



Secretary

QP Code: MEP/Q0201

Version: 1.0

NSQF Level: 4

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MEP/Q0201: Secretary

Brief Job Description

Support the work of managers and company directors for whom they are employed to undertake a variety of administrative, clerical and managerial tasks. They often act as the manager's first point of contact and for use shorthand and a steno machine to transcribe information.

Personal Attributes

This job requires the individual to have basic computer skills, listening skills, good interpersonal and communication skills with attention to details, analytical skills, time management and problem solving skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [MEP/N0201: Stenography/shorthand](#)
2. [MEP/N0202: Application of computers](#)
3. [MEP/N0203: Operation & usage of various office equipments](#)
4. [MEP/N0204: Managing routine office activities](#)
5. [MEP/N0205: Comply with industry and organizational requirement](#)
6. [MEP/N0206: Demonstrate soft skills required for the job](#)
7. [MEP/N0207: Maintain a healthy, safe and secure working environment](#)

Qualification Pack (QP) Parameters

Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
Country	India
NSQF Level	4

Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO- 2015/3341.9900
Minimum Educational Qualification & Experience	12th Class (Preferably)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	01/11/2017
Next Review Date	30/09/2021
Deactivation Date	30/09/2021
NSQC Approval Date	03/08/2018
Version	1.0
Reference code on NQR	2018/OAFM/MEPSC/02510
NQR Version	1.0

MEP/N0201: Stenography/shorthand

Description

This unit covers the skills of taking shorthand notes and producing accurate and correct text and agreed format. It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original shorthand notes safely and securely.

Scope

This unit/tasks covers the following:

- shorthand skills
- taking dictation & recording shorthand
- documentation from transcript
- knowledge & use of appropriate symbols

Elements and Performance Criteria

Taking dictation/writing in short hand

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

- PC1.** Take dictation using shorthand
- PC2.** Input and format the text from shorthand notes
- PC3.** Check content for accuracy, editing and correcting the text

Transcribing shorthand documents

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

- PC4.** use of logograms ,grammalogues & contraction, with the use of tick The and punctuation marks and dictation use different input/output devices
- PC5.** use alternative forms of R & L, use of thick R And L
- PC6.** use of vowels: long & short vowels, dot & dash vowels, places of vowel, following & preceding vowel and intermediate vowel
- PC7.** use of phraseography, logograms, grammalogues & contractions
- PC8.** present the text in the required format within agreed deadlines

Knowledge & use of appropriate symbols

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

- PC9.** use of abbreviated W, Semicircle Y, and Diaphone U
- PC10.** use of downward H, Tick H and Dot H and upward SH
- PC11.** use of small circle for S & Z, use of S & Z with other stroke consonants
- PC12.** use of large circle for SW and their medially
- PC13.** use of initial small hooks (double consonants) R & L hooks, SHR & SHL hooked strokes ,vowels and double consonants
- PC14.** use of curved hooked strokes i.e. F/V/TH
- PC15.** use of N & F/V small hooks, hooks And vowels ,circles and loop with finally hooked strokes
- PC16.** use of prefixes/suffixes

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** your organizations policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work
- KU2.** the reporting procedure and follow up procedure if breakdown appears
- KU3.** importance of speedy disposal of work with maximum accuracy
- KU4.** the purpose of confidentiality and data protection
- KU5.** compliance to statutory requirements expected from employees
- KU6.** use different types of documents that may be produced from shorthand and the formats they should follow
- KU7.** the benefits of agreeing the purpose, format and deadline for the text
- KU8.** different types of breaches of safety and security and how and when to report these
- KU9.** check for accuracy and correctness including spelling, grammar and punctuation and the purpose of doing this
- KU10.** the different formats in which the text may be presented

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** read, understand and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources
- GS3.** prepare proposals, feedback to higher authorities
- GS4.** correspond with other institutions/department
- GS5.** comprehend written instructions
- GS6.** summarize information so to communicate it clearly, concisely and accurately
- GS7.** express statements, opinions or information clearly so that the receiver can hear and understand
- GS8.** express ideas clearly through written document
- GS9.** respond appropriately to queries
- GS10.** communicate effectively to manager, supervisor and workers
- GS11.** make decisions on the resources to be used for work
- GS12.** type of situations which require to be tackled by the individual or need to pass on to the superiors
- GS13.** what sort of work decisions can be taken within the job responsibilities
- GS14.** how to accurately estimate time and effort required to complete a task
- GS15.** identify and organize systems and required resources
- GS16.** maintain adequate preparation time for scheduled meetings/deadlines
- GS17.** develop schedules and timetables with clear, specific milestones and deadlines
- GS18.** identify critical tasks

- GS19.** establish priorities systematically, differentiating between urgent, important and unimportant tasks
- GS20.** monitor & adjust priorities and/or eliminate tasks on an on-going basis
- GS21.** importance of being patient and courteous with clients and vendors
- GS22.** being polite and courteous under all circumstances
- GS23.** how to avoid conflicts and solve them amicably
- GS24.** breakdowns and malfunction of equipment
- GS25.** to estimate the time taken to complete a work
- GS26.** to assess effort required to complete a work effectively
- GS27.** ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Taking dictation/writing in short hand</i>	5	18	-	-
PC1. Take dictation using shorthand	1	10	-	-
PC2. Input and format the text from shorthand notes	2	5	-	-
PC3. Check content for accuracy, editing and correcting the text	2	3	-	-
<i>Transcribing shorthand documents</i>	7	25	-	-
PC4. use of logograms ,grammalogues & contraction, with the use of tick The and punctuation marks and dictation use different input/output devices	2	5	-	-
PC5. use alternative forms of R & L, use of thick R And L	2	5	-	-
PC6. use of vowels: long & short vowels, dot & dash vowels, places of vowel, following & preceding vowel and intermediate vowel	1	5	-	-
PC7. use of phraseography, logograms, grammalogues & contractions	1	5	-	-
PC8. present the text in the required format within agreed deadlines	1	5	-	-
<i>Knowledge & use of appropriate symbols</i>	8	37	-	-
PC9. use of abbreviated W, Semicircle Y, and Diaphone U	1	5	-	-
PC10. use of downward H, Tick H and Dot H and upward SH	1	5	-	-
PC11. use of small circle for S & Z, use of S & Z with other stroke consonants	1	5	-	-
PC12. use of large circle for SW and their medially	1	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. use of initial small hooks (double consonants) R & L hooks, SHR & SHL hooked strokes ,vowels and double consonants	1	5	-	-
PC14. use of curved hooked strokes i.e. F/V/TH	1	5	-	-
PC15. use of N & F/V small hooks, hooks And vowels ,circles and loop with finally hooked strokes	1	5	-	-
PC16. use of prefixes/suffixes	1	2	-	-
NOS Total	20	80	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0201
NOS Name	Stenography/shorthand
Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	01/11/2017
Next Review Date	01/11/2020
NSQC Clearance Date	03/08/2018

MEP/N0202: Application of computers

Description

This unit covers the skills and competencies that user/individual need to operate a computer and office software packages to perform day- to- day activities at workplace.

Scope

This unit/tasks covers the following:

- Identification of parts of computer and storage devices
- Operation of computers and its components
- Use of various computer software programs and applications

Elements and Performance Criteria

Identification of various parts of computers and storage devices

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

PC1. identify & describe various parts of computers like CPU, keyboard, monitor, etc

PC2. identify different types of storage devices e.g. portable hard disks, flash drives, pen drives and CDs/DVDs (latest removable devices)

Operation of computer and related components

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

PC3. connect, turn on and off the computer properly and run computer applications

PC4. use different input/ output devices

PC5. connect and dismantle projector, cords, cables and input/output devices

Use of various computer software programs & applications

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

PC6. view files, work with files and customize window

PC7. use application of essential accessories such as notepad, WordPad, paintbrush, images, calculator, calendar, media players and sounds

PC8. use multimedia settings and applications of control panel

PC9. use word processing software to create and edit official documents and reports (MS Word or equivalent)

PC10. use software to create and edit presentations (MS PowerPoint or equivalent)

PC11. use software applications to create, apply & modify formulas, generate reports, maintain database & compile data (MS Excel or equivalent)

PC12. operate graphic packages e.g. MS Paint, PC Paintbrush etc.

PC13. use social media (Google +, Twitter, LinkedIn, Facebook)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** read and interpret instructions, procedures, information and signs at the workplace
- KU2.** read, understand and use various keyboard shortcuts
- KU3.** read, understand and interpret various mails/memo/office orders/circulars /letters and office instructions received from various sources
- KU4.** organize, structure and present information
- KU5.** write grammatically correct emails, reports & letters
- KU6.** identify the nature, purpose and use of the information to be communicated verbally
- KU7.** express statements, opinions or information clearly, so that the receiver can hear and understand
- KU8.** listen and respond in a way that is appropriate to the situation
- KU9.** communicate effectively with managers, supervisors and workers

Generic Skills (GS)

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

- GS1.** how to take information from the relevant sources and verify its accuracy and reliability
- GS2.** the importance of taking sound decisions based upon a valid analysis of the best available information.
- GS3.** how to identify and tackle situations individually or inform the seniors about the same
- GS4.** the importance of accurately estimating time and effort required to complete a task
- GS5.** how to develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand
- GS6.** how to complete the tasks within the allocated time, requirements/standards and resources
- GS7.** how to eliminate distractions and activities that do not support the achievement of the objectives
- GS8.** how to develop schedules, timetables with clear & specific milestones within the given timeframes
- GS9.** the importance of identifying professional and personal priorities and maintaining work life balance
- GS10.** importance of being positive, patient, courteous and customer friendly under all circumstances
- GS11.** the positive and negative body language while dealing with customers
- GS12.** the importance of identifying problems at workplace and various means to resolve the same
- GS13.** the breakdowns and malfunction of office equipment and to report the issues to the concerned personnel
- GS14.** how to break down complex problems into single and manageable components within his/her area of work
- GS15.** the streamlined approach to finding solutions
- GS16.** the importance of identifying various possible solutions to a problem using given data and information
- GS17.** the importance of applying facts to reach to a logical solution to a situation/problem
- GS18.** importance of being adaptable to change

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identification of various parts of computers and storage devices</i>	5	12	-	-
PC1. identify & describe various parts of computers like CPU, keyboard, monitor, etc	2	5	-	-
PC2. identify different types of storage devices e.g. portable hard disks, flash drives, pen drives and CDs/DVDs (latest removable devices)	3	7	-	-
<i>Operation of computer and related components</i>	4	17	-	-
PC3. connect, turn on and off the computer properly and run computer applications	2	5	-	-
PC4. use different input/ output devices	1	6	-	-
PC5. connect and dismantle projector, cords, cables and input/output devices	1	6	-	-
<i>Use of various computer software programs & applications</i>	21	41	-	-
PC6. view files, work with files and customize window	2	5	-	-
PC7. use application of essential accessories such as notepad, WordPad, paintbrush, images, calculator, calendar, media players and sounds	5	5	-	-
PC8. use multimedia settings and applications of control panel	2	3	-	-
PC9. use word processing software to create and edit official documents and reports (MS Word or equivalent)	2	8	-	-
PC10. use software to create and edit presentations (MS PowerPoint or equivalent)	2	8	-	-
PC11. use software applications to create, apply & modify formulas, generate reports, maintain database & compile data (MS Excel or equivalent)	2	8	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. operate graphic packages e.g. MS Paint, PC Paintbrush etc.	3	2	-	-
PC13. use social media(Google +, Twitter, LinkedIn, Facebook)	3	2	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0202
NOS Name	Application of computers
Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	01/11/2020

MEP/N0203: Operation & usage of various office equipments

Description

This unit covers the skills and competencies that user/individual need to have in to operate office equipment to perform day-to day office activities.

Scope

This unit/task covers the following:

- knowledge and usage of various office equipment - printer, photocopier, scanner, projector, binder, laminator, telephone, A/V equipment etc.
- operate the machine for specific tasks
- basic troubleshooting activities

Elements and Performance Criteria

Operation and usage of various office equipment

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

- PC1.** locate and select the equipment (printer, photocopier, scanner , binder , laminator , telephone, A/V equipment) and resources needed for the task
- PC2.** understand the various parts and functions of the various office equipment(printer, photocopier, scanner, projector, binder, laminator, telephone, A/V equipment)
- PC3.** operate each equipment efficiently and use all its features & applications
- PC4.** replenish material/supplies needed to run each equipment
- PC5.** inform/maintain about material/ supplies required for each equipment to the appropriate person
- PC6.** record usage of material/ equipment
- PC7.** carryout minor maintenance and troubleshooting
- PC8.** understand the network issues with each equipment
- PC9.** know/inform and act on the appropriate channel of communication in case of major breakdown
- PC10.** make sure the equipment is kept clean at all times, before loading, while usage
- PC11.** find alternative means of completion of tasks within stipulated time in case of such breakdown
- PC12.** make sure the equipment, resources and work area are ready for the next user

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the different types of office equipment, their features and what they can be used for
- KU2.** how to choose equipment and resources that are appropriate for the task

- KU3.** use of standard operating manuals and procedures for dealing with work related to office equipment
- KU4.** the reasons for following standard operating procedures when operating an equipment
- KU5.** the reporting procedure and follow up procedure if breakdown appears
- KU6.** importance of speedy disposal of work with maximum accuracy
- KU7.** cleaning and covering the equipment after office hours
- KU8.** scope of minor and major breakdowns
- KU9.** addressing minor even when external resources are required
- KU10.** methods of replenishment to run the equipment
- KU11.** sources of replenishment of supplies
- KU12.** data collection, analysis and documentation
- KU13.** how to connect any equipment
- KU14.** various parts/components of equipment

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 use various keyboard shortcuts
- GS3.** read, understand and interpret various mails/memo/office orders/circulars /letters and office instructions received from various sources
- GS4.** organize, structure and present information
- GS5.** write grammatically correct emails, reports & letters
- GS6.** identify the nature, purpose and use of the information to be communicated verbally
- GS7.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS8.** listen and respond in a way that is appropriate to the situation
- GS9.** communicate effectively with managers, supervisors and workers
- GS10.** how to take information from the relevant sources and verify its accuracy and reliability
- GS11.** the importance of taking sound decisions based upon a valid analysis of the best available information
- GS12.** how to identify and tackle situations individually or inform the seniors about the same
- GS13.** the importance of accurately estimating time and effort required to complete a task
- GS14.** how to develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand
- GS15.** how to complete the tasks within the allocated time, requirements/standards and resources
- GS16.** how to eliminate distractions and activities that do not support the achievement of the objectives
- GS17.** how to develop schedules, timetables with clear & specific milestones within the given timeframes
- GS18.** the importance of identifying professional and personal priorities and maintaining work life balance

- GS19.** importance of being positive, patient, courteous and customer friendly under all circumstances
- GS20.** the positive and negative body language while dealing with customers
- GS21.** the importance of identifying problems at workplace and various means to resolve the same
- GS22.** the breakdowns and malfunction of office equipment and to report the issues to the concerned personnel
- GS23.** how to break down complex problems into single and manageable components within his/her area of work
- GS24.** the streamlined approach to finding solutions
- GS25.** the importance of identifying various possible solutions to a problem using given data and information
- GS26.** the importance of applying facts to reach to a logical solution to a situation/problem
- GS27.** importance of being adaptable to change

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operation and usage of various office equipment</i>	30	70	-	-
PC1. locate and select the equipment (printer, photocopier, scanner , binder , laminator , telephone, A/V equipment) and resources needed for the task	2	5	-	-
PC2. understand the various parts and functions of the various office equipment(printer, photocopier, scanner, projector, binder, laminator, telephone, A/V equipment)	3	7	-	-
PC3. operate each equipment efficiently and use all its features & applications	2	5	-	-
PC4. replenish material/supplies needed to run each equipment	1	6	-	-
PC5. inform/maintain about material/ supplies required for each equipment to the appropriate person	1	6	-	-
PC6. record usage of material/ equipment	2	5	-	-
PC7. carryout minor maintenance and troubleshooting	5	5	-	-
PC8. understand the network issues with each equipment	5	5	-	-
PC9. know/inform and act on the appropriate channel of communication in case of major breakdown	2	8	-	-
PC10. make sure the equipment is kept clean at all times, before loading, while usage	2	8	-	-
PC11. find alternative means of completion of tasks within stipulated time in case of such breakdown	2	8	-	-
PC12. make sure the equipment, resources and work area are ready for the next user	3	2	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0203
NOS Name	Operation & usage of various office equipments
Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	01/11/2020

MEP/N0204: Managing routine office activities

Description

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

Scope

This unit/task covers the following:

- receiving and making call (telephone etiquette, record keeping)
- drafting reports/letters (formatting, salutations, closing)
- personal grooming (dressing, behavior)
- convening meeting (agenda, notice, follow up., venue arrangements, minutes, etc.)
- filling and record management (numbering, filling, indexing)
- email features and usage
- managing movement of paper/files

Elements and Performance Criteria

Receiving & making phone calls

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

- PC1.** attend to phone calls of various stakeholders and channelize them to appropriate authority
- PC2.** greet callers/visitors and verify their details, following your organizations procedures over phone or face to face
- PC3.** comply with relevant standards, policies, procedures and guidelines when dealing remotely with queries
- PC4.** listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries
- PC5.** summarize, and obtain confirmation of, your understanding of queries
- PC6.** express your concern for any difficulties caused and your commitment to resolving queries
- PC7.** refer queries outside your area of competence or authority promptly to appropriate people
- PC8.** access your organizations knowledge base for solutions to queries, where available
- PC9.** resolve queries within your area of competence or authority in line with organizational standards

Personal grooming

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

- PC10.** dress-up appropriately and neatly as per the corporate culture
- PC11.** maintain personal hygiene by keeping self-neat and clean in terms on nails, hair style, teeth etc.
- PC12.** use the right behavior to strengthen codes which stress the value of poise, grace and dignity
- PC13.** ensure visitors are positively engaged while maintaining decorum

Drafting reports/letters and emails

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

- PC14.** prepare computer generated reports and letters
- PC15.** use accurate grammar, spelling and punctuation while drafting/formatting reports/letters/email
- PC16.** compose, format, forward/send and print email messages

File Management

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

- PC17.** file documents and develop or modify filing practices
- PC18.** check the files for primary classification, series record, indexing or labeling
- PC19.** manage, record paper files/computer according to business and legal requirements
- PC20.** track movement of files/records

Convene meeting

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

- PC21.** coordinate, organize meetings
- PC22.** prepare draft notice, agenda and minutes of meeting

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** your organizations standards, policies, procedures, guidelines and service level agreements for dealing with queries and your role and responsibilities in relation to these
- KU2.** organizations profile, Its area of operation, and organizations statue
- KU3.** your organizations management tools and systems for recording, categorizing and resolving queries
- KU4.** where to refer queries outside your authority
- KU5.** who to seek advice and guidance from
- KU6.** standard tools, templates and scripts available for dealing with customer queries
- KU7.** the importance of keeping customers informed about timescales for progress and resolution of customer queries
- KU8.** the hierarchy of communication
- KU9.** the organizational structure
- KU10.** different styles and approaches when working with customers
- KU11.** techniques for conveying concern and commitment
- KU12.** guidelines for handling over such communication
- KU13.** issues that may affect customer satisfaction and how to deal with these
- KU14.** alternative channels of communication

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 use various keyboard shortcuts

- GS3.** read, understand and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources
- GS4.** organize, structure and present information
- GS5.** write grammatically correct emails, reports & letters
- GS6.** identify the nature, purpose and use of the information to be communicated verbally
- GS7.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS8.** listen and respond in a way that is appropriate to the situation
- GS9.** communicate effectively with managers, supervisors and workers
- GS10.** how to take information from the relevant sources and verify its accuracy and reliability
- GS11.** the importance of taking sound decisions based upon a valid analysis of the best available information.
- GS12.** how to identify and tackle situations individually or inform the seniors about the same
- GS13.** the importance of accurately estimating time and effort required to complete a task
- GS14.** how to develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand
- GS15.** how to complete the tasks within the allocated time, requirements/standards and resources
- GS16.** how to eliminate distractions and activities that do not support the achievement of the objectives
- GS17.** how to develop schedules, timetables with clear & specific milestones within the given timeframes
- GS18.** the importance of identifying professional and personal priorities and maintaining work life balance
- GS19.** importance of being positive, patient, courteous and customer friendly under all circumstances
- GS20.** the positive and negative body language while dealing with customers
- GS21.** the importance of identifying problems at workplace and various means to resolve the same
- GS22.** the breakdowns and malfunction of office equipment and to report the issues to the concerned personnel
- GS23.** how to break down complex problems into single and manageable components within his/her area of work
- GS24.** the streamlined approach to finding solutions
- GS25.** the importance of identifying various possible solutions to a problem using given data and information
- GS26.** the importance of applying facts to reach to a logical solution to a situation/problem
- GS27.** importance of being adaptable to change

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receiving & making phone calls</i>	14	27	-	-
PC1. attend to phone calls of various stakeholders and channelize them to appropriate authority	1	3	-	-
PC2. greet callers/visitors and verify their details, following your organizations procedures over phone or face to face	1	3	-	-
PC3. comply with relevant standards, policies, procedures and guidelines when dealing remotely with queries	1	3	-	-
PC4. listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries	1	3	-	-
PC5. summarize, and obtain confirmation of, your understanding of queries	2	3	-	-
PC6. express your concern for any difficulties caused and your commitment to resolving queries	2	3	-	-
PC7. refer queries outside your area of competence or authority promptly to appropriate people	2	3	-	-
PC8. access your organizations knowledge base for solutions to queries, where available	2	3	-	-
PC9. resolve queries within your area of competence or authority in line with organizational standards	2	3	-	-
<i>Personal grooming</i>	8	12	-	-
PC10. dress-up appropriately and neatly as per the corporate culture	2	3	-	-
PC11. maintain personal hygiene by keeping self-neat and clean in terms on nails, hair style, teeth etc.	2	3	-	-
PC12. use the right behavior to strengthen codes which stress the value of poise, grace and dignity	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure visitors are positively engaged while maintaining decorum	2	3	-	-
<i>Drafting reports/letters and emails</i>	6	9	-	-
PC14. prepare computer generated reports and letters	2	3	-	-
PC15. use accurate grammar, spelling and punctuation while drafting/formatting reports/letters/email	2	3	-	-
PC16. compose, format, forward/send and print email messages	2	3	-	-
<i>File Management</i>	8	9	-	-
PC17. file documents and develop or modify filing practices	2	3	-	-
PC18. check the files for primary classification, series record, indexing or labeling	2	3	-	-
PC19. manage, record paper files/computer according to business and legal requirements	2	2	-	-
PC20. track movement of files/records	2	1	-	-
<i>Convene meeting</i>	4	3	-	-
PC21. coordinate, organize meetings	2	2	-	-
PC22. prepare draft notice, agenda and minutes of meeting	2	1	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0204
NOS Name	Managing routine office activities
Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	01/11/2017
Next Review Date	04/09/2022
NSQC Clearance Date	03/08/2018

MEP/N0205: Comply with industry and organizational requirement

Description

This unit is about knowing, understanding and complying with the requirements of the organizations.

Scope

This unit/tasks covers the following:

- know and understand organizational standards
- know and understand industry standards
- general knowledge and awareness

Elements and Performance Criteria

Organizational standards

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

- PC1.** describe the organizational standards
- PC2.** implement organizational standards in the work performance
- PC3.** motivate others to follow them

Industry standards

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

- PC4.** describe the industry standards
- PC5.** align industry standards with the organizational standards

General knowledge & awareness

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

- PC6.** explain political, social, economic, & geographical work environment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** office procedures and regulations
- KU2.** reporting to the supervisors or higher authority
- KU3.** knowledge of organizational standards
- KU4.** administrative and clerical procedures
- KU5.** required typing speed
- KU6.** importance of complying with the procedures and time lines

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 use various keyboard shortcuts
- GS3.** read, understand and interpret various mails/memo/office orders/circulars /letters and office instructions received from various sources
- GS4.** organize, structure and present information
- GS5.** write grammatically correct emails, reports & letters
- GS6.** identify the nature, purpose and use of the information to be communicated verbally
- GS7.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS8.** listen and respond in a way that is appropriate to the situation
- GS9.** communicate effectively with managers, supervisors and workers
- GS10.** how to take information from the relevant sources and verify its accuracy and reliability
- GS11.** the importance of taking sound decisions based upon a valid analysis of the best available information.
- GS12.** how to identify and tackle situations individually or inform the seniors about the same
- GS13.** the importance of accurately estimating time and effort required to complete a task
- GS14.** how to develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand
- GS15.** how to complete the tasks within the allocated time, requirements/standards and resources
- GS16.** how to eliminate distractions and activities that do not support the achievement of the objectives
- GS17.** how to develop schedules, timetables with clear & specific milestones within the given timeframes
- GS18.** the importance of identifying professional and personal priorities and maintaining work life balance
- GS19.** importance of being positive, patient, courteous and customer friendly under all circumstances
- GS20.** the positive and negative body language while dealing with customers
- GS21.** the importance of identifying problems at workplace and various means to resolve the same
- GS22.** the breakdowns and malfunction of office equipment and to report the issues to the concerned personnel
- GS23.** how to break down complex problems into single and manageable components within his/her area of work
- GS24.** the streamlined approach to finding solutions
- GS25.** the importance of identifying various possible solutions to a problem using given data and information
- GS26.** the importance of applying facts to reach to a logical solution to a situation/problem
- GS27.** importance of being adaptable to change

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organizational standards</i>	40	12	-	-
PC1. describe the organizational standards	20	5	-	-
PC2. implement organizational standards in the work performance	10	5	-	-
PC3. motivate others to follow them	10	2	-	-
<i>Industry standards</i>	30	6	-	-
PC4. describe the industry standards	20	3	-	-
PC5. align industry standards with the organizational standards	10	3	-	-
<i>General knowledge & awareness</i>	10	2	-	-
PC6. explain political, social, economic, & geographical work environment	10	2	-	-
NOS Total	80	20	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0205
NOS Name	Comply with industry and organizational requirement
Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	01/11/2020

MEP/N0206: Demonstrate soft skills required for the job

Description

This unit is about demonstrating good verbal and written communication skills at workplace.

Scope

This unit/task covers the following:

- receiving and channelizing communication
- self-development
- decision making
- attention to detail
- analyzing figures & numbers
- interpersonal skills

Elements and Performance Criteria

Receiving and channelizing communication

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

- PC1.** ensure instructions and workflows are channelized in the desired manner to the appropriate person
- PC2.** liaise and communicate effectively with all concerned parties, giving regular updates to those required on your work progress
- PC3.** respond appropriately to letters and queries
- PC4.** correspond through writing in vernacular language/ basic English, precisely, with content and structure desired
- PC5.** obtain advice and guidance from appropriate people to develop knowledge, skills and competence
- PC6.** co-ordinate with all the team members and colleagues
- PC7.** communicate politely
- PC8.** keep appropriate records to monitor your work
- PC9.** organize and store important notice or letters
- PC10.** set a realistic work plan by allocating estimated time frames to each activity to aid planning and costing
- PC11.** prioritize and establish work according to its importance
- PC12.** differentiate between relevant/ important and supporting elements of information

Self-development

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

- PC13.** perform own duties effectively
- PC14.** take responsibility for own actions
- PC15.** be accountable towards the job role and assigned duties
- PC16.** take initiative and innovate the existing methods

PC17. focus on self - learning and improvement

Attention to detail

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

PC18. identify the objectives of task at hand and various means to achieve the same

PC19. complete the task at hand without errors

PC20. proofread and correct documents and reports

Analyzing figures and numbers

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

PC21. read, analyse, understand and interpret the data into meaningful information

PC22. convert the given information into charts, graphs and statistics using appropriate softwares

PC23. apply functions and formulas using calculator and appropriate softwares

PC24. use the existing data points to generate required reports for business

Interpersonal skills

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

PC25. agree with team members to be contacted for specific purposes

PC26. ensure that the team members receive the required information on time

PC27. encourage others to share information and knowledge within the constraints of confidentiality

PC28. respect views and opinions of other team members

PC29. manage conflicting situations at workplace

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. ensure work is aligned with the organizational standards

KU2. how to report to supervisor or higher authority about any grievances faced

KU3. the nature of business calls / letters / notices and respond appropriately

KU4. companys documentation policy

KU5. how to follow guidelines, procedures and pre described formats for writing letters/ replies/ notes

KU6. the hierarchy of communication

KU7. the organizational structure

KU8. specific formats for communication

KU9. how to pick up the basic grammar of the language

KU10. how to use the correct terms as appropriate for the situation

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 use various keyboard shortcuts
- GS3.** read, understand and interpret various mails/memo/office orders/circulars /letters and office instructions received from various sources
- GS4.** organize, structure and present information
- GS5.** write grammatically correct emails, reports & letters
- GS6.** identify the nature, purpose and use of the information to be communicated verbally
- GS7.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS8.** listen and respond in a way that is appropriate to the situation
- GS9.** communicate effectively with managers, supervisors and workers
- GS10.** how to take information from the relevant sources and verify its accuracy and reliability
- GS11.** the importance of taking sound decisions based upon a valid analysis of the best available information.
- GS12.** how to identify and tackle situations individually or inform the seniors about the same
- GS13.** the importance of accurately estimating time and effort required to complete a task
- GS14.** how to develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand
- GS15.** how to complete the tasks within the allocated time, requirements/standards and resources
- GS16.** how to eliminate distractions and activities that do not support the achievement of the objectives
- GS17.** how to develop schedules, timetables with clear & specific milestones within the given timeframes
- GS18.** the importance of identifying professional and personal priorities and maintaining work life balance
- GS19.** importance of being positive, patient, courteous and customer friendly under all circumstances
- GS20.** the positive and negative body language while dealing with customers
- GS21.** the importance of identifying problems at workplace and various means to resolve the same
- GS22.** the breakdowns and malfunction of office equipment and to report the issues to the concerned personnel
- GS23.** how to break down complex problems into single and manageable components within his/her area of work
- GS24.** the streamlined approach to finding solutions
- GS25.** the importance of identifying various possible solutions to a problem using given data and information
- GS26.** the importance of applying facts to reach to a logical solution to a situation/problem
- GS27.** importance of being adaptable to change

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receiving and channelizing communication</i>	26	20	-	-
PC1. ensure instructions and workflows are channelized in the desired manner to the appropriate person	2	2	-	-
PC2. liaise and communicate effectively with all concerned parties, giving regular updates to those required on your work progress	3	1	-	-
PC3. respond appropriately to letters and queries	2	1	-	-
PC4. correspond through writing in vernacular language/ basic English, precisely, with content and structure desired	2	3	-	-
PC5. obtain advice and guidance from appropriate people to develop knowledge, skills and competence	2	1	-	-
PC6. co-ordinate with all the team members and colleagues	2	2	-	-
PC7. communicate politely	2	1	-	-
PC8. keep appropriate records to monitor your work	2	2	-	-
PC9. organize and store important notice or letters	2	2	-	-
PC10. set a realistic work plan by allocating estimated time frames to each activity to aid planning and costing	2	2	-	-
PC11. prioritize and establish work according to its importance	3	1	-	-
PC12. differentiate between relevant/ important and supporting elements of information	2	2	-	-
<i>Self-development</i>	10	7	-	-
PC13. perform own duties effectively	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. take responsibility for own actions	2	2	-	-
PC15. be accountable towards the job role and assigned duties	2	1	-	-
PC16. take initiative and innovate the existing methods	2	1	-	-
PC17. focus on self - learning and improvement	2	1	-	-
<i>Attention to detail</i>	5	4	-	-
PC18. identify the objectives of task at hand and various means to achieve the same	2	1	-	-
PC19. complete the task at hand without errors	2	1	-	-
PC20. proofread and correct documents and reports	1	2	-	-
<i>Analyzing figures and numbers</i>	5	7	-	-
PC21. read, analyse, understand and interpret the data into meaningful information	2	2	-	-
PC22. convert the given information into charts, graphs and statistics using appropriate softwares	1	2	-	-
PC23. apply functions and formulas using calculator and appropriate softwares	1	2	-	-
PC24. use the existing data points to generate required reports for business	1	1	-	-
<i>Interpersonal skills</i>	9	7	-	-
PC25. agree with team members to be contacted for specific purposes	1	2	-	-
PC26. ensure that the team members receive the required information on time	2	2	-	-
PC27. encourage others to share information and knowledge within the constraints of confidentiality	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. respect views and opinions of other team members	2	1	-	-
PC29. manage conflicting situations at workplace	2	1	-	-
NOS Total	55	45	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0206
NOS Name	Demonstrate soft skills required for the job
Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	01/11/2020

MEP/N0207: Maintain a healthy, safe and secure working environment

Description

This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.

Scope

This unit/task covers the following emergency procedures:

- illness
- accidents
- fires other reasons to evacuate the premises
- breaches of security

Elements and Performance Criteria

Maintain health, safety and security measures during all activities

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

- PC1.** comply with your organizations current health, safety and security policies and procedures
- PC2.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC3.** identify and correct any hazards that you can deal with safely, competently and within the limits of your authority
- PC4.** report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures
- PC5.** follow your organizations emergency procedures promptly, calmly, and efficiently
- PC6.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC7.** complete any health and safety records legibly and accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organizations procedures for health
- KU2.** safety and security and your role and responsibilities in relation to this what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
- KU3.** how and when to report hazards
- KU4.** limits of your responsibility for dealing with hazards
- KU5.** your organizations emergency procedures for different emergency situations and the importance of following these
- KU6.** the importance of maintaining high standards of health, safety and security

- KU7.** implications of any non-compliance related to health, safety and security impacting individuals and the organization
- KU8.** different types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these
- KU12.** government agencies in the areas of safety, health and security and their norms and services

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 use various keyboard shortcuts
- GS3.** read, understand and interpret various mails/memo/office orders/circulars /letters and office instructions received from various sources
- GS4.** organize, structure and present information
- GS5.** write grammatically correct emails, reports & letters
- GS6.** identify the nature, purpose and use of the information to be communicated verbally
- GS7.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS8.** listen and respond in a way that is appropriate to the situation
- GS9.** communicate effectively with managers, supervisors and workers
- GS10.** how to take information from the relevant sources and verify its accuracy and reliability
- GS11.** the importance of taking sound decisions based upon a valid analysis of the best available information.
- GS12.** how to identify and tackle situations individually or inform the seniors about the same
- GS13.** plan and organize the work to meet health, safety and security requirements
- GS14.** the importance of accurately estimating time and effort required to complete a task
- GS15.** how to develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand
- GS16.** how to complete the tasks within the allocated time, requirements/standards and resources
- GS17.** how to eliminate distractions and activities that do not support the achievement of the objectives
- GS18.** how to develop schedules, timetables with clear & specific milestones within the given timeframes
- GS19.** the importance of identifying professional and personal priorities and maintaining work life balance
- GS20.** importance of being positive, patient, courteous and customer friendly under all circumstances
- GS21.** the positive and negative body language while dealing with customers
- GS22.** the importance of identifying problems at workplace and various means to resolve the same

- GS23.** the breakdowns and malfunction of office equipment and to report the issues to the concerned personnel
- GS24.** how to break down complex problems into single and manageable components within his/her area of work
- GS25.** the streamlined approach to finding solutions
- GS26.** the importance of identifying various possible solutions to a problem using given data and information
- GS27.** the importance of applying facts to reach to a logical solution to a situation/problem
- GS28.** importance of being adaptable to change

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security measures during all activities</i>	80	20	-	-
PC1. comply with your organizations current health, safety and security policies and procedures	9	1	-	-
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	9	1	-	-
PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	18	2	-	-
PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures	15	5	-	-
PC5. follow your organizations emergency procedures promptly, calmly, and efficiently	5	5	-	-
PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	12	3	-	-
PC7. complete any health and safety records legibly and accurately	12	3	-	-
NOS Total	80	20	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0207
NOS Name	Maintain a healthy, safe and secure working environment
Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	01/11/2020

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
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

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/N0201.Stenography/shorthand	20	80	-	-	100	30
MEP/N0202.Application of computers	30	70	-	-	100	14
MEP/N0203.Operation & usage of various office equipments	30	70	-	-	100	8
MEP/N0204.Managing routine office activities	40	60	-	-	100	15
MEP/N0205.Comply with industry and organizational requirement	80	20	-	-	100	8
MEP/N0206.Demonstrate soft skills required for the job	55	45	-	-	100	17
MEP/N0207.Maintain a healthy, safe and secure working environment	80	20	-	-	100	8
Total	335	365	-	-	700	100

Acronyms

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

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.
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.