



Model Curriculum

QP Name: Office Assistant

QP Code: MEP/Q0202

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 1.0

Management & Entrepreneurship and Professional Skills Council | | Management & Entrepreneurship and Professional Skills Council (MEPSC), F-04, First Floor, Plot No.212, Okhla Phase III, New Delhi 110020

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Training Parameters

Sector	Management & Entrepreneurship and Professional Skills
Sub-Sector	Office Management
Occupation	Office support
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3341.1000
Minimum Educational Qualification and Experience	8th Pass
Minimum Level of Education for Training in School	8 th pass
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	29/4/2020
Next Review Date	29/4/2025
NSQC Approval Date	
QP Version	2.0
Model Curriculum Creation Date	29/4/2020
Model Curriculum Valid Up to Date	29/4/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	184 hours
Maximum Duration of the Course	184 hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Use computer in day-to-day operations
- Use internet to search for information and communicate through e-mail
- Operate various office equipment to complete tasks
- Manage routine office activities.
- Communicate effectively with all genders and persons with disability
- Apply material and energy conservation practices
- Apply relevant health and safety practices at the workplace

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<i>Bridge Module</i> Introduction to Skill India and the job role of Office Assistant	4:00 hrs	0	--	--	4:00 hrs
MEP/N0202 Application of computers NOS Version No. 2 NSQF Level 3	20:00 hrs	32:00 hrs	--	--	52:00 hrs
Application of Computers	20:00 hrs	32:00 hrs	--	--	52:00 hrs
MEP/N0203 Operate various office equipment NOS Version No.2 NSQF Level 3	16:00 hrs	24:00 hrs	--	--	40:00 hrs
Operate various office equipment	16:00 hrs	24:00 hrs	--	--	40:00 hrs
MEP/N0204 Manage routine office activities NOS Version No.2 NSQF Level 3	20:00 hrs	36:00 hrs	--	--	56:00 hrs
Manage routine office activities	20:00 hrs	36:00 hrs	--	--	56:00 hrs
			--	--	
MEP/N0207	12:00 hrs	20:00 hrs			32:00 hrs

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Maintain a healthy, safe and secure working environment NOS Version No.2 NSQF Level 3					
Maintain a healthy, safe and secure working environment	12:00 hrs	20:00 hrs	--	--	32:00 hrs
Total Duration	72:00 hrs	112:00 hrs	--	--	184:00 hrs

Module Details

Bridge Module

Introduction to Skill India mission and job role of Office Assistant

Terminal Outcomes:

- Discuss the Skill India Mission
- Explain the role of Office Assistant.
- Discuss the scope of the sector, sub-sector and the available employment opportunities.

Duration: 04:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the role of Skill India Mission • Discuss the scope of the sector and the sub-sector. • Discuss Employment opportunities in various settings and scope of work therein. • List the responsibilities of Office Assistant. • Explain the need of Office Assistant in establishments. • Discuss organizational structure, hierarchy and reporting relationships. 	
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
NA	

Application of computers

MEP/N0202

Terminal Outcome:

- Demonstrate preparation, storage, retrieval and communication of data/ information using computers

Duration: 20:00	Duration: 32:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Identify and describe various parts of computers like CPU, keyboard, monitor, etc. • List different types of storage devices e.g. portable hard disks, flash drives, digital memory card and CDs/DVDs (latest removable devices). • Explain different functions and features of the various software and multimedia applications. • Describe the use of Internet to search for information and communication. • Elaborate professional email etiquette and its various elements while communicating officially. • Discuss cyber security guidelines to be followed while storing, retrieving or communicating information online. • Explain the dos and don'ts while using computers at workplace. • Discuss minor problems while using computers. • Describe steps to be followed for minor trouble shooting. • Discuss the importance of data security and confidentiality. • Explain electrical safety precautions to be taken while using computers. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate how to start computers. • Create sample documents using MS Word and Spread sheet Applications. • Demonstrate the steps of saving and storing of documents, accessing stored data or files and opening of documents on computer. • Use multimedia applications to upload and download audio and video files. • Use internet to search for required content. • Apply the use of email etiquette for communication. • Employ checks to ensure electrical safety in the place where computer is set-up.
<p>Classroom Aids:</p> <p>Computer, projector, white board/ flip chart, marker and duster</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Internet connection Extra Computers that participants can share/use in groups of 3-5</p>	

Operate various office equipment

MEP/N0203

Terminal Outcome:

- Use different office equipment (printer, photocopier, scanner, binder, laminator, A/V equipment etc.) to complete assigned tasks

Duration: 16:00	Duration: 24:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • List different office equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment etc.) and their functions. • Describe functions, features and parts of various office equipment. • List the necessary office supplies required for each equipment. • Discuss troubleshooting processes. • Discuss the importance and steps of maintaining record about equipment usage by different persons/department. • Elaborate the process of routine maintenance of office equipment • Explain the steps of minor trouble shooting of office equipment. • Describe the ways to deal with cases of major breakdowns. • Elucidate energy and material conservation practices. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate the procedure of operating printers for printing, scanning and making copies of documents. • Apply suitable steps of setting up an LCD projector for presentation. • Employ the use of computer or mobile to prepare audio or video applications.
<p>Classroom Aids:</p> <p>Computer, printer, projector, white board/ flip chart, marker and duster</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Audio visual equipment (could be computer or mobile), LCD projector</p>	

Manage routine office activities

MEP/N0204

Terminal Outcome:

- Discuss routine office activities
- Explain ways of arranging a meeting efficiently
- Describe the importance of gender-neutral communication

Duration: 20:00	Duration: 36:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Describe differences in response to phone calls of various stakeholders. • Discuss steps in dealing with queries of clients and colleagues. • Discuss the importance of gender-neutral communication and behaviour with internal and external stakeholders. • Explain the steps of searching organization’s knowledge-base for solutions. • Explain the process of storing and maintaining contact details of staff, service providers, suppliers, and other stakeholders • Describe filing of correspondences, contracts, and documents given by authorised persons. • Describe the process of taking stock of inventory and their replenishment. • Elaborate the process of tracking the movement of records/ files between departments or outside the organisation. • List the steps of organising a meeting like table agenda, set-up equipment, and manage refreshments, managing PwD. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Dramatize receiving calls, greeting callers/visitors and verifying their details. • Prepare sample summary sheet of the given document with queries and its answers to give feedback to client. • Apply suitable steps to organise a meeting room/venue. • Prepare a sample document by modifying the gendered language into gender neutral one. • Demonstrate the steps of filing of files and documents digitally and in a filing system/cabinet. • Apply suitable process of retrieving and retaining files and maintaining their order in the filing system.
<p>Classroom Aids:</p> <p>Computer, projector, white board/ flip chart, marker and duster</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Sample document with queries and its answer. Sample documents with gendered language.</p>	

Maintain a healthy, safe and secure working environment

MEP/N0207

Terminal Outcome:

- Apply health and safety practices at the workplace.

Duration: 12:00	Duration: 20:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Describe workplace hygiene practices and hygiene related concerns. • List first aid box items and their use. • Explain the significance of safety signs. • List situations that may lead to accidents at the workplace and ways to prevent them. • Describe the steps of emergency procedures during accidents/fire or other hazards situations. • Describe different types of fire extinguishers. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate how to maintain personal hygiene at the workplace. • Apply the appropriate ways to keep the workplace neat and tidy. • Examine the safety signs. • Demonstrate the first aid procedure to be given in different situations. • Dramatize (role-play) the emergency procedures during accidents or hazardous situations. • Prepare a sample report to track the breaches in safety, accidents and hazards. • Select the appropriate fire extinguishers for the different classes of fire.
<p>Classroom Aids:</p> <p>Computer, projector, white board/ flip chart, marker and duster</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Personal protective equipment (such as mask and helmet) Fire extinguishers (Class A,B,C,D & K fires: extinguishers may contain water, sand, foam, dry powder, CO2, or wet chemical), first aid box (sterile dressings, plasters, disposable sterile gloves, scissors, anti-septic wipes, thermometer)</p> <p>Presentation for emergency situation and fire for role play/ demonstration.</p> <p>Sample things for workplace like phone, registers, pen, pencil, stapler etc.</p>	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate in any discipline	Office assistant, Multifunction assistant, Secretary	2	Office assistant, Multifunction admin, Secretary	2	Office assistant, Multifunction admin, Secretary	

Trainer Certification	
Domain Certification	Platform Certification
MEP/Q0202, v1.0 or v2.0 Office Assistant Minimum accepted score is 80%	MEP/Q2601, v1.0 Trainer Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate in any discipline	Office assistant, Multifunction admin, Secretary	5	Office assistant, Multifunction admin, Secretary	2	Office assistant, Multifunction admin, Secretary	

Assessor Certification	
Domain Certification	Platform Certification
MEP/Q0202, v1.0 or v 2.0 Office Assistant Minimum accepted score is 80%	MEP/Q2701, v1.0 Assessor Minimum accepted score is 80%

Assessment strategy

Assessment system Overview

Assessment will be carried out by assessment partners with no link to training partners. Based on the results of assessment, MEPSC will certify the learners. Assessor has to pass online assessment of theoretical knowledge of the job role and get approved by MEPSC.

The assessment will have both theory and practical components in 40:60 ratio.

While theory assessment is summative and a written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature.

Testing Environment

Training partner has to share the batch start date and end date, number of trainees and the job role.

Assessment will be fixed for a day after the end date of training. It could be next day or later. Assessment will be conducted at the training venue.

Room where assessment is conducted will be set with proper seating arrangements with enough space to prevent copying.

Question bank of theory and practical will be prepared by assessment agency and approved by MEPSC. From this set of questions, assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on his theoretical knowledge of the subject.

The theory and practical assessments will be carried out on the same day. If number of candidates are many, more assessors and venue will be organized for same day assessment.

Presentation is a mode of assessment and so computers and LCD projector will be available for assessment. Viva will be used to gauge trainees' confidence and correct knowledge in handling job situations like interacting with clients and colleagues.

The question paper will be pre-loaded in the computer and it will be in the language requested by the training partner.

Assessment Quality Assurance framework

Assessor has to go through orientation program organized by Assessment Agency. The training would give an overview to the assessors on the overall framework of QP evaluation. Weightage assigned to each module will be complied with in the question paper. The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme.

For practical, the instructions for taking the test are clearly written on the board in the lab or shared with the candidates verbally.

The assessment will be video recorded and submitted to MEPSC.

The training partner will intimate the time of arrival of the assessor and time of leaving the venue.

Methods of Validation

Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Adhar card number is part of registering the candidate for training. This will form the basis of further verification during the assessment.

Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role.

The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment.

Video of the practical session is prepared and submitted to MEPSC.

Random spot checks/audit is conducted by MEPSC assigned persons to check the quality of assessment.

Assessment agency will be responsible to put details in SIP.

MEPSC will also validate the data and result received from the assessment agency.

Method of assessment documentation and access

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by MEPSC assessment team. After upload, only MEPSC can access this data.

MEPSC approves the results within a week and uploads them on SIP.