true/false, drag and drop, list builds, and case studies.
- Delivery method: Pearson VUE center or online proctored exam.

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Assessment System Overview:

- As its Online Proctored exam. It's important to test the computer with Good Camera, microphone, and internet connections.
- Need to check OnVUE software id working properly as firewall can block them.
- Need a valid Govt recognized id and a closed and quite room for taking up exam.
- Explore the exam sandbox to learn more about the exam UI and the different types of questions you may encounter. Before taking the exam.

2. Testing Environment:

- Candidates register for the exam and schedule a date and time for taking up the exam.
- Assessment agencies send the assessment confirmation to participants via email.
- Assessment agency deploys the Microsoft Certification on Power Platform Fundamentals on successful completion of the certificate.
- Multiple-choice, true/false, drag and drop, list builds, and case studies are given for assessment.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria

4. Types of evidence or evidence-gathering protocol:

- Need a valid Govt identification card.

5. Method of verification or validation:

- Proctor can anytime ask you to rotate the system and cancel the exam if found suspicious.
- Sign into your Microsoft Learn profile. In the photo avatar drop-down menu, choose Profile and then choose Certifications inside the profile menu, to check the status of the exam

6. Method for assessment documentation, archiving, and access

- Sign into your Microsoft Learn profile. In the photo avatar drop-down menu, choose Profile and then choose Certifications inside the profile menu, to check the status of the exam

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.