

Qualification Pack



Office Operations Executive

QP Code: MEP/Q0207

Version: 4.0

NSQF Level: 4

Management & Entrepreneurship and Professional Skills Council || Management & Entrepreneurship and Professional Skills Council (MEPSC), 20th Floor, Amba Deep, 14 Kasturba Gandhi Marg
New Delhi - 110001. || email: Ichadha@mepsc.in

Qualification Pack

Contents

MEP/Q0207: Office Operations Executive	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
MEP/N0204: Manage routine office activities	5
MEP/N0216: Use Computers to store, retrieve and communicate information	11
MEP/N0224: Check forms and applications for completeness as per norms	17
MEP/N0225: Coordinate with internal and external agencies to complete operational requirements ...	
23	
MEP/N9903: Apply health and safety practices at the workplace	32
MEP/N9912: Apply principles of professional practice at the workplace	37
DGT/VSQ/N0102: Employability Skills (60 Hours)	44
Assessment Guidelines and Weightage	51
<i>Assessment Guidelines</i>	51
<i>Assessment Weightage</i>	52
Acronyms	53
Glossary	54

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

Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
Country	India
NSQF Level	4

Qualification Pack

Credits	13
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4110.0200
Minimum Educational Qualification & Experience	<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>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	28/02/2026
NSQC Approval Date	29/09/2022
Version	4.0
Reference code on NQR	2022/OAFM/MEPSC/06409
NQR Version	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

Qualification Pack

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

Qualification Pack

- 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage phone calls and queries</i>	15	23	-	-
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	-	-	-	-
<i>Maintain records and documentation</i>	12	19	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organise meetings</i>	11	15	-	-
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	-	-	-	-
PC17. manage post-meeting activities	-	-	-	-
<i>Ensure gender mainstreaming and inclusivity</i>	2	3	-	-
PC18. maintain gender neutral behaviour in communications with colleagues	-	-	-	-
PC19. use non- gendered statements in communication, viz. phone calls, clients	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

- 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

Qualification Pack

- 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>	11	18	-	-
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	-	-	-	-
<i>Store information using word processors and spreadsheets</i>	13	18	-	-
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	-	-	-	-
<i>Communicate information using printouts and emails</i>	6	8	-	-
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	-	-	-	-
<i>Work safely on computers</i>	10	16	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. follow electrical safety precautions while using computers	-	-	-	-
PC11. follow ergonomic guidelines specified for working on computers	-	-	-	-
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	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

- 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

Qualification Pack

- 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

Qualification Pack

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>	10	20	-	-
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	-	-	-	-
<i>Save data in pre-set forms and templates</i>	20	20	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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)	-	-	-	-
<i>Carry out material and energy conservation practices</i>	10	20	-	-
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	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

- 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

Qualification Pack

- 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

Qualification Pack

- 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 companys 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 ones 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

Qualification Pack

- 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>	10	10	-	-
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	-	-	-	-
<i>Execute follow-up activities</i>	10	10	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
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	-	-	-	-
<i>Co-ordinate for finance and administrative work</i>	10	20	-	-
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.	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain records</i>	10	20	-	-
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	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0225
NOS Name	Coordinate with internal and external agencies to complete operational requirements
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	3
Version	3.0
Last Reviewed Date	29/09/2022
Next Review Date	29/09/2025
NSQC Clearance Date	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>	13	16	-	-
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	-	-	-	-
<i>Maintain a healthy and hygienic environment</i>	8	21	-	-
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	-	-	-	-
<i>Emergencies, rescue and first-aid procedures</i>	6	9	-	-
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	-	-	-	-

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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 themInappropriate 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>	3	5	-	-
PC1. display appropriate professional appearance for the workplace	-	-	-	-
PC2. interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner	-	-	-	-
<i>Maintain and enhance professional competence</i>	14	19	-	-
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	-	-	-	-
<i>Work in a disciplined and ethical manner</i>	10	17	-	-
PC12. perform tasks to the required workplace standard	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
PC17. maintain confidentiality as per the organisational guidelines	-	-	-	-
<i>Work effectively with all stakeholders</i>	13	19	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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)	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

- 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.

Qualification Pack

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

Qualification Pack

- 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
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	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
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	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
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	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
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	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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
Total	260	390	-	-	650	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	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.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.