

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GREEN JOBS

### 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

#### Contact Us:

Skill Council for Green Jobs,  
CBIP Building, Malcha Marg, Chanakyapuri  
New Delhi – 110021  
Ph. 011- 41792866

#### E-mail:

[info@sscgi.in](mailto:info@sscgi.in)



## Contents

1. Introduction and Contacts.....[1]
2. Qualifications Pack.....[2]
3. Glossary of Key Terms .....[3]
4. OS Units.....[5]
5. Annexure: Nomenclature for QP & OS .[25]
6. Assessment criteria.....[27]

## Introduction

### Qualifications Pack- Solar PV Business Development Executive

**SECTOR:** GREEN JOBS

**SUB-SECTOR:** RENEWABLE ENERGY

**OCCUPATION:** BUSINESS DEVELOPMENT

**REFERENCE ID:** SGJ/Q0107

**ALIGNED TO:** NCO-2015/ 2433.0601

**Brief Job Description:** Solar PV Business Development Executive highlights the benefits of using solar power to develop and generate the business for the organization. He/she has the understanding of the rooftop market, ground mount market and decentralized solutions market to propose the right kind of solution to meet the specific needs of the respective clients. He/she keeps track of central and state solar policies/programs and has good understanding of the solar PV technology, its applications and economics

**Personal Attributes:** The individual is required to have good interpersonal and problem solving skills. The individual must be self-driven and organized with their work and act with integrity while performing multiple task for the customers with quality deliverables

## Qualifications Pack For “Solar PV Business Development Executive”

Job Details	Qualifications Pack Code	SGJ/Q0107		
	Job Role	Solar PV Business Development Executive [This job role is applicable in both national and international scenarios]		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Green Jobs	Drafted on	01/09/2016
	Sub-sector	Renewable Energy	Last reviewed on	17/05/2017
	Occupation	Business development	Next review date	30/09/2018
	NSQC Clearance on	03/08/2018		

Job Role	Solar PV Business Development Executive
Role Description	Solar PV Business Development Executive specializes in developing PV business of the company
NSQF level	5
Minimum Educational Qualifications	B.B.A./B.Com./B.Tech.
Maximum Educational Qualifications	M.B.A. / M. Tech.
Training (Suggested but not mandatory)	N/A
Minimum Job Entry Age	21 years
Experience	N/A
Applicable National Occupational Standards (NOS)	<b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">SGJ/ N0122: Development of rooftop solar PV business</a></li> <li><a href="#">SGJ/ N0123: Development of ground mount solar PV business</a></li> <li><a href="#">SGJ/ N0124: Development of off grid solar PV business</a></li> <li><a href="#">SGJ/ N0120: Work effectively with others</a></li> </ol>
Performance Criteria	As described in the relevant OS units



## Qualifications Pack For “Solar PV Business Development Executive”

## Definitions

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding 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 (QP)	QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an ‘N’
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual need to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today’s world. These skills are typically needed

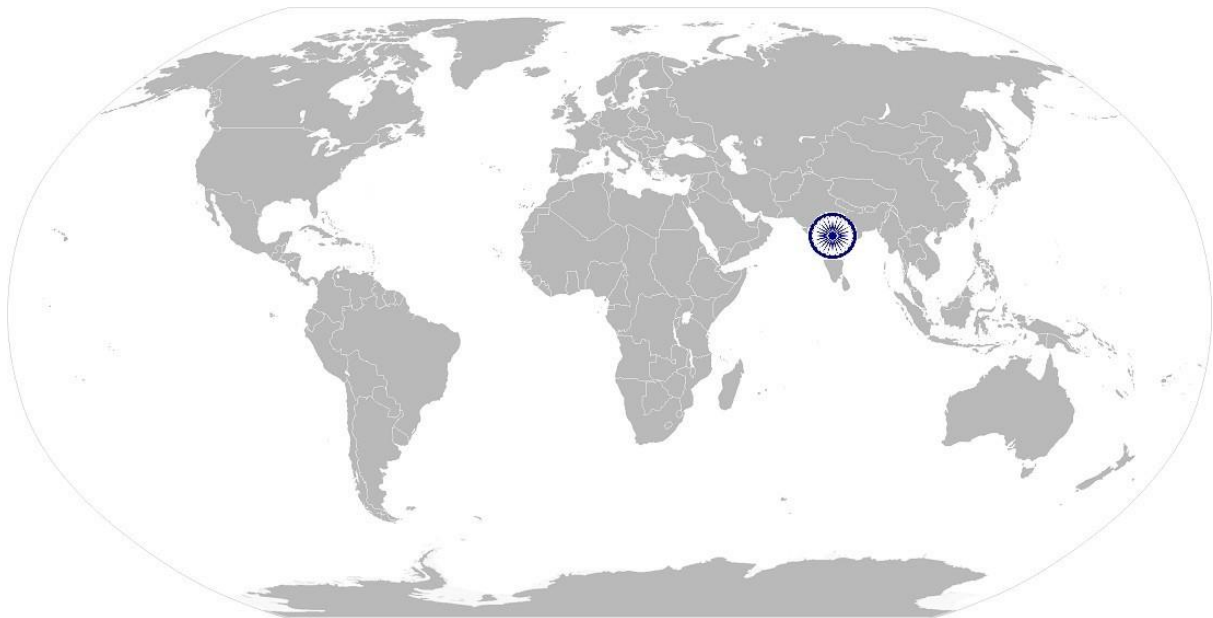
*Qualifications Pack For “Solar PV Business Development Executive”*

	in any work environment in today’s world. In the context of the OS, these include communication related skills that are applicable to most job roles.
--	---

Acronyms

Keywords /Terms	Description
SCGJ	Skill Council for green jobs
NOS	National Occupational Standards
NSQF	National Skills Qualification Framework
NVEQF	National Vocational Educational Qualification Framework
NVQF	National Vocational Qualification Framework
OS	Occupational Standards
PC	Performance Criteria
QP	Qualification Pack
SSC	Sector Skills Council
DC	Direct Current
AC	Alternating Current
SCADA	Supervisory Control and Data Acquisition
PV	Photovoltaic
O&M	Operation and Maintenance
ERP	Enterprise Resource Planning
OHS	Occupational Health and Safety

# National Occupational Standard



## Overview

This unit is about development of rooftop solar PV business

**SGJ/N0122 Development of rooftop solar PV business**

<b>Unit Code</b>	<b>SGJ/N0122</b>
<b>Unit Title (Task)</b>	<b>Development of rooftop solar PV business</b>
<b>Description</b>	This unit is about business development of solar PV power plant
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• market analysis</li> <li>• customer engagement</li> <li>• sales management</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Market analysis</b>	To be competent, the user/ individual must be able to: PC1. assess the market and evaluate the market trends to decide the strategy for sale PC2. identify market opportunities and potential customers
<b>Customer engagement</b>	To be competent, the user/ individual must be able to: PC3. identify the customer requirements PC4. clarify the customer queries with respect to rooftop solar PV power plant PC5. assess the area of installation, power output expectation, budget, etc. during discussion with the customer
<b>Sales management</b>	To be competent, the user/ individual must be able to: PC6. create relevant solutions to meet customer requirements PC7. develop the working calculation sheet outlining the broad estimate for the rooftop solar PV power plant PC8. prepare the cost benefit analysis for setting up of rooftop solar PV power plant PC9. prepare a proposal for setting up of rooftop solar PV power plant PC10. prepare a pitch for the customer and close the sale PC11. create and manage a pipeline of potential customers
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: KA1. government/corporate policies and guidelines on: workplace safety, identification and mitigation of safety hazards, work procedures and guidelines for working at height KA2. document information using appropriate corporate forms KA3. obtain authorization from specified field safety officer and supervisor KA4. legislative, organization, site requirements and procedures KA5. the environmental requirements KA6. complete knowhow on manufacturer's warranty policy
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. basics of electrical concepts like voltage, current, power, energy, etc. KB2. typical specifications, functioning, operating principle, maintenance requirements, handling procedures and warranties of different types of solar PV plant components like PV modules, inverters, cables, junction boxes, monitoring system and other components KB3. solar energy and power sector landscape in the country KB4. benefits of solar energy over conventional sources of energy KB5. the various market research reports and industrial magazines present in the market



**SGJ/N0122**

**Development of rooftop solar PV business**

	<p>KB6. broad design of the solar power plant</p> <p>KB7. cost of solar power plant</p> <p>KB8. estimated generation and payback period of the solar power plant</p> <p>KB9. technical requirements of the potential clients</p> <p>KB10. central and state government, local bodies and regulatory bodies as well as their regulations, energy policies and regulations, renewable energy policies, various duties and exemptions and orders</p> <p>KB11. various methods for financial modeling (like CAPEX, RESCO, OPEX) and tariff analysis to find out the levelized cost of generation of solar power and application of relevant solar simulation software</p> <p>KB12. various financial institutions and banks involved in solar power projects as well as their terms &amp; conditions associated with loans</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. prepare and maintain documentation as per relevant industry standards</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read English language</p> <p>SA3. read and understand manuals, health and safety instructions, memos, other company documents</p> <p>SA4. read and interpret data from different sources</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. express statements or information clearly so that others can hear and understand</p> <p>SA6. participate in and understand the main points of simple discussions</p> <p>SA7. respond appropriately to any queries</p> <p>SA8. communicate with peers, superiors and sub-ordinates</p>
<b>B. Professional Skills</b>	<p><b>Decision making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. follow organisation rule- based decision making process</p> <p>SB2. take decision with systematic course of actions and/or response</p> <p><b>Plan and organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize work schedule to meet deadlines</p> <p>SB4. work constructively and collaboratively with others</p> <p><b>Customer centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. follow organisation code of conduct</p> <p>SB6. manage relationships with customers with intent on satisfying its requirements for service delivery</p> <p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. recognize problems and provide solutions using a range of cognitive and practical skills</p> <p>SB8. approach relevant authority when required</p>

SGJ/N0122

Development of rooftop solar PV business

	<p><b>Analytical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. apply knowledge of facts, principles and processes to select the right course of action to perform tasks</p>
	<p><b>Critical thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. use intuition to detect any potential problems which could arise during operations</p> <p>SB11. use acquired knowledge of the process for identifying and handling issues</p> <p>SB12. accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information</p>



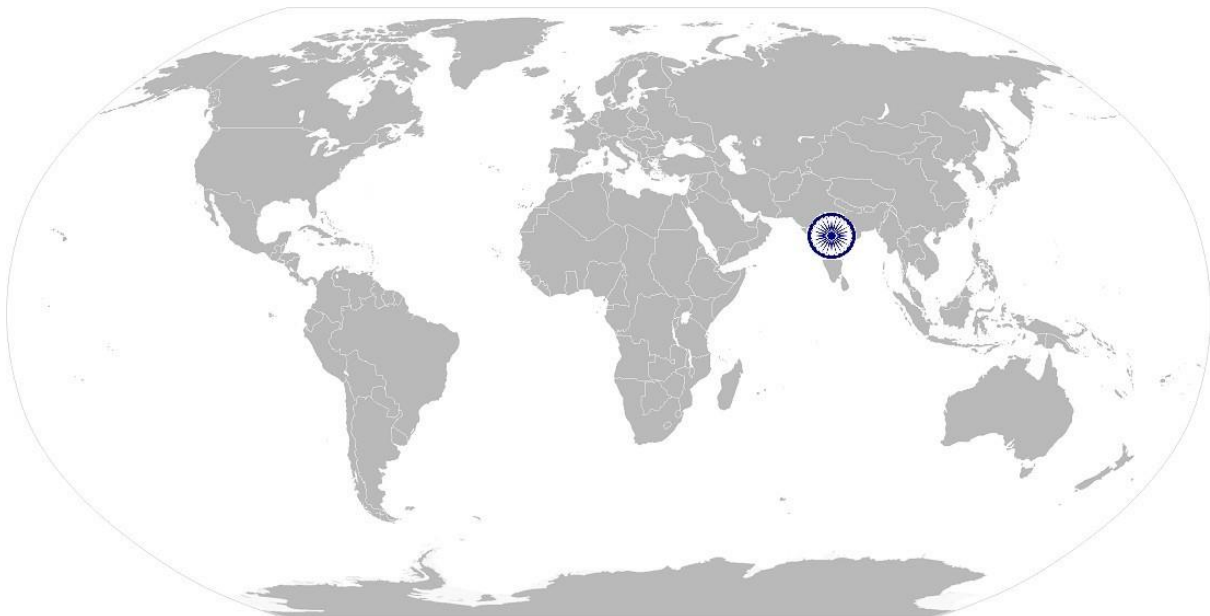


SGJ/N0122

Development of rooftop solar PV business

## NOS Version Control

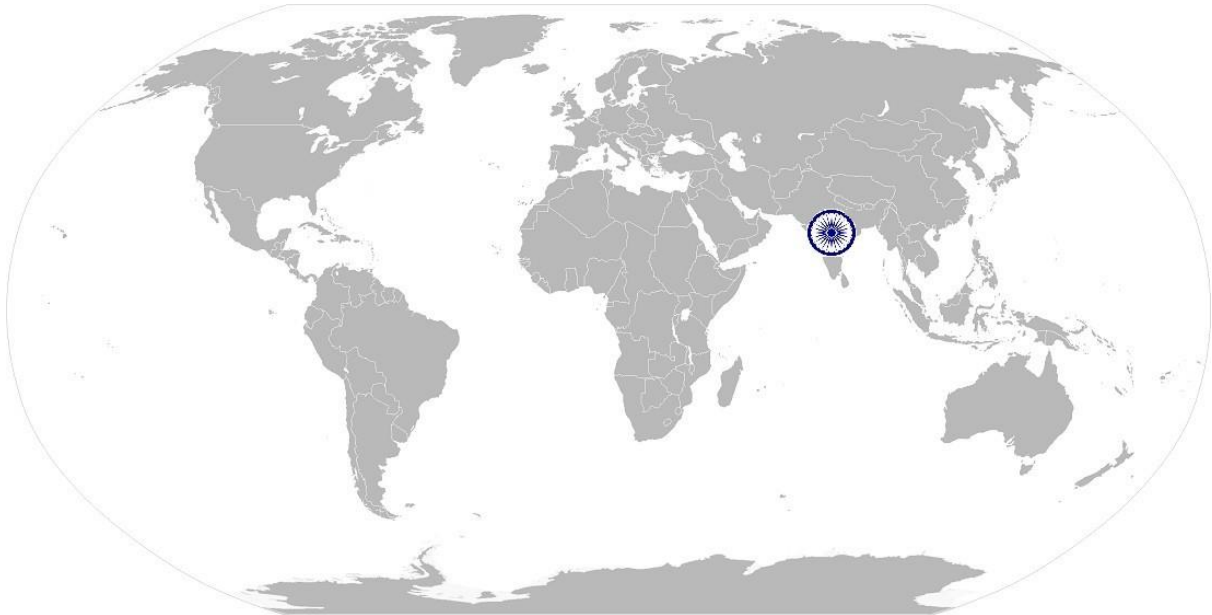
NOS Code	SGJ/ N0122		
Credits (NSQF)	TBD	Version number	1.0
Industry	Green Jobs	Drafted on	01/09/2016
Industry Sub-sector	Renewable Energy	Last reviewed on	15/02/2017
Occupation	Business development	Next review date	30/09/2019



[Back to Top](#)



# National Occupational Standard



## Overview

This unit is about development of ground mount solar PV business



**SGJ/N0123 Development of ground mount solar PV business**

National Occupational Standard

<b>Unit Code</b>	<b>SGJ/N0123</b>
<b>Unit Title (Task)</b>	<b>Development of ground mount solar PV business</b>
<b>Description</b>	This unit is about development of ground mount solar PV business
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• market analysis</li> <li>• customer engagement</li> <li>• sales management</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Market analysis</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC1. assess the market and evaluate the market trends to decide the strategy for sale</li> <li>PC2. identify market opportunities and potential customers</li> <li>PC3. identify tenders issued by central/ state governments and/ or their agencies for procurement under government scheme</li> <li>PC4. assist in completing the tender and bidding documents</li> </ul>
<b>Customer engagement</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC5. identify the customer requirements for ground mount solar PV</li> <li>PC6. clarify the customer queries with respect to ground mount solar PV power plant</li> <li>PC7. create interest among the customer to invest in ground mount solar PV</li> <li>PC8. assess the area of installation, power output expectation, budget, etc. during discussion with the customer</li> </ul>
<b>Sales management</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC9. create relevant solutions to meet customer requirements, if required</li> <li>PC10. develop the working calculation sheet outlining the broad estimate for the ground mount solar PV power plant</li> <li>PC11. prepare the cost benefit analysis for setting up of ground mount solar PV power plant</li> <li>PC12. prepare O&amp;M solutions for ground mount solar PV power plants for relevant customers, if required</li> <li>PC13. create and manage a pipeline of potential customers and relevant tenders</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. government/corporate policies and guidelines on: workplace safety, identification and mitigation of safety hazards, work procedures and guidelines for working at height</li> <li>KA2. document information using appropriate corporate forms</li> <li>KA3. obtain authorization from specified field safety officer and supervisor</li> <li>KA4. legislative, organization, site requirements and procedures</li> <li>KA5. the environmental requirements</li> <li>KA6. complete knowhow on manufacturer's warranty policy</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. basics of electrical concepts like voltage, current, power, energy, etc.</li> <li>KB2. typical specifications, functioning, operating principle, Maintenance requirements, handling procedures and warranties of different types of solar PV plant components like PV modules, inverters, cables, junction boxes, monitoring system and other components</li> </ul>

SGJ/N0123

**Development of ground mount solar PV business**

	<p>KB3. solar energy and power sector landscape in the country</p> <p>KB4. the various market research reports and industrial magazines present in the market</p> <p>KB5. broad design and cost of ground mount solar PV power plant</p> <p>KB6. estimated generation and payback period of the ground mount solar PV power plant</p> <p>KB7. technical requirements of the potential clients</p> <p>KB8. central and state government, local bodies and regulatory bodies as well as their regulations, energy policies and regulations, renewable energy policies, various duties and exemptions and orders</p> <p>KB9. methodology for site selection and evaluation for setting up solar power plants</p> <p>KB10. various types of land purchase and transfer procedures</p> <p>KB11. various methods for financial modeling (like CAPEX, RESCO, OPEX) to find out the levelized cost of generation of solar power</p> <p>KB12. various financial institutions and banks involved in solar power projects as well as their terms &amp; conditions associated with loans</p> <p>KB13. various organizations like SECI, etc. and their bidding/ reverse bidding procedures</p> <p>KB14. various types of offerings related to solar projects and the prospective customers as well as value proposition for them</p> <p>KB15. various selling techniques, business development models and customer relationship management principles</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. prepare and maintain documentation as per relevant industry standards</p>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read English language</p> <p>SA3. read and understand manuals, health and safety instructions, memos, other company documents</p> <p>SA4. read and interpret data from different sources</p>
<p><b>B. Professional Skills</b></p>	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. express statements or information clearly so that others can hear and understand</p> <p>SA6. participate in and understand the main points of simple discussions</p> <p>SA7. respond appropriately to any queries</p> <p>SA8. communicate with peers, superiors and sub-ordinates</p>
	<p><b>Decision making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. follow organisation rule- based decision making process</p> <p>SB2. take decision with systematic course of actions and/or response</p>
	<p><b>Plan and organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize work schedule to meet deadlines</p> <p>SB4. work constructively and collaboratively with others</p>

SGJ/N0123

Development of ground mount solar PV business

	<p><b>Customer centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. follow organisation code of conduct</p> <p>SB6. manage relationships with customers with intent on satisfying its requirements for service delivery</p>
	<p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. recognize problems and provide solutions using a range of cognitive and practical skills</p> <p>SB8. approach relevant authority when required</p>
	<p><b>Analytical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. apply knowledge of facts, principles and processes to select the right course of action to perform tasks</p>
	<p><b>Critical thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. use intuition to detect any potential problems which could arise during operations</p> <p>SB11. use acquired knowledge of the process for identifying and handling issues</p> <p>SB12. accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information</p>

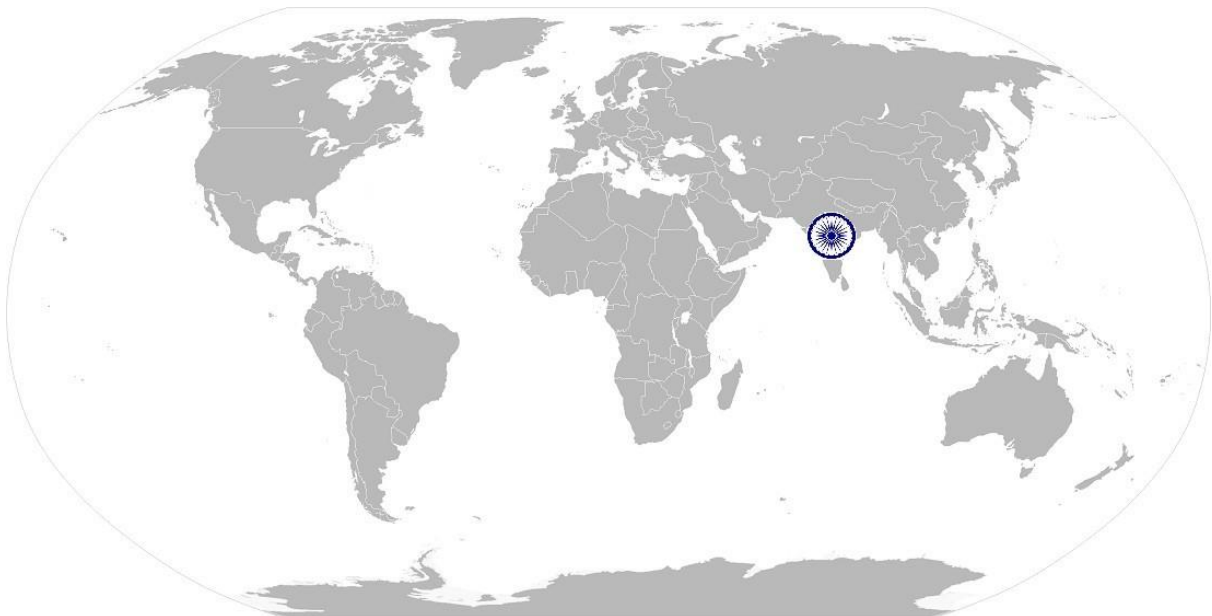


**SGJ/N0123**

**Development of ground mount solar PV business**

## **NOS Version Control**

<b>NOS Code</b>	<b>SGJ/N0123</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Green Jobs</b>	<b>Drafted on</b>	<b>01/09/2016</b>
<b>Industry Sub-sector</b>	<b>Renewable Energy</b>	<b>Last reviewed on</b>	<b>15/02/2017</b>
<b>Occupation</b>	<b>Business development</b>	<b>Next review date</b>	<b>30/09/2019</b>



[Back to Top](#)





SCGJ

SKILL COUNCIL FOR  
GREEN JOBS

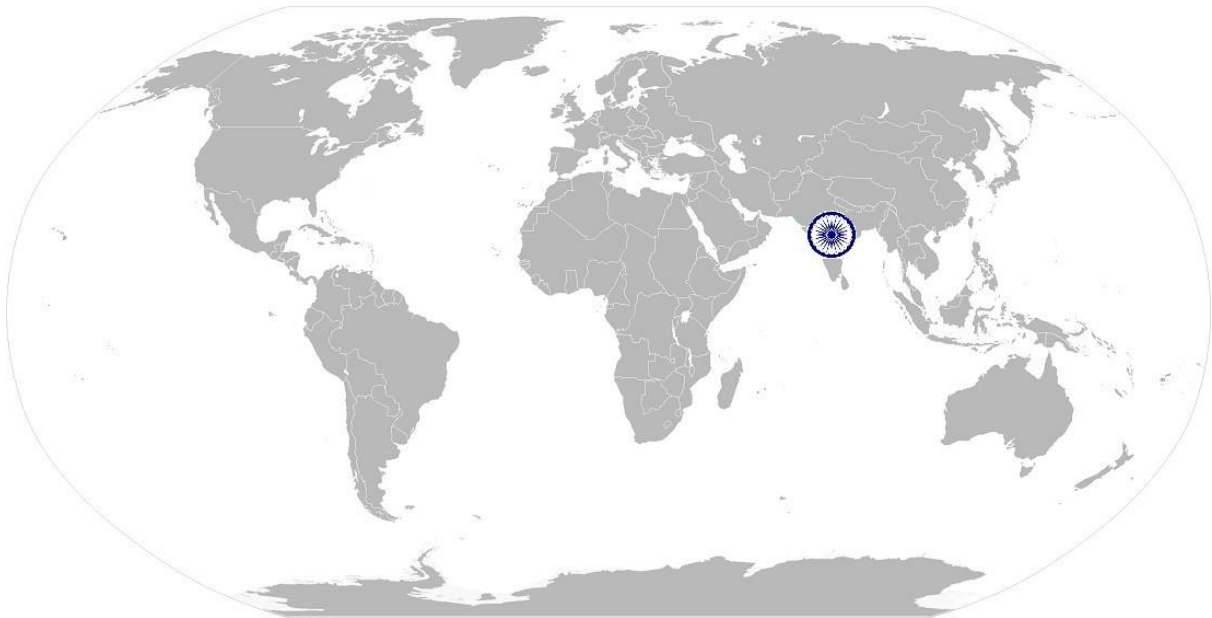


SGJ/N0124

Development of off grid solar PV business

---

# National Occupational Standard



## Overview

This unit is about development of off grid solar PV business



**SGJ/N0124**

**Development of off grid solar PV business**

<b>Unit Code</b>	<b>SGJ/ N0124</b>
<b>Unit Title (Task)</b>	<b>Development of off grid solar PV business</b>
<b>Description</b>	This unit is about business development of off grid solar PV business
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• market analysis</li> <li>• customer engagement</li> <li>• sales management</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Market analysis</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC1. assess the market and evaluate the market trends to decide the strategy for sale of products</li> <li>PC2. identify the un-electrified areas and areas with limited grid availability</li> <li>PC3. identify market opportunities and potential customers</li> </ul>
<b>Customer engagement</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC4. identify the customer requirements</li> <li>PC5. clarify the customer queries with respect to off grid solar PV systems</li> <li>PC6. demonstrate LED based solar lighting systems to the relevant customers</li> <li>PC7. demonstrate solar home lighting systems/small capacity solar power plant which can meet the requirement of running couple of lights, fans, TV and charging of mobile phones etc. to identified communities</li> <li>PC8. demonstrate solar pumps in areas with high water tables and no or erratic grid power</li> </ul>
<b>Sales management</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC9. create relevant solutions to meet requirements of the local households/ community requirements</li> <li>PC10. prepare the cost benefit analysis for creating relevant solutions and sell to the customer</li> <li>PC11. create and manage a pipeline of potential customers</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. government/corporate policies and guidelines on: workplace safety, identification and mitigation of safety hazards, work procedures and guidelines for working at height</li> <li>KA2. document information using appropriate corporate forms</li> <li>KA3. obtain authorization from specified field safety officer and supervisor</li> <li>KA4. legislative, organization, site requirements and procedures</li> <li>KA5. the environmental requirements</li> <li>KA6. complete knowhow on manufacturer’s warranty policy</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. basics of electrical concepts like voltage, current, power, energy, etc.</li> <li>KB2. basics of electrical measurement equipments</li> <li>KB3. typical specifications, functioning, operating principle, Maintenance requirements, handling procedures and warranties of different types of off solar PV components like PV modules, batteries, charge controllers, lanterns, solar pumps, etc.</li> <li>KB4. technical requirements of the potential customers</li> <li>KB5. central and state government, local bodies and regulatory bodies as well as</li> </ul>



**SGJ/N0124**

**Development of off grid solar PV business**

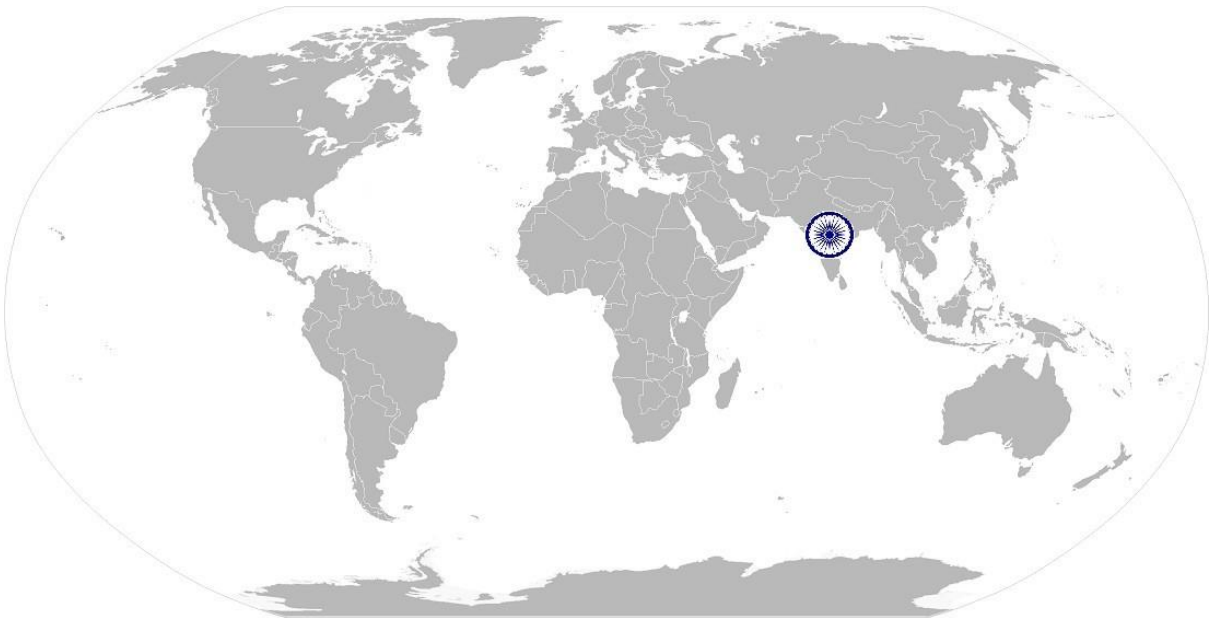
	<p>their regulations, energy policies and regulations, renewable energy policies, various duties and exemptions and orders</p> <p>KB6. various financial institutions and banks involved in off grid solar PV as well as their terms &amp; conditions associated with loans</p> <p>KB7. various types of offerings related to off grid solar PV and the prospective customers as well as value proposition for them</p> <p>KB8. various selling techniques, business development models and customer relationship management principles</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. prepare and maintain documentation as per relevant industry standards</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read vernacular/English language</p> <p>SA3. read and understand manuals, health and safety instructions, memos, other company documents</p> <p>SA4. read from different sources- books, screens in machines and signage</p> <p>SA5. read various colour codes, as per standard electrical, mechanical and civil nomenclature</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. express statements or information clearly so that others can hear and understand</p> <p>SA7. participate in and understand the main points of simple discussions</p> <p>SA8. respond appropriately to any queries</p> <p>SA9. communicate with peers, superiors and sub-ordinates</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. follow organisation rule- based decision making process</p> <p>SB2. take decision with systematic course of actions and/or response</p> <p><b>Plan and organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize work schedule to meet deadlines</p> <p>SB4. work constructively and collaboratively with others</p> <p><b>Customer centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. follow organisation code of conduct</p> <p>SB6. manage relationships with customers with intent on satisfying its requirements for service delivery</p> <p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. recognize problems and provide solutions using a range of cognitive and practical skills</p> <p>SB8. approach relevant authority when required</p> <p><b>Analytical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. apply knowledge of facts, principles and processes to select the right course of action to perform tasks</p>



SGJ/N0124

Development of off grid solar PV business

	<p><b>Critical thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"><li>SB10. use intuition to detect any potential problems which could arise during operations</li><li>SB11. use acquired knowledge of the process for identifying and handling issues</li><li>SB12. accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information</li></ul>
--	---



SGJ/N0124

Development of off grid solar PV business

## NOS Version Control

NOS Code	SGJ/ N0124		
Credits (NSQF)	TBD	Version number	1.0
Industry	Green Jobs	Drafted on	01/09/2016
Industry Sub-sector	Renewable Energy	Last reviewed on	15/02/2017
Occupation	Business development	Next review date	30/09/2019



[Back to Top](#)



SCGJ

SKILL COUNCIL FOR  
GREEN JOBS

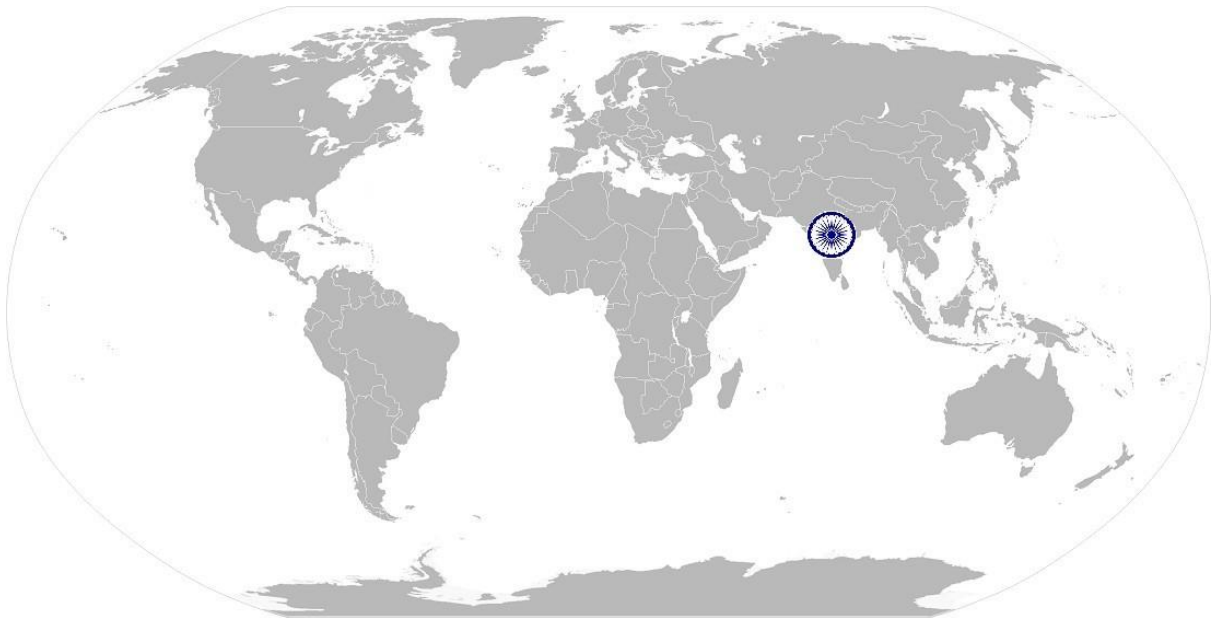
SGJ/N0120



Work effectively with others

---

# National Occupational Standard



## Overview

This unit covers basic practices that improves the effectiveness of working with others in an organizational set-up





## SGJ/N0120

## Work effectively with others

Unit Code	SGJ/N0120
Unit Title (Task)	Work effectively with others
Description	This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace
Scope	This unit/task covers the following: <ul style="list-style-type: none"> <li>working with others</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Working with others</b>	<p>The user/individual on the job should be able to:</p> <p>PC1. accurately pass on information to the authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC2. assist others in performing tasks in a positive manner where required and possible</p> <p>PC3. consult and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC4. display appropriate communication etiquette while working</p> <p>PC5. display active listening skills while interacting with others at work</p> <p>PC6. demonstrate responsible and disciplined behaviors at the Project Site.</p> <p>PC7. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p> <p>PC8. identify the need for common grounds with clients, team members, etc. and negotiate in an effective manner to achieve the same</p> <p>PC9. consider and respect the opinions, creativity, values, beliefs and perspectives of others</p> <p>PC10. ensure collaboration and group participation to achieve common goals</p> <p>PC11. promote a friendly, co-operative environment that is conducive to employee's sense of belonging</p> <p>PC12. facilitate an understanding and appreciation of the differences among team members</p>
Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA3. relevant people and their responsibilities within the work area</p> <p>KA4. escalation matrix and procedures for reporting work and employment related issues</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. various categories of people that one is required to communicate and co-ordinate with in the organization</p> <p>KB2. importance of effective communication in the workplace</p> <p>KB3. importance of teamwork in organizational and individual success</p> <p>KB4. various components of effective communication</p> <p>KB5. key elements of active listening</p>



## SGJ/N0120

## Work effectively with others

	<p>KB6. value and importance of active listening and assertive communication</p> <p>KB7. barriers to effective communication</p> <p>KB8. importance of tone and pitch in effective communication</p> <p>KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles</p> <p>KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer</p> <p>KB11. key elements and importance of non-verbal communication</p> <p>KB12. importance of ethics for professional success</p> <p>KB13. importance of discipline for professional success</p> <p>KB14. what constitutes disciplined behavior for a working professional</p> <p>KB15. common reasons for interpersonal conflict</p> <p>KB16. importance of developing effective working relationships for professional success</p> <p>KB17. expressing and addressing grievances appropriately and effectively</p> <p>KB18. importance and ways of managing interpersonal conflict effectively</p> <p>KB19. importance of teamwork and collaboration</p>
<b>Skills</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. note the information communicated</p> <p>SA2. record the readings of various parameters in the prescribed format</p> <p>SA3. note down observations related to the activity</p> <p>SA4. write information documents to internal departments/ internal teams</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read vernacular/English language</p> <p>SA6. read and understand equipment manuals, health and safety instructions, memos, other company documents</p> <p>SA7. read from different sources- books, screens in machines and signage</p> <p>SA8. read internal information documents sent by internal teams</p>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. express statements or information clearly so that others can hear and understand</p> <p>SA10. participate in and understand the main points of simple discussions</p> <p>SA11. respond appropriately to any queries</p> <p>SA12. communicate effectively with supervisor, peers and subordinates</p>
	<b>Decision Making</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. follow organization rule-based decision making process</p> <p>SB2. analyze critical points in day to day tasks and identify control measures to solve the issue</p> <p>SB3. handle issues in case the superior is not available (as per the authority matrix defined by the organisation)</p>	
<b>Plan and Organize</b>	
<p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. planning and organization of work to meet deadlines</p>	



SGJ/N0120

Work effectively with others

	SB5. work constructively and collaboratively with others SB6. support the superiors in scheduling tasks
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB7. follow organisation code of conduct SB8. manage relationships with customers with intent on satisfying its requirements for service delivery
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. recognize problems and search for solutions SB10. choose best methods to complete assigned tasks SB11. approach relevant authority when required
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. apply domain knowledge, observations and data to select course of action to perform tasks
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB13. critically evaluate information obtained from customers, supervisor and co-workers to perform day to day activities SB14. ask questions for better understanding	

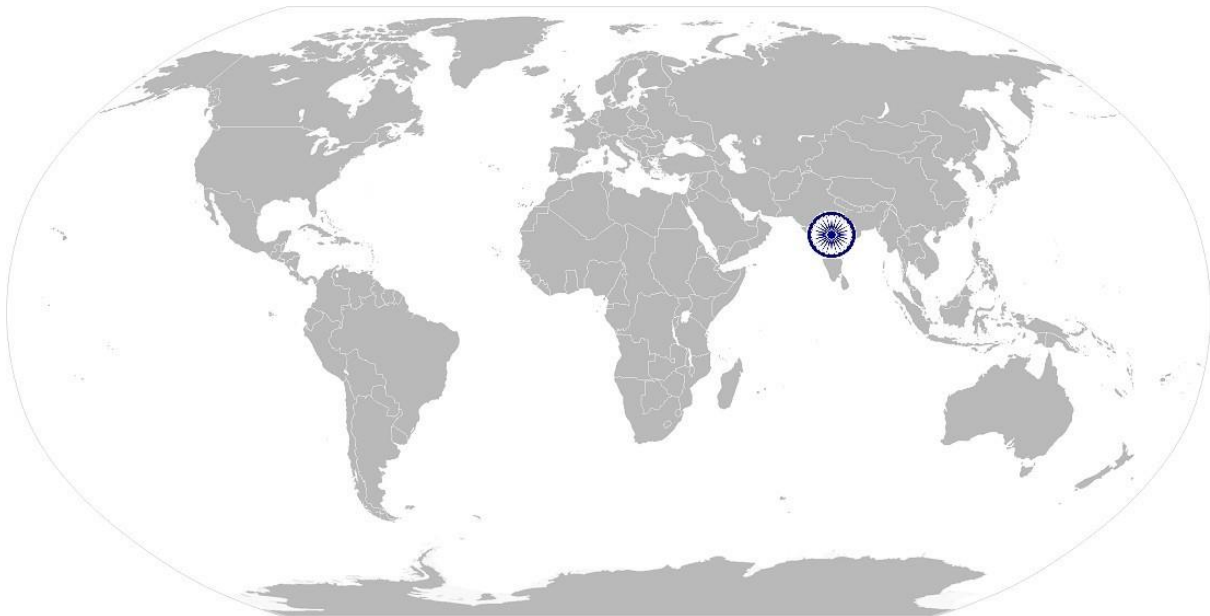




Work effectively with others

## NOS Version Control

NOS Code	SGJ/ N0120		
Credits (NSQF)	TBD	Version number	1.0
Industry	Green Jobs	Drafted on	01/09/2016
Industry Sub-sector	Renewable Energy	Last reviewed on	15/02/2017
Occupation	Team management	Next review date	30/09/2019



[Back to Top](#)

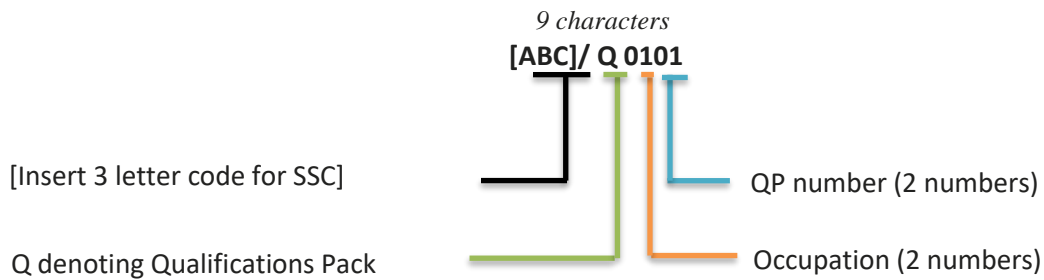
SGJ/Q0107

Qualifications Pack for "Solar PV Business Development Executive"

## Annexure

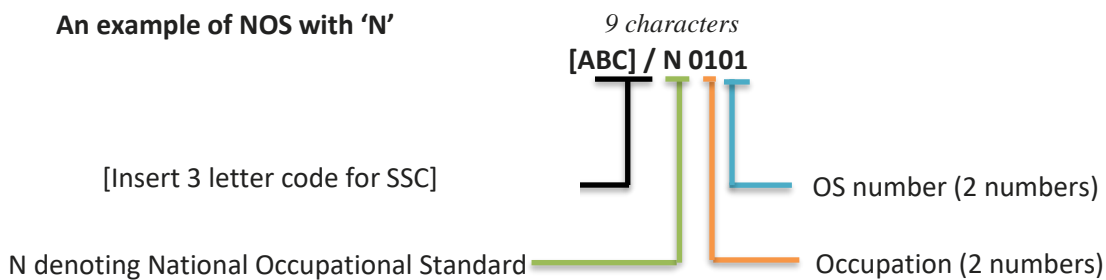
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'





SGJ/Q0107 *Qualifications Pack for “Solar PV Business Development Executive”*

The following acronyms/codes have been used in the nomenclature above:

Sub-sector		Range of Occupation numbers
Renewable Energy (01-35)	Solar Photovoltaic	01-05
	Solar Thermal	06-10
	Wind	11-15
	Hydro	16-20
	Biomass	21-25
	Geothermal	26-30
	All Renewables (Cross-cutting/Enabling Activities)	31-35
Green Transportation (36 - 40)	Alternative Fuel Transportation	36-40
	Bio-fuels and Farming	40-45
	Other Green Transportation	46-50
Green Construction (51- 60)	Green Buildings	51-55
	Energy Efficiency	56-60
Waste Management (61- 65)	Waste Management	61-65
Water Management ( 66-70)	Water and Wastewater Management	66-70
Co-Generation (71 - 75)	Co-generation	71-75
Other Green Jobs (76- 99)	Carbon Sinks	76-80
	Environmental Compliance and Sustainability Planning	81-85
	Other Green Jobs	85-99

Sequence	Description	Example
Three letters	Industry name	SGJ
Slash	/	/
Next letter	Whether QP or NOS	Q or N
Next two numbers	Occupation code	01
Next two numbers	OS number	01





SGJ/Q0107

Qualifications Pack for “Solar PV Business Development Executive”

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role** Solar PV Business Development Executive

**Qualification Pack** SGJ/Q0107

**Sector Skill Council** Green Jobs

**Guidelines for Assessment**

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

Compulsory NOS			Marks allocation		
Total Marks: 250					
Assessment Outcomes	Assessment Criteria for outcomes	Assessment Outcomes	Assessment Criteria for outcomes	Assessment Outcomes	Assessment Criteria for outcomes
SGJ/N0122 Development of rooftop solar PV business	PC1. assess the market and evaluate the market trends to decide the strategy for sale	100	5	2	3
	PC2. identify market opportunities and potential customers		10	4	6
	PC3. identify the customer requirements		10	3	7
	PC4. clarify the customer queries with respect to rooftop solar PV power plant		10	3	7
	PC5. assess the area of installation, power output expectation, budget, etc. during discussion with the customer		5	2	3
	PC6. create relevant solutions to meet customer requirements		10	3	7
	PC7. develop the working calculation sheet outlining		10	3	7



SGJ/Q0107

Qualifications Pack for "Solar PV Business Development Executive"

	the broad estimate for the rooftop solar PV power plant				
	PC8. prepare the cost benefit analysis for setting up of rooftop solar PV power plant		10	3	7
	PC9. prepare a proposal for setting up of rooftop solar PV power plant		10	4	6
	PC10. prepare a pitch for the customer and close the sale		10	4	6
	PC11. create and manage a pipeline of potential customers		10	4	6
		<b>TOTAL</b>	<b>100</b>	<b>35</b>	<b>65</b>
<b>SGJ/N0123 Development of ground mount solar PV business</b>	PC1. assess the market and evaluate the market trends to decide the strategy for sale	<b>100</b>	5	2	3
	PC2. identify market opportunities and potential customers		10	3	7
	PC3. identify tenders issued by central/ state governments and/ or their agencies for procurement under government scheme		2	2	0
	PC4. assist in completing the tender and bidding documents		7	3	4
	PC5. identify the customer requirements for ground mount solar PV		10	5	5
	PC6. clarify the customer queries with respect to ground mount solar PV power plant		8	4	4
	PC7. create interest among the customer to invest in ground mount solar PV		13	3	10
	PC8. assess the area of installation, power output expectation, budget, etc. during discussion with the customer		5	2	3
	PC9. create relevant solutions to meet customer requirements, if required		5	2	3
	PC10. develop the working calculation sheet outlining the broad estimate for the ground mount solar PV power plant		8	3	5
	PC11. prepare the cost benefit		10	4	6



SGJ/Q0107

Qualifications Pack for "Solar PV Business Development Executive"

	analysis for setting up of ground mount solar PV power plant				
	PC12. prepare O&M solutions for ground mount solar PV power plants for relevant customers, if required		10	4	6
	PC13. create and manage a pipeline of potential customers and relevant tenders		7	3	4
		<b>TOTAL</b>	<b>100</b>	<b>40</b>	<b>60</b>
<b>SGJ/N0124 Development of off grid solar PV business</b>	PC1. assess the market and evaluate the market trends to decide the strategy for sale of products	<b>100</b>	10	5	5
	PC2. identify the un-electrified areas and areas with limited grid availability		10	4	6
	PC3. identify market opportunities and potential customers		11	4	7
	PC4. identify the customer requirements		10	3	7
	PC5. clarify the customer queries with respect to off grid solar PV systems		10	3	7
	PC6. demonstrate LED based solar lighting systems to the relevant customers		12	4	8
	PC7. demonstrate solar home lighting systems/small capacity solar power plant which can meet the requirement of running couple of lights, fans, TV and charging of mobile phones etc. to identified communities		12	4	8
	PC8. demonstrate solar pumps in areas with high water tables and no or erratic grid power		15	3	6
	PC9. create relevant solutions to meet requirements of the local households/ community requirements		10	2	4
	PC10. Prepare the cost benefit analysis for creating relevant solutions and sell to the customer		4	1	3
	PC11. Create and manage a pipeline of potential customers		6	2	4
		<b>TOTAL</b>	<b>100</b>	<b>35</b>	<b>65</b>
	PC1. accurately pass on	<b>50</b>	4	2	2



SGJ/Q0107

Qualifications Pack for "Solar PV Business Development Executive"

<b>SGJ/N0120</b> <b>Work effectively with others</b>	information to the authorized persons who require it and within agreed timescale and confirm its receipt			
	PC2. assist others in performing tasks in a positive manner where required and possible	4	2	2
	PC3. consult and assist others to maximize effectiveness and efficiency in carrying out tasks	4	2	2
	PC4. display appropriate communication etiquette while working	6	3	3
	PC5. display active listening skills while interacting with others at work	4	2	2
	PC6. demonstrate responsible and disciplined behaviours at the project site.	4	2	2
	PC7. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	3	1	2
	PC8. identify the need for common grounds with clients, team members, etc. and negotiate in an effective manner to achieve the same	3	1	2
	PC9. consider and respect the opinions, creativity, values, beliefs and perspectives of others	4	2	2
	PC10. ensure collaboration and group participation to achieve common goals	6	3	3
	PC11. promote a friendly, co-operative environment that is conducive to employee's sense of belonging	4	2	2
	PC12. facilitate an understanding and appreciation of the differences among team members	4	2	2
<b>TOTAL</b>		<b>50</b>	<b>24</b>	<b>26</b>