

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

What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack-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 (<u>Prepare For Dealing Operations</u>) 2. BSC/ N 0202 (<u>Carry out Dealing Operations</u>) Optional:
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
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	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Set up terminal for operation • Update and verify client list
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Set-up the dealing terminal and log in their identification details</p> <p>PC2. Ensure all requisite software is uploaded and running on the terminal</p> <p>PC3. Resolve any problems with software or terminal if necessary</p> <p>PC4. Receive list of clients from supervisor/online schedule/client liaison</p> <p>PC5. Update new client details into information system from list given</p> <p>PC6. Contact supervisor in case of any missing information regarding details to be updated</p> <p>PC7. Verify all existing client details are available on the system</p> <p>PC8. Contact IT and Technical maintenance incase of severe technical issues</p> <p>PC9. Report all technical and manual errors to concerned supervisor/manager</p>
Market Knowledge Development/ Advisory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC10. Obtain market analysis reports on various securities traded from research team or secondary sources of information</p> <p>PC11. Read and interpret reports/information to develop key insights and understanding of the financial markets</p> <p>PC12. Assist client liaison with market information/insights for the purpose of reaching out to clients</p> <p>PC13. Respond to client queries related to market trends if required</p>
General/ Administrative	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. Prepare daily reports of all errors encountered during set-up of terminal and update updation of client list</p> <p>PC15. Prepare regular reports of number of clients serviced by dealer and details of the same</p> <p>PC16. Fill in forms for technical maintenance and repairs as required by organizational procedures</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in the organization and importance of the same</p> <p>KA2. Standard operating procedure for setting up terminal</p>

Prepare for Dealing Operations

<p>(Knowledge of the company / organization and its processes)</p>	<p>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</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>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</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>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.</p> <p>Reading Skills</p> <p>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</p> <p>Integrity</p> <p>The user/individual on the job needs to know and understand how to: SA5. Maintain integrity with respect to company property and equipment</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>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.</p>

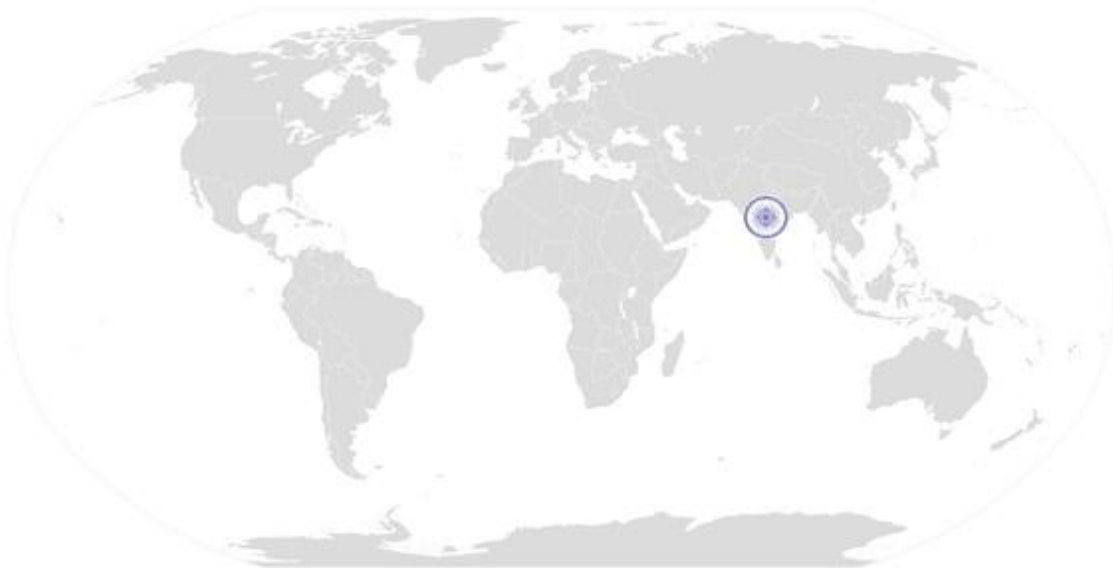
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide at what prices to buy/sell for orders that are given broad price ranges or minimum/maximum price limits SB2. Coordinate orders to ensure maximum value is created from transactions
	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 Version Control

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	



National Occupational Standard



Overview

To carry out the dealing operations .

Unit Code	N 0202
Unit Title (Task)	Carry Out Dealing Operations
Description	This OS unit is about carrying out the dealing transactions
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Receive order details • Execute orders • Communicate order status to appropriate parties
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Receive orders from clients via various communication modes such as telephone, online system or from client liaison</p> <p>PC2. Carry out client identity authentication before noting order</p> <p>PC3. Obtain mandatory order details such as stock type, volume, etc. and additional details if necessary</p> <p>PC4. Ensure client accounts have sufficient credit/stock for buy/sell transaction</p> <p>PC5. Confirm receipt of order and input the same into the information system/order file</p> <p>PC6. Determine exchange on which transaction is to be executed according to clients' instruction/availability of stock etc.</p> <p>PC7. Prepare buy and sell order lists with all details factored in or submit order for the same into the information system</p> <p>PC8. Contact supervisor in case of any missing information regarding details required to carry out an order</p> <p>PC9. Bundle or schedule orders according to timeline, company or any other criteria as applicable</p> <p>PC10. Ensure each order/transaction is within regulatory limits of volume and value, if any</p> <p>PC11. Carry out the orders by punching in buy/sell orders at appropriate terminals</p> <p>PC12. Report orders that could not be executed to supervisor, appropriate personnel, and client if necessary</p> <p>PC13. Ensure total orders executed are within volume limits set by the exchange and regulatory authorities</p> <p>PC14. Determine appropriate solution for orders executed at volumes lower than instructed in accordance with company procedures</p> <p>PC15. Ensure timely executions of orders and report any delays or technical issues to IT and maintenance teams</p> <p>PC16. Report all technical and manual errors to concerned supervisor/manager</p> <p>PC17. Notify back office or input the status into the terminal for every order executed/transaction performed</p> <p>PC18. Communicate the order status to the client if necessary</p>

Carry Out Dealing Operations

<p>Market Knowledge Development/ Advisory</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC19. Obtain market analysis reports on various securities traded from research team or secondary sources of information</p> <p>PC20. Read and interpret reports/information to develop key insights and understanding of the financial markets</p> <p>PC21. Assist client liaison with market information/insights for the purpose of reaching out to clients</p> <p>PC22. Respond to general client queries regarding market status, investments</p> <p>PC23. Assist clients with identifying investments and planning orders, if necessary</p> <p>PC24. Reach out to clients in case of unanticipated market risk or new information regarding orders received or pending</p>
<p>General/ Administrative</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC25. Prepare daily reports of all errors encountered during operation of terminal</p> <p>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</p> <p>PC27. Fill in forms for technical maintenance and repairs as required by organizational procedures</p> <p>PC28. Fill in forms for any transaction errors as required by organizational procedures</p> <p>PC29. Adhere to risk and compliance procedures as outlined by organizational guidelines</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in the organization and importance of the same</p> <p>KA2. Standard operating procedure for operating terminal</p> <p>KA3. Risk and impact of not following organizational and industry regulations in operation of terminal</p> <p>KA4. Records to be maintained and implications of non-maintenance of the same</p> <p>KA5. Security procedures for handling sensitive information including client financial data, market transactions etc.</p> <p>KA6. Stock market regulations and laws</p> <p>KA7. Rules and regulations for dealers</p> <p>KA8. Implications of errors made during the dealing process</p> <p>KA9. Procedure for buying and selling securities different exchanges</p> <p>KA10. Roles of all colleagues part of the broking/trading process</p> <p>KA11. The procedure in the case of addressing customer grievances</p> <p>KA12. Escalation matrix for problems unresolved</p> <p>KA13. Format for preparing reports</p>

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>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</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>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</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>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</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>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</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>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</p> <p>Time Management</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Prioritize and execute tasks in a high pressure environment SB3. Balance multiple tasks and complete them within fixed timelines</p> <p>Problem Solving</p>

Carry Out Dealing Operations

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

NOS Version Control

NOS Code	BSC / N 0202		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	Level 4	Version number	.01
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