QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR BANKING, FINANCIAL SERVICES AND INSURANCE (BFSI) INDUSTRY

Contents

What are Occupational Standards(OS)?

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

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

Introduction

Qualifications Pack-Equity Dealer

SECTOR: BANKING, FINANCIAL SERVICES AND INSURANCE (BFSI)

SUB-SECTOR: Capital Markets

OCCUPATION: Equity Dealer

REFERENCE ID: BSC / Q 0201

Brief Job Description: Equity dealers buy and sell investment and financial instruments on behalf of their clients. They also provide market insights and investment advice to potential and existing clients.

Personal Attributes: The individual is required to have numerical and analytical skills. He/She must be able to perform multiple tasks accurately within fixed timelines in a high-pressure environment.

Job Details

Qualifications Pack Code	Q 0201		
Job Role	Equity Dealer		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	Level 4	Version number	.01
Sector	Banking, Financial Services and Insurance (BFSI)	Drafted on	05/08/2013
Sub-sector	Capital Markets	Last reviewed on	05/08/2013
Occupation	Dealer Services	Next review date	

Job Role	Equity Dealer
Role Description	Equity dealers buy and sell investment and financial instruments on behalf of their clients
NVEQF/NVQF level	Level 4
Minimum Educational Qualifications* Maximum Educational Qualifications*	Graduate
Training (Suggested but not mandatory)	NCFM (beginners or dealer's module) Certification Or NISM (Module 7) Certification
Experience	Experience preferred but not mandatory
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. BSC/ N 0201 (Prepare For Dealing Operations) 2. BSC/ N 0202 (Carry out Dealing Operations) **Optional:**
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description

<table>
<tr><td rowspan="20" style="writing-mode: vertical-lr">Definitions</td></tr>
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Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
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.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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.
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	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 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.
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 or 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.
NCFM	National Stock Exchange of India Limited's (NSEIL) Certification in Financial Markets (NCFM)
NISM Certification	Professional certification offered by National Institute of Securities Markets (NISM)

National Occupational Standard

Overview

To prepare for dealing operations before the markets open for trading

Unit Code	N 0201
Unit Title (Task)	**Prepare for Dealing Operations**
Description	This OS unit is about preparing for dealing operations before the markets open for trading
Scope	This unit/task covers the following: • Set up terminal for operation • Update and verify client list

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Operations	To be competent, the user/individual on the job must be able to: PC1. Set-up the dealing terminal and log in their identification details PC2. Ensure all requisite software is uploaded and running on the terminal PC3. Resolve any problems with software or terminal if necessary PC4. Receive list of clients from supervisor/online schedule/client liaison PC5. Update new client details into information system from list given PC6. Contact supervisor in case of any missing information regarding details to be updated PC7. Verify all existing client details are available on the system PC8. Contact IT and Technical maintenance incase of severe technical issues PC9. Report all technical and manual errors to concerned supervisor/manager
Market Knowledge Development/ Advisory	To be competent, the user/individual on the job must be able to: PC10. Obtain market analysis reports on various securities traded from research team or secondary sources of information PC11. Read and interpret reports/information to develop key insights and understanding of the financial markets PC12. Assist client liaison with market information/insights for the purpose of reaching out to clients PC13. Respond to client queries related to market trends if required
General/ Administrative	To be competent, the user/individual on the job must be able to: PC14. Prepare daily reports of all errors encountered during set-up of terminal and update updation of client list PC15. Prepare regular reports of number of clients serviced by dealer and details of the same

National Occupational Standard

	PC16. Fill in forms for technical maintenance and repairs as required by organizational procedures

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Types of documentation in the organization and importance of the same KA2. Standard operating procedure for setting up terminal KA3. Risk and impact of not following organizational and industry regulations in set-up and operation of terminal KA4. Records to be maintained and implications of non-maintenance of the same KA5. Security procedures for handling sensitive information including client financial data, market transactions etc. KA6. Stock market regulations and laws KA7. Rules and regulations of trading floor KA8. Roles of all colleagues part of the broking/trading process KA9. The procedure in the case of addressing customer grievances KA10. Escalation matrix for problems unresolved KA11. Format for preparing reports
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Types of securities dealt with including stocks, bonds etc KB2. Controls and processes for operating exchange terminal KB3. IT processes to raise queries and resolve minor technical problems KB4. Basic accounting concepts and principles KB5. Basic understanding of financial markets KB6. Methods for carrying out secondary research to develop market insights, if required

Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Prepare concise periodic reports to be submitted to supervisor/manager SA2. Fill in forms for technical maintenance etc.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read organizational and industry regulations and guidelines SA4. Read client details from list received and input the same into the information system
	Integrity

		The user/individual on the job needs to know and understand how to: SA5. Maintain integrity with respect to company property and equipment
	Oral Communication (Listening and Speaking skills)	
		The user/individual on the job needs to know and understand how to: SA6. Listen to the customers to be able to offer insight and advice on securities SA7. Communicate clearly with the customer using language that he/she understands. SA8. Communicate with peers and supervisors with professionalism to work towards company objectives.
B. Professional Skills	**Decision Making**	
		The user/individual on the job needs to know and understand how to: SB1. Decide at what prices to buy/sell for orders that are given broad price ranges or minimum/maximum price limits SB2. Coordinate orders to ensure maximum value is created from transactions
	Time Management	
		The user/individual on the job needs to know and understand how to: SB3. Complete all preparatory tasks before markets are open for trading SB4. Prioritize and execute tasks in a high pressure environment SB5. Balance multiple tasks and complete them within fixed timelines
	Problem Solving	
		The user/individual on the job needs to know and understand how to: SB6. Address problems arising out of either technical, customer or administration related aspects and escalate those unresolved issues to appropriate personnel
	Analytical Skills	
		The user/individual on the job needs to know and understand how to: SB7. Assess clients financials and understand client capacity to buy/sell securities SB8. Develop insights and analyze trends from industry reports, secondary sources for market analyses etc. SB9. Breakdown and assimilate complex and high volumes of information SB10. Pay attention to minute details to each and every task
	Mathematical Skills	
		The user/individual on the job needs to know and understand how to: SB11. Perform computations quickly and accurately SB12. Process large numeric values and input the same into the information system
	Critical Thinking	
		The user/individual on the job needs to know and understand how to: SB13. Consistently obtain feedback and improve their performance SB14. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines

NOS Code	BSC / N 0201		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	Level 4	Version number	.01
Industry	Banking, Financial Services and Insurance (BFSI)	Drafted on	05/08/2013
Industry Sub-sector	Capital Markets	Last reviewed on	05/08/2013
		Next review date	

NOS Version Control

National Occupational Standard

Overview

To carry out the dealing operations .

NOS
National Occupational Standards

N·S·D·C
National
Skill Development
Corporation

BSC/N 0202   **Carry Out Dealing Operations**

National Occupational Standard

Unit Code	N 0202
Unit Title (Task)	Carry Out Dealing Operations
Description	This OS unit is about carrying out the dealing transactions
Scope	This unit/task covers the following: • Receive order details • Execute orders • Communicate order status to appropriate parties

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Operations	To be competent, the user/individual on the job must be able to: PC1. Receive orders from clients via various communication modes such as telephone, online system or from client liaison PC2. Carry out client identity authentication before noting order PC3. Obtain mandatory order details such as stock type, volume, etc. and additional details if necessary PC4. Ensure client accounts have sufficient credit/stock for buy/sell transaction PC5. Confirm receipt of order and input the same into the information system/order file PC6. Determine exchange on which transaction is to be executed according to clients' instruction/availability of stock etc. PC7. Prepare buy and sell order lists with all details factored in or submit order for the same into the information system PC8. Contact supervisor in case of any missing information regarding details required to carry out an order PC9. Bundle or schedule orders according to timeline, company or any other criteria as applicable PC10. Ensure each order/transaction is within regulatory limits of volume and value , if any PC11. Carry out the orders by punching in buy/sell orders at appropriate terminals PC12. Report orders that could not be executed to supervisor, appropriate personnel, and client if necessary PC13. Ensure total orders executed are within volume limits set by the exchange and regulatory authorities PC14. Determine appropriate solution for orders executed at volumes lower than instructed in accordance with company procedures

	PC15. Ensure timely executions of orders and report any delays or technical issues to IT and maintenance teams
	PC16. Report all technical and manual errors to concerned supervisor/manager
	PC17. Notify back office or input the status into the terminal for every order executed/transaction performed
	PC18. Communicate the order status to the client if necessary
Market Knowledge Development/ Advisory	To be competent, the user/individual on the job must be able to: PC19. Obtain market analysis reports on various securities traded from research team or secondary sources of information
	PC20. Read and interpret reports/information to develop key insights and understanding of the financial markets
	PC21. Assist client liaison with market information/insights for the purpose of reaching out to clients
	PC22. Respond to general client queries regarding market status, investments
	PC23. Assist clients with identifying investments and planning orders, if necessary
	PC24. Reach out to clients in case of unanticipated market risk or new information regarding orders received or pending
General/ Administrative	To be competent, the user/individual on the job must be able to: PC25. Prepare daily reports of all errors encountered during operation of terminal
	PC26. Prepare regular reports on number of orders converted into executed transactions, number of orders executed partially and number of orders that haven't been executed
	PC27. Fill in forms for technical maintenance and repairs as required by organizational procedures
	PC28. Fill in forms for any transaction errors as required by organizational procedures
	PC29. Adhere to risk and compliance procedures as outlined by organizational guidelines
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Types of documentation in the organization and importance of the same KA2. Standard operating procedure for operating terminal KA3. Risk and impact of not following organizational and industry regulations in operation of terminal KA4. Records to be maintained and implications of non-maintenance of the same KA5. Security procedures for handling sensitive information including client financial data, market transactions etc. KA6. Stock market regulations and laws

	KA7. Rules and regulations for dealers KA8. Implications of errors made during the dealing process KA9. Procedure for buying and selling securities different exchanges KA10.Roles of all colleagues part of the broking/trading process KA11.The procedure in the case of addressing customer grievances KA12.Escalation matrix for problems unresolved KA13.Format for preparing reports
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Types of securities dealt with including stocks, bonds etc KB2. Controls and processes for operating exchange terminal KB3. Technical procedure and specifications required to operate at different exchanges KB4. IT processes to raise queries and resolve minor technical problems KB5. Accounting concepts and principles and how to interpret them KB6. Economic concepts such as GDP growth, macroeconomic indicators etc. KB7. Financial markets and factors that impact them KB8. Factors influencing prices at which securities are bought and sold KB9. Methods for carrying out secondary research to develop market insights, if required
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Prepare concise periodic reports to be submitted to supervisor/manager SA2. Fill in forms for technical maintenance etc. SA3. Prepare order lists in accordance with client orders received SA4. Prepare order status reports/notifications if required
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand organizational and industry regulations SA6. Read orders from order lists and carry out transactions SA7. Read and assimilate information on terminal to carry out transactions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Listen to the clients requirements/ queries carefully and offer insight and advice on securities SA9. Communicate with the customers clearly and effectively SA10.Communicate with peers and supervisors and maintain professionalism in the business environment
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB15. Decide at what prices to buy/sell for orders that are given broad price ranges or minimum/maximum price limits SB1. Coordinate orders to ensure maximum value is created from transactions
	Time Management

The user/individual on the job needs to know and understand how to:
SB2.   Prioritize and execute tasks in a high pressure environment
SB3.   Balance multiple tasks and complete them within fixed timelines
Problem Solving
The user/individual on the job needs to know and understand how to:
SB4.   Address problems arising out of either technical, customer or administration related aspects and escalate those unresolved issues to appropriate personnel
Analytical Thinking
The user/individual on the job needs to know and understand how to:
SB5.   Assess clients financials and understand client capacity to buy/sell securities
SB6.   Develop insights and analyze trends from industry reports, secondary sources for market analyses etc.
SB7.   Breakdown and assimilate complex and high volumes of information
SB8.   Pay attention to minute details while performing each and every task
Mathematical Skills
The user/individual on the job needs to know and understand how to:
SB9.   Process large numeric values and input the same into the information system
SB10. Perform computations quickly and accurately
Critical Thinking
The user/individual on the job needs to know and understand how to:
SB11. Consistently obtain feedback and improve their performance
SB12. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines
Integrity
The user/individual on the job needs to know and understand how to:
SB13. Maintain integrity with respect to company time, property and equipment
SB14. Maintain integrity with respect to sensitive client information

NOS Code	BSC / N 0202		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	Level 4	Version number	.01
Industry	Banking, Financial Services and Insurance (BFSI)	Drafted on	05/08/2013
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<u>NOS Version Control</u>

SSC	QPCode	Name of the QP	NSQF Level	Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment to be available at the Training Center (Yes/No)	Dimension/Specification/Description of the Equipment/ ANY OTHER REMARK
BFSI	BSC/Q0201	Equity Dealer	4	White Board & Marker	1	Piece	Yes	For Classroom training 1 PC / For Lab 30 PCs