Use Basic Generic Skills for Employability Part I

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NSQF Level: 2

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:nsingh@mepsc.in

Description

This unit is about using and displaying effective skills for employability during recruitment and selection processes and at work for improved performance

Scope

This unit/ task covers the following:

Elements and Performance Criteria

Digital Literacy

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

PC1. identify different types of digital devices, their features, hardware and software

PC2. operate and use common features of phones/smartphones correctlyOperate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera

PC3. use messaging service on phones for communications and recharging phones

PC4. identify common applications on the phone and their purpose

PC5. follow effective safety and security measures related to information sharing on digital devices and platforms

PC6. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.

PC7. use internet search engines to find required information

PC8. identify relevant and common social media platforms and their basic features

PC9. follow safe online browsing practices and display responsible online behavior

PC10. create a personal email account, send and process received messages as per requirement

PC11. follow instructions to access information on relevant government schemes and related documents

Financial Literacy

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

PC12. identify own needs for various types of financial products and services for different purposesNeeds: Saving, Insurance, Loan, etc.Purposes: Education Wedding, Home, Medical, Emergencies, Business, etc.

PC13. select reliable institutions for the relevant financial products and services they offer, to meet own requirementsFinancial Service Institutions: Banks, Post Office, Micro-Finance Institutions, etc.Financial Services: Deposits (Fixed Deposit, Saving Deposit, Recurring Deposit); other Investment (Monthly Investment Scheme, National Saving Certificate, Kisan Vikas Patra), Insurance, Loans, Tax returns, etc.

PC14. confirm that the savings are done by the service provider, using the correct instrument as per requirement and instruction

PC15. identify available and authorized sources from where one can get reliable financial advice

PC16. identify common components of salary on a salary slip

PC17. identify and use common features of debit and credit cards to transact, correctly and securely

PC18. deposit and withdraw money from a bank using respective slips and cheque book

PC19. identify passbook entries correctly and procedure for updating it

PC20. deposit cheques and cash in a bank or an ATM using correct procedures

PC21. select appropriate category of insurance as per requirement, and relevant locally available service providers of health, general and life insurance

PC22. record income and expenditure accurately in a basic and convenient format, for budgeting activity

PC23. identify locally available and reliable sources of loan

PC24. choose tenure and terms of loan as per requirement

PC25. follow safe and secure practices related to own financial information and transactions

PC26. transfer money using various, authorised money transfer services Money Transfer (MT) Services: Phone/Computer Apps - Unified Payment Interface (UPI), eWallets, netbanking, MT institutions (Banks, Post Office, Authorised Money Transfer Private Institutions, etc.)

Communication Skills

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

PC27. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC28. use active listening techniques for effective communicationActive listening techniques: eg. focus, clarifications, managing distractions, etc.

PC29. communicate needs, rights, disagreements and dissatisfaction, to others in a calm, polite and positive manner

Self-Management

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

PC30. maintain good standards of personal and professional hygiene

PC31. identify, use and display good work ethics Good work ethics: honesty, integrity, punctuality, etc.

PC32. develop a basic plan for achieving given tasks in the workplace

PC33. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results

PC34. use basic techniques to remain positive in the face of challenges and difficult circumstances

PC35. use basic self-control techniques to deal with stress and anger effectively

Working with others

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

PC36. display communication and behavioural practices that respect diversity in the workplace, social and personal settings at all times

PC37. display interpersonal skills that help to build effective relationships with others Interpersonal skills: respecting diversity, empathy, being flexible, helping others, humour, trust, listening, tolerance, etc.

PC38. display initiative and take responsibility in work settings to achieve results

Dealing with Customers

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

PC39. identify different types of customers Types: new, regular, previous

PC40. respond to different customer requests and needs in a professional manner Professional manner: timely, efficiently, effectively, politely, calmly, etc.Needs: product and service, attention, respect, information, advice, etc.

Seeking Jobs

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

PC41. identify various reliable and available job search services for seeking jobsJob search services: Employment exchange, online services, job fairs, recruitment agencies and centers, etc.

PC42. apply to identified job openings using relevant methods and requirementsMethods: Registration, application, posting, requests, online, in-person, etc.

PC43. dress neatly and appropriately for the recruitment and selection process

PC44. answer questions politely, with clarity and confidence, during recruitment and selection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. means and methods used in the organisation to convey health, safety and security information

KU2. importance and components of appropriate communication protocols in professional settings

KU3. use of appropriate, professionally acceptable words and phrases, when interacting with others as per organisation hierarchy and protocol

KU4. importance of filling personal details on various forms accurately

KU5. types of digital devices and their main components of digital devices

KU6. features and utilities available on a phone

KU7. processes to carry out common operations on the phone and inbuilt utilities

KU8. applications (apps) for online payments and process to make payments through these

KU9. process to use and manage messages on a phone

KU10. recharge options available, related common terms and conditions and process to recharge pre-paid phones

KU11. options and processes for connecting to the internet

KU12. common reasons for phone related problems

KU13. process for searching for information using the internet

KU14. relevant and common social media platforms and their basic features

KU15. various email applications, commonly used and the process to create email accounts and send messages

KU16. safety precautions while using digital devices

KU17. security guidelines while storing, retrieving or communicating information online (through the internet or phone)

KU18. methods to deal with digital device related problems

KU19. important documents for identification and social welfare participation and how to obtain them and related information Documents: Pan Card, Aadhaar Card, Ration Card, Health Insurance Card, BPL Card, Voter Id, Birth & Death registration, etc.

KU20. good personal and professional hygiene and habits

KU21. concept of career and career development

KU22. importance and avenues of learning and development

KU23. what is self-learning and its importance

KU24. types of learning activities that can fulfil learning needs (online &offline)

KU25. available, relevant and reliable sources of learning and development for oneself

KU26. meaning, components and importance of good work ethics

KU27. importance of good planning and basic components of a good plan

KU28. concept, importance and techniques of time management such as prioritisation, scheduling, etc.

KU29. importance and techniques of recognizing and controlling emotions and their effect in interpersonal situations

KU30. formal and informal sources of reliable assistance for various specific types of issues, difficulties and challenges

KU31. importance and techniques of self-control including stress and anger

KU32. circumstances that may require adjustment of own behaviour, work and lifestyles in order to successfully adapt to these

KU33. need and techniques for adapting to cultural fitment requirements with respect to migration across organization, city, state and country

KU34. changes expected during work related migration to new places and related safety precautions

KU35. what is communication, importance of communication, elements of communication

KU36. types of communication such as verbal, non-verbal communication (body language, eye contact, facial expression, posture, touch space), written, based on style & purpose (formal & informal)

KU37. types of listening (active & passive), barrier to listening, probing as a technique for active listening

KU38. importance of saving money and different methods of saving money

KU39. types of financial services and institutions that provide these such as Banks, Post Office, etc.

KU40. investment and saving instruments Fixed Deposit (FD), Recurring Deposit (RD), Monthly Income Schemes (MIS), Kisan Vikas Patra (KVP), National Savings Certificate (NSC), etc.

KU41. safety and security guidelines for financial information and transactions

KU42. components of salary

KU43. types of taxes applicable to individuals such as Income tax, Goods and Services Tax (GST)

KU44. financial benefits and rights of employees Employees State Insurance (ESI), Employee Provident Fund (EPF)

KU45. basic arithmetic operations to do simple numeric calculations for common purposes such as salary, deductions, etc.

KU46. reliable sources of assistance related to financial advice and services

KU47. insurance, its types, importance and sources

KU48. methods to make money transfers

KU49. difference between debit/credit cards and how to use them

KU50. security tools and precautions to be taken while using financial instruments

KU51. how to build effective working relationships with others

KU52. diversity, its importance, types and benefits

KU53. common communication and behaviour practices that are a result of insensitivity to diversity

KU54. importance and benefits of taking initiative and responsibility, and related considerations

KU55. role, importance and types of customers

KU56. importance of customer satisfaction

KU57. customer needs, expectations and behaviour

KU58. principles and practices of good customer service

KU59. job portals and other job searching avenues and how to use them for searching for jobs

KU60. techniques to prepare oneself for job search different recruitment and selection processes

Generic Skills (GS)

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

GS1. prepare a professional CV

GS2. fill forms and applications accurately

GS3. type using a qwerty keyboard

GS4. type and send messages

GS5. read a passbook to interpret entries correctly

GS6. read information on websites and in advertisements to extract relevant information correctly

GS7. read employment offer letters and terms and conditions to extract relevant meaning and information correctly

GS8. speak in a respectable pitch and tone

GS9. use effective listening skills by focusing away from distraction and towards the speaker and seeking clarification, repetition where required

GS10. speak over the phone in an audible manner with the correct pitch

GS11. collect relevant information within a time frame to make an informed decision

GS12. use prioritisation based on importance and urgency to make timely decisions

GS13. position oneself in a manner to be best placed to hear speakers clearly

GS14. create short and focused personal development and learning plans for oneself

GS15. create to do lists to create basic action plans

GS16. listen to customers and co-workers attentively in order to contribute to sense of care and customer satisfaction

GS17. maintain professional communication etiquette such as speaking in respectable tone and pitch of voice, maintaining suitable physical distance, etc. with visitor or co-worker during conversation

GS18. be patient and courteous with different types of visitors and workers under all circumstances and situations

GS19. act as appropriate to requests or problems, based on company policy and acceptable professional practice

GS20. identify sources of support that can be useful in resolution of problems related to communication

GS21. escalate matters to appropriate personnel or resolve matters by oneself, based on nature of the issue and limits of authority required to address it

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Digital Literacy	**11**	**12**	**-**	**-**
PC1. identify different types of digital devices, their features, hardware and software	1	1	-	-
PC2. operate and use common features of phones/smartphones correctlyOperate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera	1	1	-	-
PC3. use messaging service on phones for communications and recharging phones	1	2	-	-
PC4. identify common applications on the phone and their purpose	1	1	-	-
PC5. follow effective safety and security measures related to information sharing on digital devices and platforms	1	1	-	-
PC6. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.	1	1	-	-
PC7. use internet search engines to find required information	1	1	-	-
PC8. identify relevant and common social media platforms and their basic features	1	1	-	-
PC9. follow safe online browsing practices and display responsible online behavior	1	1	-	-
PC10. create a personal email account, send and process received messages as per requirement	1	1	-	-
PC11. follow instructions to access information on relevant government schemes and related documents	1	1	-	-
Financial Literacy	**16**	**17**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. identify own needs for various types of financial products and services for different purposesNeeds: Saving, Insurance, Loan, etc.Purposes: Education Wedding, Home, Medical, Emergencies, Business, etc.	1	1	-	-
PC13. select reliable institutions for the relevant financial products and services they offer, to meet own requirementsFinancial Service Institutions: Banks, Post Office, Micro-Finance Institutions, etc.Financial Services: Deposits (Fixed Deposit, Saving Deposit, Recurring Deposit); other Investment (Monthly Investment Scheme, National Saving Certificate, Kisan Vikas Patra), Insurance, Loans, Tax returns, etc.	1	1	-	-
PC14. confirm that the savings are done by the service provider, using the correct instrument as per requirement and instruction	1	1	-	-
PC15. identify available and authorized sources from where one can get reliable financial advice	1	1	-	-
PC16. identify common components of salary on a salary slip	1	1	-	-
PC17. identify and use common features of debit and credit cards to transact, correctly and securely	1	1	-	-
PC18. deposit and withdraw money from a bank using respective slips and cheque book	1	1	-	-
PC19. identify passbook entries correctly and procedure for updating it	1	1	-	-
PC20. deposit cheques and cash in a bank or an ATM using correct procedures	1	1	-	-
PC21. select appropriate category of insurance as per requirement, and relevant locally available service providers of health, general and life insurance	1	1	-	-
PC22. record income and expenditure accurately in a basic and convenient format, for budgeting activity	1	1	-	-
PC23. identify locally available and reliable sources of loan	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. choose tenure and terms of loan as per requirement	1	1	-	-
PC25. follow safe and secure practices related to own financial information and transactions	2	1	-	-
PC26. transfer money using various, authorised money transfer services Money Transfer (MT) Services: Phone/Computer Apps - Unified Payment Interface (UPI), eWallets, netbanking, MT institutions (Banks, Post Office, Authorised Money Transfer Private Institutions, etc.)	1	2	-	-
Communication Skills	**3**	**3**	**-**	**-**
PC27. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	1	1	-	-
PC28. use active listening techniques for effective communicationActive listening techniques: eg. focus, clarifications, managing distractions, etc.	1	1	-	-
PC29. communicate needs, rights, disagreements and dissatisfaction, to others in a calm, polite and positive manner	1	1	-	-
Self-Management	**6**	**8**	**-**	**-**
PC30. maintain good standards of personal and professional hygiene	1	1	-	-
PC31. identify, use and display good work ethics Good work ethics: honesty, integrity, punctuality, etc.	1	1	-	-
PC32. develop a basic plan for achieving given tasks in the workplace	1	1	-	-
PC33. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results	1	1	-	-
PC34. use basic techniques to remain positive in the face of challenges and difficult circumstances	1	2	-	-
PC35. use basic self-control techniques to deal with stress and anger effectively	1	2	-	-
Working with others	**3**	**5**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC36. display communication and behavioural practices that respect diversity in the workplace, social and personal settings at all times	1	1	-	-
PC37. display interpersonal skills that help to build effective relationships with others Interpersonal skills: respecting diversity, empathy, being flexible, helping others, humour, trust, listening, tolerance, etc.	1	2	-	-
PC38. display initiative and take responsibility in work settings to achieve results	1	2	-	-
Dealing with Customers	**2**	**3**	**-**	**-**
PC39. identify different types of customers Types: new, regular, previous	1	1	-	-
PC40. respond to different customer requests and needs in a professional manner Professional manner: timely, efficiently, effectively, politely, calmly, etc.Needs: product and service, attention, respect, information, advice, etc.	1	2	-	-
Seeking Jobs	**4**	**7**	**-**	**-**
PC41. identify various reliable and available job search services for seeking jobsJob search services: Employment exchange, online services, job fairs, recruitment agencies and centers, etc.	1	1	-	-
PC42. apply to identified job openings using relevant methods and requirementsMethods: Registration, application, posting, requests, online, in-person, etc.	1	2	-	-
PC43. dress neatly and appropriately for the recruitment and selection process	1	2	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	1	2	-	-
NOS Total	**45**	**55**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9994
NOS Name	Use Basic Generic Skills for Employability Part I
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	2
Credits	TBD
Minimum Job Entry Age	NA
Minimum Educational Qualification & Experience	
Version	1.0
Next Review Date	24/09/2021
CCN Category	N/A