

## Qualification Pack



# Office Operations Executive

QP Code: MEP/Q0207

Version: 4.0

NSQF Level: 4

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## Qualification Pack

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## Qualification Pack

### MEP/Q0207: Office Operations Executive

#### Brief Job Description

The office operations executive is a generalist who checks and prepares documents, writes simple correspondence, maintains records as well as co-ordinates with various internal and external agencies and follows up for work completion in line with professional practices of the workplace

#### Personal Attributes

The individual must be well groomed, attentive, comfortable with multi-tasking and disciplined have good communication skills and attention to detail respect confidentiality and have a positive attitude and dependability

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [MEP/N0204: Manage routine office activities](#)
2. [MEP/N0216: Use Computers to store, retrieve and communicate information](#)
3. [MEP/N0224: Check forms and applications for completeness as per norms](#)
4. [MEP/N0225: Coordinate with internal and external agencies to complete operational requirements](#)
5. [MEP/N9903: Apply health and safety practices at the workplace](#)
6. [MEP/N9912: Apply principles of professional practice at the workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>Country</b>	India
<b>NSQF Level</b>	4

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<b>Credits</b>	13
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4110.0200
<b>Minimum Educational Qualification &amp; Experience</b>	<p>12th grade Pass OR 11th grade pass (and pursuing continuous schooling) OR 10th grade pass and pursuing continuous schooling ((for 2 year program) OR 10th grade pass (Pursuing 2nd year of 3-year regular Diploma) OR 11th grade pass with 1 Year of experience OR 10th grade pass with 1 Year of experience</p>
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Approval Date</b>	29/09/2022
<b>Version</b>	4.0
<b>Reference code on NQR</b>	2022/OAFM/MEPSC/06409
<b>NQR Version</b>	4

## Qualification Pack

### MEP/N0204: Manage routine office activities

#### Description

This unit is about managing day to day activities of the organization.

#### Scope

The scope covers the following :

- Manage phone calls and queries
- Maintain records and documentation
- Organise meeting
- Ensure gender mainstreaming and inclusivity

#### Elements and Performance Criteria

##### *Manage phone calls and queries*

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

- PC1.** receive the phone calls of various stakeholders and channelize them to appropriate authority
- PC2.** greet callers/visitors as per organisational protocol
- PC3.** listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries
- PC4.** ask for feedback and clarifications from the clients/customers on their queries
- PC5.** summarise queries of the clients/customers
- PC6.** resolve queries within the area of competence or authority and refer others to competent authority
- PC7.** access the organization's knowledge base for solutions to queries, wherever required

##### *Maintain records and documentation*

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

- PC8.** maintain list of contact details of staff, service providers, suppliers, and other stakeholders
- PC9.** maintain filing of correspondence, contracts, and documents given by authorised persons
- PC10.** maintain a catalogue of the files/documentation in the office and take inventory periodically
- PC11.** retrieve and replace documents from the filing system, while maintaining the proper order of the filing system
- PC12.** maintain file movement records to track movement of files/records or documents between departments or outside organisation

##### *Organise meetings*

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

- PC13.** prepare the venue, table the agenda as directed by authorised person
- PC14.** coordinate organization of meetings
- PC15.** set-up equipment required for the meeting
- PC16.** organise other arrangements like refreshments required for the meeting

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**PC17.** manage post-meeting activities

*Ensure gender mainstreaming and inclusivity*

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

**PC18.** maintain gender neutral behaviour in communications with colleagues

**PC19.** use non- gendered statements in communication, viz. phone calls, clients

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizations profile, Its area of operation, and organizations statute

**KU2.** organizations management tools and systems for recording, categorizing and resolving queries

**KU3.** standard tools, templates and scripts available for dealing with customer queries

**KU4.** the importance of keeping customers informed about timescales for progress and resolution of customer queries

**KU5.** organisations access control policy, data security policy and confidentiality policy

**KU6.** organisational policy for naming stored files, maintaining backups and version control/archiving

**KU7.** organisational hierarchy, various departments, reporting structure and escalation matrix

**KU8.** authorisation requirements as per the company policy for passing on information to others

**KU9.** common information and data relevant to ones job role as per the organisational context

**KU10.** information systems used for recording and managing data and information

**KU11.** various software applications used for the storage, retrieval and communication of data and information

**KU12.** importance of maintaining the privacy and confidentiality of documents

**KU13.** archiving procedures and appropriate file retention periods

**KU14.** different styles and approaches when working with customers

**KU15.** techniques for conveying concern and commitment

**KU16.** gender egalitarian communication

**KU17.** rights of women and persons with disability

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** read and interpret instructions, procedures, information and signs at the workplace

**GS2.** read, understand and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources

**GS3.** write messages, notes and short descriptive text with reasonable accuracy

**GS4.** write both in English and local language to carry out work related tasks

**GS5.** document and maintain the records as per the company's policy

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- GS6.** communicate effectively with seniors, peers, clients and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases
- GS7.** interact in English or the local language according to the comfort of the other person(s) in the conversation
- GS8.** use effective listening and probing /questioning skills to understand the requirement of the clients
- GS9.** documentation categories, and the appropriate storage facility to be used
- GS10.** plan daily tasks to achieve maximum productivity
- GS11.** organise documents in such a way that facilitates their ease of identification and retrieval, when required
- GS12.** treat all the internal and external customers with respect
- GS13.** demonstrate appropriate etiquette such as maintaining the appropriate physical distance with visitors or co-workers during conversation
- GS14.** be patient and courteous with co-workers and clients under all circumstances and situations
- GS15.** apply problem solving skills, to resolve problems from clients and colleagues
- GS16.** discuss the matters promptly with the relevant authority in case of conflicts or grievances from clients that cannot be redressed by self
- GS17.** breakdown relevant work process into its constituent activities for ease of analysis



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage phone calls and queries</i>	<b>15</b>	<b>23</b>	-	-
<b>PC1.</b> receive the phone calls of various stakeholders and channelize them to appropriate authority	-	-	-	-
<b>PC2.</b> greet callers/visitors as per organisational protocol	-	-	-	-
<b>PC3.</b> listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries	-	-	-	-
<b>PC4.</b> ask for feedback and clarifications from the clients/customers on their queries	-	-	-	-
<b>PC5.</b> summarise queries of the clients/customers	-	-	-	-
<b>PC6.</b> resolve queries within the area of competence or authority and refer others to competent authority	-	-	-	-
<b>PC7.</b> access the organization's knowledge base for solutions to queries, wherever required	-	-	-	-
<i>Maintain records and documentation</i>	<b>12</b>	<b>19</b>	-	-
<b>PC8.</b> maintain list of contact details of staff, service providers, suppliers, and other stakeholders	-	-	-	-
<b>PC9.</b> maintain filing of correspondence, contracts, and documents given by authorised persons	-	-	-	-
<b>PC10.</b> maintain a catalogue of the files/documentation in the office and take inventory periodically	-	-	-	-
<b>PC11.</b> retrieve and replace documents from the filing system, while maintaining the proper order of the filing system	-	-	-	-
<b>PC12.</b> maintain file movement records to track movement of files/records or documents between departments or outside organisation	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organise meetings</i>	<b>11</b>	<b>15</b>	-	-
<b>PC13.</b> prepare the venue, table the agenda as directed by authorised person	-	-	-	-
<b>PC14.</b> coordinate organization of meetings	-	-	-	-
<b>PC15.</b> set-up equipment required for the meeting	-	-	-	-
<b>PC16.</b> organise other arrangements like refreshments required for the meeting	-	-	-	-
<b>PC17.</b> manage post-meeting activities	-	-	-	-
<i>Ensure gender mainstreaming and inclusivity</i>	<b>2</b>	<b>3</b>	-	-
<b>PC18.</b> maintain gender neutral behaviour in communications with colleagues	-	-	-	-
<b>PC19.</b> use non- gendered statements in communication, viz. phone calls, clients	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0204
<b>NOS Name</b>	Manage routine office activities
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support, Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	29/09/2022
<b>Next Review Date</b>	29/09/2025
<b>NSQC Clearance Date</b>	29/09/2022

## Qualification Pack

### MEP/N0216: Use Computers to store, retrieve and communicate information

#### Description

This unit deals in detail with storing, retrieval and communication of information using computers

#### Scope

The scope covers the following :

- Retrieve information using computers
- Store information using word processors and spread sheets
- Communicate information using printouts and emails
- Work safely on computers

#### Elements and Performance Criteria

##### *Retrieve information using computers*

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

- PC1.** identify the operating system, information storage system and applications/software used for data storage and retrieval
- PC2.** navigate computer drives, directories, folders and software applications to access specified file locations and search for specified file types, files and data using various options
- PC3.** follow the organisational access control and data security policies to access data and information

##### *Store information using word processors and spread sheets*

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

- PC4.** input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications
- PC5.** perform basic designing, formatting, referencing and reviewing activities in a word-processor application for the presentation of information
- PC6.** use basic formulas and data tools and techniques for presenting the data using spreadsheet application
- PC7.** follow organisational policy for naming stored files, maintaining backups and version control

##### *Communicate information using printouts and emails*

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

- PC8.** share information from computers using printed letters, reports or data sheets as specified
- PC9.** communicate information using email applications as per organisational access control policy while following data security norms

##### *Work safely on computers*

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

- PC10.** follow electrical safety precautions while using computers
- PC11.** follow ergonomic guidelines specified for working on computers

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- PC12.** follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)
- PC13.** seek assistance of IT help-desk as per organisational policy in case of computer related problems

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations access control policy, data security policy and confidentiality policy
- KU2.** organisational policy for naming stored files, maintaining backups and version control
- KU3.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU4.** common information and data relevant to ones job role as per the organisational context
- KU5.** various software applications used in the organisation for storage, retrieval and communication of data and information
- KU6.** information systems used in the organisation for recording and managing data and information
- KU7.** main components of a computer and how-to setup a computer
- KU8.** various operating systems commonly used by organisations for their computers
- KU9.** various data storages accessible through computers
- KU10.** common information storage systems used for storage and retrieval of data
- KU11.** various application software used in organisations to store, retrieve and communicate information
- KU12.** data entry, editing and storage, calculation, formatting, organising and presenting tools and techniques using spreadsheet application
- KU13.** various search options for seeking information using the internet
- KU14.** how to use printers connected to computers to obtain printouts of files or information in files
- KU15.** various email applications used in organisations
- KU16.** professional email etiquettes and their importance
- KU17.** electrical safety precautions while using computers which use electricity to run
- KU18.** ergonomic guidelines specified for working on computers
- KU19.** cyber security guidelines while storing, retrieving or communicating information online (through the internet)
- KU20.** methods to deal with computer related problems

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write correctly in English or local language while taking and passing messages
- GS2.** document and maintain the record as per company policy
- GS3.** read contact details of staff members and departments for forwarding mail accurately
- GS4.** communicate effectively with courier vendors, staff and respond to their queries

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- GS5.** interact in language the other person is comfortable with or English
- GS6.** use effective listening and probing /questioning skills to understand requirement of the vendor, visitor or staff member
- GS7.** identify category of incoming mail, appropriate department and personnel it is for
- GS8.** identify category of outgoing mail and appropriate mode of dispatch as per organisational guidelines
- GS9.** spot and communicate potential areas of disruptions to work process and report the same
- GS10.** interact with irate or distressed staff or visitors, in a professional manner and as per requirement to resolve matters and calm them down
- GS11.** plan ones day to day tasks to achieve maximum productivity
- GS12.** plan and organise official and personal work so as to have minimum downtime
- GS13.** organise for replacement in advance before leaving work desk for any reason
- GS14.** plan for most efficient method for handling work satisfactorily even when faced with volume of packages and other work
- GS15.** manage distractions and maintain workplace discipline
- GS16.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS17.** improve work processes by using simple techniques like resequencing, reducing duplication of effort, etc

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Retrieve information using computers</i>	<b>11</b>	<b>18</b>	-	-
<b>PC1.</b> identify the operating system, information storage system and applications/software used for data storage and retrieval	-	-	-	-
<b>PC2.</b> navigate computer drives, directories, folders and software applications to access specified file locations and search for specified file types, files and data using various options	-	-	-	-
<b>PC3.</b> follow the organisational access control and data security policies to access data and information	-	-	-	-
<i>Store information using word processors and spread sheets</i>	<b>13</b>	<b>18</b>	-	-
<b>PC4.</b> input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications	-	-	-	-
<b>PC5.</b> perform basic designing, formatting, referencing and reviewing activities in a word-processor application for the presentation of information	-	-	-	-
<b>PC6.</b> use basic formulas and data tools and techniques for presenting the data using spreadsheet application	-	-	-	-
<b>PC7.</b> follow organisational policy for naming stored files, maintaining backups and version control	-	-	-	-
<i>Communicate information using printouts and emails</i>	<b>6</b>	<b>8</b>	-	-
<b>PC8.</b> share information from computers using printed letters, reports or data sheets as specified	-	-	-	-
<b>PC9.</b> communicate information using email applications as per organisational access control policy while following data security norms	-	-	-	-
<i>Work safely on computers</i>	<b>10</b>	<b>16</b>	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> follow electrical safety precautions while using computers	-	-	-	-
<b>PC11.</b> follow ergonomic guidelines specified for working on computers	-	-	-	-
<b>PC12.</b> follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)	-	-	-	-
<b>PC13.</b> seek assistance of IT help-desk as per organisational policy in case of computer related problems	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0216
<b>NOS Name</b>	Use Computers to store, retrieve and communicate information
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	28/02/2023
<b>Next Review Date</b>	28/02/2026
<b>NSQF Clearance Date</b>	28/02/2023

## Qualification Pack

### MEP/N0224: Check forms and applications for completeness as per norms

#### Description

This unit is about checking forms and applications for completeness as per norms.

#### Scope

The scope covers the following :

- Check forms and applications
- Save data in pre-set forms and templates
- Carry out material and energy conservation practices

#### Elements and Performance Criteria

##### *Check forms and applications for completeness as per norms*

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

- PC1.** obtain guidelines or norms for checking the forms or applications from authorised person
- PC2.** prepare a checklist based on the guidelines received for checking the forms or applications
- PC3.** follow organisational process for receipt of forms or applications
- PC4.** check that all the required forms and associated paperwork have been submitted as per the checklist
- PC5.** check the completeness of all necessary fields in the form or application as per the checklist
- PC6.** take agreed procedural action when applications are unacceptable
- PC7.** collate and mark applications and documentation ready for further processing
- PC8.** handover the documents after checking and marking for further processing to the authorised personnel as per instructions
- PC9.** ensure that there is no damage to the documents during receipt, checking and handover process
- PC10.** maintain workplace confidentiality standards

##### *Save data in pre-set forms and templates*

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

- PC11.** obtain pre-set form or template in which data has to be entered manually or using a computer application
- PC12.** obtain instructions for source of data, type of data required in each section, sequence of entering data, priorities, codes, dos and donts
- PC13.** enter data as required in the specified format and template
- PC14.** verify correctness of all the data entered and adherence to instructions
- PC15.** rectify errors in data using approved procedures
- PC16.** follow data security and confidentiality policy while saving and storing data (forms and formats)

##### *Carry out material and energy conservation practices*

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

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**PC17.** identify processes where material utilization can be optimized

**PC18.** conserve materials like paper and ink by using the available settings in the equipment

**PC19.** ensure computer, printer, scanner and other equipment are switched off when not in use

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organizations departments, hierarchy, products, services
- KU3.** organisational norms for completeness of forms and application
- KU4.** various types of forms, applications and files that need to be checked Various types: physical applications, registration forms, know your customer documents, information gathering forms, transaction request forms; online applications, registration forms, know your customer documents, information gathering forms, transaction request forms
- KU5.** importance of preparing a checklist and how to prepare it
- KU6.** various parameters on which forms and applications may require checking
- KU7.** measures that can be taken to protect documents from damage
- KU8.** information security and safety measures that can be taken to protect documents and the information they contain from unauthorised access
- KU9.** health, safety and security measures for the work
- KU10.** various methods by which data may be gathered and the precautions to be taken for each
- KU11.** operation and use of a standard alphanumeric keyboard
- KU12.** procedures for coding, entering, storing, retrieving and communicating data manually and using a computer
- KU13.** how to make error free data entry with the help of various software, devices, equipment
- KU14.** procedures for verifying data and rectifying mistakes
- KU15.** procedures for maintaining and filing records, and security of data
- KU16.** importance of right handling of physical and digital documents so that they are not damaged or lost

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write common words/signs and set phrases used in the work
- GS2.** prepare checklists for own reference
- GS3.** read forms and applications
- GS4.** read notes or comments from the supervisor or customer
- GS5.** read and extract relevant information from documentation including identity proofs, introductory letters, documents from or for the organisation, etc.
- GS6.** communicate effectively with customers and staff and respond to their queries

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- GS7.** spot discrepancies such as missing information, unacceptable documents, etc as per pre-established norms
- GS8.** plan ones day to day tasks to achieve maximum productivity
- GS9.** be punctual and work as per agreed priorities
- GS10.** manage distractions and maintain workplace discipline
- GS11.** listen to supervisor instructions carefully and follow them
- GS12.** be courteous under all circumstances and situations
- GS13.** breakdown relevant work process into its constituent activities for ease of analysis
- GS14.** identify ways to increase productivity and reduce errors

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check forms and applications for completeness as per norms</i>	<b>10</b>	<b>20</b>	-	-
<b>PC1.</b> obtain guidelines or norms for checking the forms or applications from authorised person	-	-	-	-
<b>PC2.</b> prepare a checklist based on the guidelines received for checking the forms or applications	-	-	-	-
<b>PC3.</b> follow organisational process for receipt of forms or applications	-	-	-	-
<b>PC4.</b> check that all the required forms and associated paperwork have been submitted as per the checklist	-	-	-	-
<b>PC5.</b> check the completeness of all necessary fields in the form or application as per the checklist	-	-	-	-
<b>PC6.</b> take agreed procedural action when applications are unacceptable	-	-	-	-
<b>PC7.</b> collate and mark applications and documentation ready for further processing	-	-	-	-
<b>PC8.</b> handover the documents after checking and marking for further processing to the authorised personnel as per instructions	-	-	-	-
<b>PC9.</b> ensure that there is no damage to the documents during receipt, checking and handover process	-	-	-	-
<b>PC10.</b> maintain workplace confidentiality standards	-	-	-	-
<i>Save data in pre-set forms and templates</i>	<b>20</b>	<b>20</b>	-	-
<b>PC11.</b> obtain pre-set form or template in which data has to be entered manually or using a computer application	-	-	-	-
<b>PC12.</b> obtain instructions for source of data, type of data required in each section, sequence of entering data, priorities, codes, dos and donts	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> enter data as required in the specified format and template	-	-	-	-
<b>PC14.</b> verify correctness of all the data entered and adherence to instructions	-	-	-	-
<b>PC15.</b> rectify errors in data using approved procedures	-	-	-	-
<b>PC16.</b> follow data security and confidentiality policy while saving and storing data (forms and formats)	-	-	-	-
<i>Carry out material and energy conservation practices</i>	<b>10</b>	<b>20</b>	-	-
<b>PC17.</b> identify processes where material utilization can be optimized	-	-	-	-
<b>PC18.</b> conserve materials like paper and ink by using the available settings in the equipment	-	-	-	-
<b>PC19.</b> ensure computer, printer, scanner and other equipment are switched off when not in use	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0224
<b>NOS Name</b>	Check forms and applications for completeness as per norms
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	29/09/2022
<b>Next Review Date</b>	29/09/2025
<b>NSQC Clearance Date</b>	29/09/2022



## Qualification Pack

### MEP/N0225: Coordinate with internal and external agencies to complete operational requirements

#### Description

This unit deals in detail with conducting co-ordination work with internal and external agencies in order to complete operational requirements as per the tasks assigned.

#### Scope

The scope covers the following :

- Prepare to co-ordinate work tasks
- Execute follow-up activities
- Maintain records

#### Elements and Performance Criteria

##### *Prepare to co-ordinate work tasks*

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

- PC1.** identify details of operational requirement to be completed
- PC2.** identify relevant personnel and agencies involved and obtain their contact details
- PC3.** contact agencies for the provision of work
- PC4.** obtain workplan and schedule from the agencies
- PC5.** prepare to-do-lists and work plans and share them with relevant persons
- PC6.** assign priorities, responsibilities, dependencies and timelines for work task completion
- PC7.** set-reminders and flag task items according to sequence and importance using calendars and planners
- PC8.** book appointments and schedule web and phone calls, sending e-invites and relevant instructions

##### *Execute follow-up activities*

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

- PC9.** check planner and schedule for tasks not completed and require follow-up
- PC10.** follow-up on task requirements with other relevant personnel by connecting with the point of contact as per identified communication preference and professional protocol  
Communication preferences: preferred mode of communication (Phone call, email, chat, letters, face to face interview, web conferences), time of communication, address of communication, etc.
- PC11.** request for completion of work or information required following communication etiquettes as per mode of communication used and professional protocol
- PC12.** resolve queries and doubts by obtaining and providing appropriate information and support from authorised sources
- PC13.** record response obtained as per standard operating procedure

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- PC14.** update trackers, GANTT charts, calendars and planning documents to indicate progress and current status
- PC15.** send updated status and progress in agreed formats to relevant personnel in a timely manner
- PC16.** prepare minutes of meetings accurately using agreed formats and share with relevant personnel in a timely manner
- PC17.** share documentation for orders, approvals, request for information or quotations, expense vouchers, etc. with relevant personnel

### *Co-ordinate for finance and administrative work*

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

- PC18.** follow organisational process for official purchases and expenses
- PC19.** negotiate with vendors to get optimum value for money as possible
- PC20.** register the vendor in co-ordination with finance team as per organisational norms
- PC21.** check bills and invoices to ensure that they are correct as per the products/services purchased or sold respectively
- PC22.** co-ordinate between vendor and finance department for timely release of payment to the vendor
- PC23.** follow organisation process for claiming allowed re-imbursements
- PC24.** perform common banking transactions like depositing cheque or cash; getting the passbook updated; getting a demand draft made; etc.

### *Maintain records*

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

- PC25.** receive, acknowledge and record incoming documentation (in physical and electronic forms) related to projects and tasks and file them in an organised and safe manner
- PC26.** record outgoing documentation accurately, save and file copies of outgoing documentation in physical and electronic forms as per organisational standards
- PC27.** save and file copies of outgoing documents as per organisational standards
- PC28.** check documentation effectively for compliance to stated requirements and necessary authorisations, to identify gaps in information or approvals for further processing
- PC29.** identify actions that need to be undertaken and related parameters, by interpreting information on documentation received
- PC30.** check for authorisation before sending or sharing any documentation to any person or firm/agency requesting for information
- PC31.** take necessary and timely back-ups for essential documentation or messages, using authorised actions and tools, to avoid loss due to exigencies

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organizations departments, hierarchy, products, services, operations

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- KU3.** organisational norms and professional protocol for communication, escalation and documentation
- KU4.** various categories of operational activities that require co-ordination with different agencies and people
- KU5.** various types of operational requirements in an office environment
- KU6.** importance of obtain complete details about the requirement including but not limited to outcomes to be achieve, own role and responsibility, people involved, their roles and responsibilities, quality parameters to be maintained, expected timelines, current status of the work, resources available, constraints, support available, etc
- KU7.** how to prepare workplan and schedule; efficient to-do lists; gantt chart; calender; trackers; etc.
- KU8.** how to prepare week-wise and day-wise plans for completion of tasks and sub-tasks, taking account of lag times, dependencies and slack
- KU9.** how to set-reminders and flag task items according to sequence and importance using calendars and planners
- KU10.** how to book appointments and schedule web and phone calls, sending e-invites and relevant instructions
- KU11.** communication etiquette, netiquette and professional practices during concalls, webinars, meetings
- KU12.** importance of identifying and adhering to communication preferences for mode of communication, address, time, etc.
- KU13.** various modes of communication including meetings, online chat, audio and video applications, phone calls, conference calls, webinars, etc.
- KU14.** the roles, IT tools and facilities needed for collaborative tasks
- KU15.** features, benefits and limitations of different collaborative technology tools and devices
- KU16.** importance of preparing a to-do lists and checklist and how to prepare it
- KU17.** measures that can be taken to protect documents from damage
- KU18.** help and support features of online communication and office applications and how to use them
- KU19.** procedures for receipt and payment of goods and services
- KU20.** procurement approval procedures
- KU21.** indicators which assist in evaluation of supplier and their supplies Indicators: price, quality, supply reliability, stock range, delivery schedules, warranties and post-purchase support, variation from supply specifications, ethics and dependability, etc.
- KU22.** common banking procedures
- KU23.** Information in a bill and invoice
- KU24.** risks related to data and information, personal and organisational
- KU25.** information security measures that can be taken to protect documents and the information they contain from unauthorised access
- KU26.** importance of maintaining good relationships with internal and external customers
- KU27.** key elements of managing and maintaining good working relationships
- KU28.** importance of following communication protocols acceptable in professional environments and good practices for professional communication
- KU29.** importance of effective and timely follow-up for achievement of goals and targets

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- KU30.** good email etiquette for professional work
- KU31.** importance of checking documentation thoroughly and repeatedly before processing
- KU32.** characteristics, benefits and consequences of positive and negative behaviours at the workplace
- KU33.** health, safety and security measures to be followed at work

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill in relevant forms and formats clearly and accurately
- GS2.** write both in English and Local language to carry out work related tasks
- GS3.** document and maintain the record as per company's policy
- GS4.** read official documents in English and Local Language to interpret main points correctly
- GS5.** read job sheets, company policy documents and information displayed at the workplace to interpret main points correctly
- GS6.** read notes or comments from the supervisor, other co-workers or vendors
- GS7.** read and extract relevant information from documentation including purpose, nature of document, etc.
- GS8.** communicate effectively with co-workers (seniors, peers, sub-ordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases
- GS9.** interact in English and/or the local language to respond to co-workers in a language they are comfortable with
- GS10.** use effective listening and probing /questioning skills to understand requirement of the visitors, vendors and user/coordinating departments
- GS11.** provide clear instructions to the co-workers for the formalities they need to complete for submitting or retrieving documents and other information
- GS12.** identify category of documentation, purpose of it and the appropriate storage facility to be used accordingly
- GS13.** determine level of confidentiality and security requirements of the document and store accordingly as per company procedure
- GS14.** determine authorisation requirements as per company policy before passing on information in order to prevent unauthorised access and data protection
- GS15.** plan one's day to day tasks to achieve optimum productivity
- GS16.** be punctual and work as per priorities agreed with supervisors
- GS17.** plan and organise official and personal work so as to have minimum downtime at work
- GS18.** manage distractions and maintain workplace discipline
- GS19.** plan and organise documentation storage for physical and computerised storage, in order to establish ease of identification, retrieval, and safety & security of information
- GS20.** follow good customer service practices with internal and external customers
- GS21.** differentiate between good and bad customer service to internal customers
- GS22.** maintain appropriate physical distance with visitors or co-workers during conversations

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- GS23.** be patient and courteous with different types of co-workers under all circumstances and situations
- GS24.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS25.** take action as appropriate to requests or problems, based on company policy
- GS26.** determine whether to escalate matters to seniors or resolve matters by oneself, based on the nature of the issue and limits of authority required to address it
- GS27.** observe, record, analyse and modify work practices to achieve productivity gains
- GS28.** breakdown relevant work process into its constituent activities for ease of analysis
- GS29.** assess impact of data theft for various types of data and potential misuse
- GS30.** identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS31.** determine which staff behaviours and work practices need to be encouraged or discouraged, on the basis of how they contribute to development of positive or negative organisational culture
- GS32.** identify potential sources and motives of data theft relevant to various types of information

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare to co-ordinate work tasks</i>	<b>10</b>	<b>10</b>	-	-
<b>PC1.</b> identify details of operational requirement to be completed	-	-	-	-
<b>PC2.</b> identify relevant personnel and agencies involved and obtain their contact details	-	-	-	-
<b>PC3.</b> contact agencies for the provision of work	-	-	-	-
<b>PC4.</b> obtain workplan and schedule from the agencies	-	-	-	-
<b>PC5.</b> prepare to-do-lists and work plans and share them with relevant persons	-	-	-	-
<b>PC6.</b> assign priorities, responsibilities, dependencies and timelines for work task completion	-	-	-	-
<b>PC7.</b> set-reminders and flag task items according to sequence and importance using calendars and planners	-	-	-	-
<b>PC8.</b> book appointments and schedule web and phone calls, sending e-invites and relevant instructions	-	-	-	-
<i>Execute follow-up activities</i>	<b>10</b>	<b>10</b>	-	-
<b>PC9.</b> check planner and schedule for tasks not completed and require follow-up	-	-	-	-
<b>PC10.</b> follow-up on task requirements with other relevant personnel by connecting with the point of contact as per identified communication preference and professional protocol Communication preferences: preferred mode of communication (Phone call, email, chat, letters, face to face interview, web conferences), time of communication, address of communication, etc.	-	-	-	-
<b>PC11.</b> request for completion of work or information required following communication etiquettes as per mode of communication used and professional protocol	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> resolve queries and doubts by obtaining and providing appropriate information and support from authorised sources	-	-	-	-
<b>PC13.</b> record response obtained as per standard operating procedure	-	-	-	-
<b>PC14.</b> update trackers, GANTT charts, calendars and planning documents to indicate progress and current status	-	-	-	-
<b>PC15.</b> send updated status and progress in agreed formats to relevant personnel in a timely manner	-	-	-	-
<b>PC16.</b> prepare minutes of meetings accurately using agreed formats and share with relevant personnel in a timely manner	-	-	-	-
<b>PC17.</b> share documentation for orders, approvals, request for information or quotations, expense vouchers, etc. with relevant personnel	-	-	-	-
<i>Co-ordinate for finance and administrative work</i>	<b>10</b>	<b>20</b>	-	-
<b>PC18.</b> follow organisational process for official purchases and expenses	-	-	-	-
<b>PC19.</b> negotiate with vendors to get optimum value for money as possible	-	-	-	-
<b>PC20.</b> register the vendor in co-ordination with finance team as per organisational norms	-	-	-	-
<b>PC21.</b> check bills and invoices to ensure that they are correct as per the products/services purchased or sold respectively	-	-	-	-
<b>PC22.</b> co-ordinate between vendor and finance department for timely release of payment to the vendor	-	-	-	-
<b>PC23.</b> follow organisation process for claiming allowed re-imbursements	-	-	-	-
<b>PC24.</b> perform common banking transactions like depositing cheque or cash; getting the passbook updated; getting a demand draft made; etc.	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain records</i>	10	20	-	-
<b>PC25.</b> receive, acknowledge and record incoming documentation (in physical and electronic forms) related to projects and tasks and file them in an organised and safe manner	-	-	-	-
<b>PC26.</b> record outgoing documentation accurately, save and file copies of outgoing documentation in physical and electronic forms as per organisational standards	-	-	-	-
<b>PC27.</b> save and file copies of outgoing documents as per organisational standards	-	-	-	-
<b>PC28.</b> check documentation effectively for compliance to stated requirements and necessary authorisations, to identify gaps in information or approvals for further processing	-	-	-	-
<b>PC29.</b> identify actions that need to be undertaken and related parameters, by interpreting information on documentation received	-	-	-	-
<b>PC30.</b> check for authorisation before sending or sharing any documentation to any person or firm/ agency requesting for information	-	-	-	-
<b>PC31.</b> take necessary and timely back-ups for essential documentation or messages, using authorised actions and tools, to avoid loss due to exigencies	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0225
<b>NOS Name</b>	Coordinate with internal and external agencies to complete operational requirements
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	29/09/2022
<b>Next Review Date</b>	29/09/2025
<b>NSQC Clearance Date</b>	29/09/2022

## Qualification Pack

### MEP/N9903: Apply health and safety practices at the workplace

#### Description

This unit deals in detail with application of health and safety practices in the workplace

#### Scope

The scope covers the following :

- Apply relevant health and safety practices at the workplace
- Maintain a healthy and hygienic environment
- Deal with emergency situations
- Follow fire safety requirements

#### Elements and Performance Criteria

##### *Apply relevant health and safety practices at the workplace*

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

- PC1.** identify, control and report health and safety issues relating to immediate work environment according to procedures
- PC2.** follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies
- PC3.** document and report all hazards, accidents and near-miss incidents as per set process
- PC4.** document safety records according to organisational policies

##### *Maintain a healthy and hygienic environment*

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

- PC5.** maintain the work area in a clean and tidy condition
- PC6.** ensure that the work area is sanitised as and when required
- PC7.** maintain personal hygiene
- PC8.** use appropriate personal protective equipment (PPE) where required
- PC9.** wash hands using soap and water or alcohol based sanitiser
- PC10.** report hygiene related concerns promptly to the relevant authority

##### *Emergencies, rescue and first-aid procedures*

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

- PC11.** administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments
- PC13.** perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)

##### *Follow fire safety requirements*

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

- PC14.** follow fire safety practices
- PC15.** identify the type of fire and its stage

## Qualification Pack

**PC16.** use the various appropriate fire extinguishers on different types of fires correctly

**PC17.** follow procedures to rescue victim of fire without endangering self

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Health Safety and Environment (HSE) practices
- KU2.** relevant Occupational Health and Safety (OHS) regulations
- KU3.** enterprise /site emergency procedures and techniques
- KU4.** waste and dangerous materials disposal procedures and practices
- KU5.** procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU6.** meaning of hazards and risks
- KU7.** health and safety hazards commonly present in the work environment and related precautions
- KU8.** possible causes of risk, hazard or accident in the workplace
- KU9.** where to find all the general health and safety equipment in the workplace
- KU10.** various dangers associated with the use of electrical equipment
- KU11.** preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU12.** importance of using protective clothing/equipment while working
- KU13.** precautionary activities to prevent the fire accident
- KU14.** various causes of fire
- KU15.** techniques of using the different fire extinguishers
- KU16.** different methods of extinguishing fire
- KU17.** different materials used for extinguishing fire
- KU18.** rescue techniques applied during a fire hazard
- KU19.** various types of safety signs and their meaning
- KU20.** appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries
- KU21.** safe lifting and carrying practices

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write Health and safety compliance report
- GS2.** interpret general health and safety guidelines
- GS3.** communicate general health and safety guidelines to co workers
- GS4.** take decision about the corrective action to be taken in case of any potential hazards

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply relevant health and safety practices at the workplace</i>	<b>13</b>	<b>16</b>	-	-
<b>PC1.</b> identify, control and report health and safety issues relating to immediate work environment according to procedures	-	-	-	-
<b>PC2.</b> follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	-	-	-	-
<b>PC3.</b> document and report all hazards, accidents and near-miss incidents as per set process	-	-	-	-
<b>PC4.</b> document safety records according to organisational policies	-	-	-	-
<i>Maintain a healthy and hygienic environment</i>	<b>8</b>	<b>21</b>	-	-
<b>PC5.</b> maintain the work area in a clean and tidy condition	-	-	-	-
<b>PC6.</b> ensure that the work area is sanitised as and when required	-	-	-	-
<b>PC7.</b> maintain personal hygiene	-	-	-	-
<b>PC8.</b> use appropriate personal protective equipment (PPE) where required	-	-	-	-
<b>PC9.</b> wash hands using soap and water or alcohol based sanitiser	-	-	-	-
<b>PC10.</b> report hygiene related concerns promptly to the relevant authority	-	-	-	-
<i>Emergencies, rescue and first-aid procedures</i>	<b>6</b>	<b>9</b>	-	-
<b>PC11.</b> administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	-	-	-	-
<b>PC12.</b> respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)	-	-	-	-
<i>Follow fire safety requirements</i>	<b>13</b>	<b>14</b>	-	-
<b>PC14.</b> follow fire safety practices	-	-	-	-
<b>PC15.</b> identify the type of fire and its stage	-	-	-	-
<b>PC16.</b> use the various appropriate fire extinguishers on different types of fires correctly	-	-	-	-
<b>PC17.</b> follow procedures to rescue victim of fire without endangering self	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N9903
<b>NOS Name</b>	Apply health and safety practices at the workplace
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQF Clearance Date</b>	07/10/2025



## Qualification Pack

### MEP/N9912: Apply principles of professional practice at the workplace

#### Description

This unit deals in detail with the application of principles of professional practice like professional image, professional competence, discipline, ethics and work effectiveness.

#### Scope

The scope covers the following :

- Maintain a professional image and behaviour
- Maintain and enhance professional competence
- Work in a disciplined and ethical manner
- Work effectively with all stakeholders

#### Elements and Performance Criteria

##### *Maintain a professional image and behaviour*

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

- PC1.** display appropriate professional appearance for the workplace
- PC2.** interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner

##### *Maintain and enhance professional competence*

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

- PC3.** develop personal and professional goals and objectives
- PC4.** identify strengths and weaknesses in relation to goals and objectives
- PC5.** evaluate own capacity to meet goals and objectives
- PC6.** determine personal development needs to perform role as per desired standards
- PC7.** develop a professional development plan to enhance professional capabilities
- PC8.** document a professional practice plan designed to support the achievement of goals
- PC9.** select and implement development opportunities to support continuous learning and maintain currency of professional practice
- PC10.** research developments and trends impacting on professional practice and integrate information into work performance
- PC11.** seek feedback on performance from others and incorporate it to improve

##### *Work in a disciplined and ethical manner*

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

- PC12.** perform tasks to the required workplace standard
- PC13.** protect the rights of the client and organisation when delivering services
- PC14.** recognise potential ethical issues in the workplace and discuss with an appropriate person
- PC15.** recognise unethical conduct and report to an appropriate person
- PC16.** operate within an agreed ethical code of practice

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**PC17.** maintain confidentiality as per the organisational guidelines

*Work effectively with all stakeholders*

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

**PC18.** identify and obtain clarity regarding organisational, team and own goals

**PC19.** prioritise tasks at work as per organisational, team and own goals

**PC20.** plan to meet team performance targets and standards

**PC21.** monitor own and team performance as per agreed plan

**PC22.** share all relevant information with stakeholders in agreed formats and as per agreed timelines

**PC23.** work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes

**PC24.** recognise, avoid and/or address any conflict of interest

**PC25.** recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy (Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour)

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organisations HR systems, policies and procedures

**KU2.** organizational hierarchy and escalation matrix

**KU3.** organisational health safety and environment

**KU4.** work area inspection procedures and practices

**KU5.** importance of displaying professional appearance behaviour at all times

**KU6.** importance of developing personal and professional goals and objectives

**KU7.** importance of identifying strengths and weaknesses in relation to goals and objectives

**KU8.** how to identify strengths and weaknesses and evaluate own capacity to meet goals and objectives

**KU9.** how to determine personal development needs

**KU10.** importance of continuous learning and developing professional development plan

**KU11.** development opportunities to support continuous learning and maintain currency of professional practice

**KU12.** developments and trends impacting on professional practice

**KU13.** importance of taking and using feedback from colleagues and clients to identify and introduce, improvements in work performance

**KU14.** perform tasks to the required workplace standard

**KU15.** importance of discipline and ethics in a professional workplace

**KU16.** importance of recognising unethical conduct and reporting to appropriate authority

**KU17.** guidelines and legal requirements on disclosure and confidentiality

## Qualification Pack

- KU18.** importance of collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes
- KU19.** how to recognise, avoid and/or address any conflict of interest
- KU20.** types of inappropriate behaviours at the workplace and how to recognize them  
Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour
- KU21.** how to respond to inappropriate behaviour towards self and others in a professional manner

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** prepare a personal development plan
- GS2.** read organisational guidelines and legal requirements
- GS3.** search and study from various information sources in order to learn about latest updates for self-development
- GS4.** read and interpret feedback received from peers
- GS5.** receive feedback from clients or concerned stake holders
- GS6.** communicate development plan with superiors
- GS7.** plan to meet own and team performance targets and standards
- GS8.** describe own role in achieving the goal
- GS9.** describe others role in achieving the goal
- GS10.** list activities, milestones and timelines
- GS11.** identify the support and resources needed to help work towards the goal.
- GS12.** plan and organise a personal development plan for self
- GS13.** provide quality services to all clients
- GS14.** display professional appearance and behaviours to all internal and external clients
- GS15.** use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours
- GS16.** recognise, avoid and/or address any conflict of interest
- GS17.** identify own strengths and weaknesses with respect achieving performance standards on the job
- GS18.** identify inappropriate behaviour and how to deal with it

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain a professional image and behaviour</i>	<b>3</b>	<b>5</b>	-	-
<b>PC1.</b> display appropriate professional appearance for the workplace	-	-	-	-
<b>PC2.</b> interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner	-	-	-	-
<i>Maintain and enhance professional competence</i>	<b>14</b>	<b>19</b>	-	-
<b>PC3.</b> develop personal and professional goals and objectives	-	-	-	-
<b>PC4.</b> identify strengths and weaknesses in relation to goals and objectives	-	-	-	-
<b>PC5.</b> evaluate own capacity to meet goals and objectives	-	-	-	-
<b>PC6.</b> determine personal development needs to perform role as per desired standards	-	-	-	-
<b>PC7.</b> develop a professional development plan to enhance professional capabilities	-	-	-	-
<b>PC8.</b> document a professional practice plan designed to support the achievement of goals	-	-	-	-
<b>PC9.</b> select and implement development opportunities to support continuous learning and maintain currency of professional practice	-	-	-	-
<b>PC10.</b> research developments and trends impacting on professional practice and integrate information into work performance	-	-	-	-
<b>PC11.</b> seek feedback on performance from others and incorporate it to improve	-	-	-	-
<i>Work in a disciplined and ethical manner</i>	<b>10</b>	<b>17</b>	-	-
<b>PC12.</b> perform tasks to the required workplace standard	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> protect the rights of the client and organisation when delivering services	-	-	-	-
<b>PC14.</b> recognise potential ethical issues in the workplace and discuss with an appropriate person	-	-	-	-
<b>PC15.</b> recognise unethical conduct and report to an appropriate person	-	-	-	-
<b>PC16.</b> operate within an agreed ethical code of practice	-	-	-	-
<b>PC17.</b> maintain confidentiality as per the organisational guidelines	-	-	-	-
<i>Work effectively with all stakeholders</i>	<b>13</b>	<b>19</b>	-	-
<b>PC18.</b> identify and obtain clarity regarding organisational, team and own goals	-	-	-	-
<b>PC19.</b> prioritise tasks at work as per organisational, team and own goals	-	-	-	-
<b>PC20.</b> plan to meet team performance targets and standards	-	-	-	-
<b>PC21.</b> monitor own and team performance as per agreed plan	-	-	-	-
<b>PC22.</b> share all relevant information with stakeholders in agreed formats and as per agreed timelines	-	-	-	-
<b>PC23.</b> work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes	-	-	-	-
<b>PC24.</b> recognise, avoid and/or address any conflict of interest	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC25.</b> recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy (Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour)	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N9912
<b>NOS Name</b>	Apply principles of professional practice at the workplace
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQF Clearance Date</b>	07/10/2025

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values – Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

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



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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** read and write different types of documents/instructions/correspondence

**GS2.** communicate effectively using appropriate language in formal and informal settings

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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	07/10/2025

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below.) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria. 5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS. 6. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

### Minimum Aggregate Passing % at QP Level : 70

**(Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to

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successfully clear the Qualification Pack assessment.)

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0204.Manage routine office activities	40	60	-	-	100	20
MEP/N0216.Use Computers to store, retrieve and communicate information	40	60	-	-	100	20
MEP/N0224.Check forms and applications for completeness as per norms	40	60	-	-	100	10
MEP/N0225.Coordinate with internal and external agencies to complete operational requirements	40	60	-	-	100	20
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	10
MEP/N9912.Apply principles of professional practice at the workplace	40	60	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>260</b>	<b>390</b>	<b>-</b>	<b>-</b>	<b>650</b>	<b>100</b>



## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

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<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
<b>Electives</b>	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.
<b>Options</b>	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.
<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.