Secretary

QP Code: MEP/Q0201

Version: 3.0

NSQF Level: 4

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Contents

MEP/Q0201: Secretary

Brief Job Description

A secretary is responsible for supporting managers and company directors with clerical and administrative tasks. The individual also takes dictation in shorthand and transcribes information to prepare documents.

Personal Attributes

The individual must be well groomed, attentive, comfortable with multi-tasking and disciplined. This person should respect confidentiality, have a positive attitude and be dependable.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. MEP/N0201: Use Stenography/Shorthand

2. MEP/N0243: Manage activities of designated person/s

3. MEP/N0241: Maintain records and documentation

4. MEP/N9915: Communicate with clients and colleagues effectively

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

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

Qualification Pack (QP) Parameters

Sector	Management
Sub-Sector	Office Management
Occupation	Office Support
Country	India
NSQF Level	4
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO- 2015/3341.9900

Minimum Educational Qualification & Experience	12th Class OR Certificate-NSQF (Office Assistant lvl - 3)
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	21/05/2020
Next Review Date	25/02/2026
Deactivation Date	22/03/2024
NSQC Approval Date	25/02/2021
Version	3.0
Reference code on NQR	2021/OAFM/MEPSC/04116
NQR Version	1

MEP/N0201: Use Stenography/Shorthand

Description

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

Scope

The scope covers the following :

- Take dictation in shorthand
- Use appropriate shorthand symbols
- Transcribe shorthand notes into documents

Elements and Performance Criteria

Take dictation in shorthand

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

PC1.   use shorthand to record verbal conversation

PC2.   take notes and instructions using appropriate shorthand phraseography, logograms, grammalogues and contractions

Use appropriate shorthand symbols

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

PC3.   make use of abbreviated W, Semicircle Y, and Diaphone U

PC4.   use downward H, Tick H, Dot H and upward SH

PC5.   form the letter S and Z using small circle

PC6.   orm the letter S and Z using small circle

PC7.   draw a large circle to form SW and their medial

PC8.   form initial small hooks (double consonants) R & L hooks, SHR & SHL hooked strokes, vowels and double consonants

PC9.   employ curved hooked strokes i.e. F/V/TH

PC10.   utilise N & F/V small hooks, hooks and vowels, circles and loop with finally hooked strokes

PC11.   add prefixes/suffixes

Transcribe shorthand notes into documents

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

PC12.   prepare document from shorthand notes

PC13.   present the text in the required format within agreed deadlines

PC14.   compare the document with shorthand notes to check for omissions and errors

PC15.   proofread document and correct errors

PC16.   save the document and shorthand notes as per organisational protocol

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization's policies and procedures for work

KU2. importance of speedy disposal of work with maximum accuracy

KU3. the importance of confidentiality and data protection

KU4. importance of compliance to statutory requirements

KU5. 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 and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources

GS3. correspond with other institutions/department

GS4. express statements, opinions or information clearly so that the receiver can hear and understand

GS5. express ideas clearly through written document

GS6. communicate effectively to manager, supervisor and workers

GS7. take decisions related to job responsibilities

GS8. accurately estimate time and effort required to complete a task

GS9. identify and organize systems and required resources

GS10. develop schedules and timetables with clear, specific milestones and deadlines

GS11. establish priorities systematically, differentiating between urgent, important and unimportant tasks

GS12. be polite and courteous under all circumstances

GS13. avoid conflicts and solve them amicably

GS14. concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Take dictation in shorthand	**5**	**18**	**-**	**-**
PC1. use shorthand to record verbal conversation	2	9	-	-
PC2. take notes and instructions using appropriate shorthand phraseography, logograms, grammalogues and contractions	3	9	-	-
Use appropriate shorthand symbols	**9**	**42**	**-**	**-**
PC3. make use of abbreviated W, Semicircle Y, and Diaphone U	1	5	-	-
PC4. use downward H, Tick H, Dot H and upward SH	1	5	-	-
PC5. form the letter S and Z using small circle	1	5	-	-
PC6. orm the letter S and Z using small circle	1	5	-	-
PC7. draw a large circle to form SW and their medial	1	5	-	-
PC8. form initial small hooks (double consonants) R & L hooks, SHR & SHL hooked strokes, vowels and double consonants	1	5	-	-
PC9. employ curved hooked strokes i.e. F/V/TH	1	5	-	-
PC10. utilise N & F/V small hooks, hooks and vowels, circles and loop with finally hooked strokes	1	3	-	-
PC11. add prefixes/suffixes	1	4	-	-
Transcribe shorthand notes into documents	**6**	**20**	**-**	**-**
PC12. prepare document from shorthand notes	2	4	-	-
PC13. present the text in the required format within agreed deadlines	1	4	-	-
PC14. compare the document with shorthand notes to check for omissions and errors	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. proofread document and correct errors	1	4	-	-
PC16. save the document and shorthand notes as per organisational protocol	1	4	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0201
NOS Name	Use Stenography/Shorthand
Sector	Management
Sub-Sector	Office Management
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

MEP/N0243: Manage activities of designated person/s

Description

This unit is about managing day to day activities of the designated person/s.

Scope

The scope covers the following :

- Manage queries and appointments
- Prepare different types of documents
- Manage meeting and its arrangements
- Follow industrial standards and requirements
- Practice inclusion

Elements and Performance Criteria

Manage queries and appointments

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

PC1. greet callers/visitors and verify their details, as per organisational protocol

PC2. comply with relevant standards, policies, procedures and guidelines when dealing with queries

PC3. resolve queries within the area of competence or authority

PC4. refer queries outside the area of competence or authority to appropriate person

PC5. fix appointments of the relevant colleagues and send meeting invites

PC6. maintain the calendar

Prepare different types of documents

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

PC7. prepare formal and informal letters

PC8. prepare reports and minutes of meetings in the appropriate format

PC9. use accurate grammar, spelling and punctuation while drafting/formatting reports/letters

PC10. communicate reports, minutes of meeting and the like as required to persons or committee/group members

Manage meeting and its arrangements

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

PC11. prepare the agenda of the meeting in consultation with designated person/s

PC12. coordinate organization of meeting

PC13. ensure the required equipment and other arrangements are in place

PC14. manage post-meeting activities

Follow industrial standards and requirements

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

PC15. identify industry standards and requirements

PC16. align industry standards with the organizational standards

PC17. follow instructions and guidelines for applications and licences required by the industry

PC18. follow up for applications and certification process

Practice inclusion

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

PC19. use gender neutral statements in communication

PC20. assist management in following industry policies related to recruitment of persons with disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization's profile, its area of operation, and statute

KU2. organization's management tools and systems for recording, categorizing and resolving queries

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

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

KU5. organisation's access control, data security and confidentiality policy

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

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

KU8. industrial standards and policies relevant to the organisation/ department

KU9. information systems used for recording and managing data and information

KU10. importance of maintaining the privacy and confidentiality of documents

KU11. archiving procedures and appropriate file retention periods

KU12. formats of different documents

KU13. communication formats for various occasions/persons

KU14. gender egalitarian communication

KU15. rights of persons with disability

Generic Skills (GS)

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

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

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

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

GS4. write both in English and local language

GS5. communicate effectively with seniors, peers, clients and others

GS6. plan daily tasks to achieve maximum productivity

GS7. organise documents in such a way that facilitates their ease of identification and retrieval, when required

GS8. treat all the internal and external customers with respect

GS9. follow appropriate etiquette such as maintaining the physical distance with visitors or co-workers during conversation

GS10. be patient and courteous with co-workers and clients under all circumstances and situations

GS11. apply problem solving skills, to resolve problems from clients and colleagues

GS12. discuss the matters promptly with the relevant authority in case of conflicts or grievances from clients that cannot be redressed by self

GS13. breakdown relevant work process into its constituent activities for ease of analysis

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage queries and appointments	**10**	**14**	**-**	**-**
PC1. greet callers/visitors and verify their details, as per organisational protocol	1	2	-	-
PC2. comply with relevant standards, policies, procedures and guidelines when dealing with queries	2	3	-	-
PC3. resolve queries within the area of competence or authority	2	3	-	-
PC4. refer queries outside the area of competence or authority to appropriate person	1	2	-	-
PC5. fix appointments of the relevant colleagues and send meeting invites	2	2	-	-
PC6. maintain the calendar	2	2	-	-
Prepare different types of documents	**8**	**11**	**-**	**-**
PC7. prepare formal and informal letters	2	2	-	-
PC8. prepare reports and minutes of meetings in the appropriate format	2	3	-	-
PC9. use accurate grammar, spelling and punctuation while drafting/formatting reports/letters	2	3	-	-
PC10. communicate reports, minutes of meeting and the like as required to persons or committee/group members	2	3	-	-
Manage meeting and its arrangements	**11**	**16**	**-**	**-**
PC11. prepare the agenda of the meeting in consultation with designated person/s	3	5	-	-
PC12. coordinate organization of meeting	4	5	-	-
PC13. ensure the required equipment and other arrangements are in place	2	2	-	-
PC14. manage post-meeting activities	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow industrial standards and requirements	**8**	**13**	**-**	**-**
PC15. identify industry standards and requirements	2	3	-	-
PC16. align industry standards with the organizational standards	2	4	-	-
PC17. follow instructions and guidelines for applications and licences required by the industry	2	3	-	-
PC18. follow up for applications and certification process	2	3	-	-
Practice inclusion	**3**	**6**	**-**	**-**
PC19. use gender neutral statements in communication	1	2	-	-
PC20. assist management in following industry policies related to recruitment of persons with disability	2	4	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0243
NOS Name	Manage activities of designated person/s
Sector	Management
Sub-Sector	
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

MEP/N0241: Maintain records and documentation

Description

This unit deals in detail with the maintenance of office related records and documentation.

Scope

The scope covers the following :

- This unit/ task covers the following:
- Maintain record and file documents
- Material and energy/electricity conservation practices

Elements and Performance Criteria

Maintain record and file documents

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

PC1. maintain the list of contact details of staff, service providers, suppliers and other stakeholders

PC2. file essential correspondences

PC3. maintain a catalogue of the files/documentation in the office

PC4. establish measures for smooth retrieval of documents and information from the filing system

PC5. perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system

PC6. ensure that file retention periods are adhered to

PC7. report any concerns to the authorised person

PC8. seek clarification about filing documents

PC9. ensure that the work is correctly documented

Material and energy/electricity conservation practices

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

PC10. identify processes where material utilization can be optimized

PC11. ensure computer, printer, scanner and other appliances are switched off when not in use

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policies, procedures and guidelines in relation to own job role and responsibilities

KU2. organisational hierarchy, various department, reporting structure and escalation matrix

KU3. organisational privacy and data security policies

KU4. organisational processes related to own work

KU5. common information and data relevant to ones job role as per the organisational context

KU6. types and purpose of documents: letter, contract, report, order, notice, correspondence (official or government), curriculum vitae, tabular statement, balance sheet, salary sheet, advertisement, and envelop or mailing label

KU7. purpose of maintaining the privacy and confidentiality of documents

KU8. procedure to report any data security related issues

KU9. the reporting procedure and follow up procedure

Generic Skills (GS)

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

GS1. use professional terms and jargon in documents and communication

GS2. read, understand and use various keyboard shortcuts

GS3. read and cross check typed matter

GS4. read job sheets, policy documents and information displayed at the workplace carefully for correct interpretation

GS5. write messages, notes and short descriptive text with reasonable accuracy

GS6. write clearly and effectively, and in a way that is easy to understand

GS7. listen and respond appropriately

GS8. communicate effectively with seniors and co-workers

GS9. pay attention to details

GS10. ensure that own work is complete and free from errors

GS11. maintain punctuality and work as per the priorities agreed with the seniors

GS12. plan day-to-day tasks to achieve optimum productivity

GS13. plan and organise official and personal work so as to have minimum downtime at work

GS14. keep seniors updated with the progress of your work

GS15. maintain concentration and patience to avoid poor quality results

GS16. manage distractions and maintain workplace discipline

GS17. organise documents in such a way that facilitates their ease of identification and retrieval, when required

GS18. maintain confidentiality and security of the documents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain record and file documents	**34**	**54**	**-**	**-**
PC1. maintain the list of contact details of staff, service providers, suppliers and other stakeholders	3	7	-	-
PC2. file essential correspondences	3	7	-	-
PC3. maintain a catalogue of the files/documentation in the office	8	8	-	-
PC4. establish measures for smooth retrieval of documents and information from the filing system	6	9	-	-
PC5. perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system	4	7	-	-
PC6. ensure that file retention periods are adhered to	4	6	-	-
PC7. report any concerns to the authorised person	4	6	-	-
PC8. seek clarification about filing documents	1	2	-	-
PC9. ensure that the work is correctly documented	1	2	-	-
Material and energy/electricity conservation practices	**6**	**6**	**-**	**-**
PC10. identify processes where material utilization can be optimized	2	4	-	-
PC11. ensure computer, printer, scanner and other appliances are switched off when not in use	4	2	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0241
NOS Name	Maintain records and documentation
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support, Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

MEP/N9915: Communicate with clients and colleagues effectively

Description

This unit deals in detail with communicating effectively with clients and colleagues to achieve a smooth workflow.

Elements and Performance Criteria

Interact withcolleagues and superiors

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

PC1. comprehend information and instructions received from colleagues and superiors respectively

PC2. consult and assist others to maximize effectiveness and efficiency in carrying out tasks

PC3. interact with colleagues from different functions clearly and effectively

PC4. explain the work to the colleagues and obtain clarification about job related requirements from superiors

PC5. record and report work output, exceptions and reasons for delays

PC6. report grievances and problems to superiors as per procedure to resolve them

Communicateeffectively withclient

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

PC7. comply with the norms followed on gender sensitivity, cultural and social differences while communicating with client

PC8. Identify reason for clients dissatisfaction and address their complaints effectively

PC9. display appropriate communication etiquette while interacting with the client

PC10. inform the clients about any issues or problems in advance and also about the developments involving them

PC11. follow appropriate dress code

PC12. respond to the client's e-mails and messages within timelines

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on data management, personnel management, effective team work, reporting and documentation

KU2. companys human resources policies

KU3. companys client profile

KU4. various categories of people that one is required to communicate and coordinate with, in the organization

KU5. importance of effective communication in the workplace

KU6. importance of teamwork in organizational and individual success

KU7. difference between assertive and aggressive communication

KU8. importance of tone and pitch in effective communication

KU9. importance of ethics for professional success

KU10. what constitutes disciplined behaviour for a working professional

KU11. common reasons for interpersonal conflict

KU12. importance of developing effective working relationships for professional success

KU13. expressing and addressing grievances appropriately and effectively

KU14. importance and ways of managing interpersonal conflict and grievances effectively

Generic Skills (GS)

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

GS1. fill in relevant forms and formats clearly and accurately

GS2. write factual and quantitative information correctly

GS3. write both in English and local language about work related tasks

GS4. document and maintain the record as per companys policy

GS5. read official documents in English and local language to interpret main points correctly

GS6. read notes from superiors, job sheets, company policy documents and information displayed at the workplace to interpret main points correctly

GS7. read and extract relevant information from consumer documentation including identity proofs, introductory letters, documents from or for the organisation, etc.

GS8. communicate effectively with clients, co-workers (seniors, peers, sub-ordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases

GS9. interact in English and/ or the local language with client

GS10. use effective listening and probing/questioning skills to understand requirement of the client

GS11. spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth

GS12. prioritise tasks while planning and assigning work based on importance and urgency

GS13. plan ones day to day tasks to achieve optimum productivity

GS14. be punctual and work as per agreed priorities

GS15. plan and organise official and personal work so as to have minimum downtime at work

GS16. manage distractions

GS17. create basic work plans detailing tasks/activities, time allocations, material resources, assigned responsibilities, required to achieve desired results in a time-bound manner

GS18. identify potential impact of what is communicated on customer and organisation

GS19. listen to customers carefully and interpret their requirement and viewpoints accurately

GS20. maintain etiquette such as maintaining the appropriate physical distance with customers and co-worker during conversation

GS21. be patient and courteous with different types of customers and workers under all circumstances and situations

GS22. apply problem solving skills to resolve problems of a difficult nature within organisation protocols

GS23. take action as appropriate to requests or problems, based on company policy

GS24. explain matters to seniors or resolve matters by oneself, based on nature of the issue and limits of authority required to address it

GS25. segment client based on various factors such as needs, age, gender, area or location etc.

GS26. observe, record, analyse and modify work practices to achieve productivity gains

GS27. breakdown relevant work process into its constituent activities for ease of analysis

GS28. prioritise client and address their needs based on urgency and importance in various situations

GS29. identify and classify impact of various behaviours and practices as beneficial or damaging to organisational success

GS30. explain which staff behaviours and work practices need to be encouraged or discouraged, on the basis of how they contribute to development of positive or negative organisational culture

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Interact withcolleagues and superiors	**24**	**29**	-	-
PC1. comprehend information and instructions received from colleagues and superiors respectively	5	4	-	-
PC2. consult and assist others to maximize effectiveness and efficiency in carrying out tasks	3	7	-	-
PC3. interact with colleagues from different functions clearly and effectively	4	5	-	-
PC4. explain the work to the colleagues and obtain clarification about job related requirements from superiors	4	5	-	-
PC5. record and report work output, exceptions and reasons for delays	6	2	-	-
PC6. report grievances and problems to superiors as per procedure to resolve them	2	6	-	-
Communicateeffectively withclient	**16**	**31**	-	-
PC7. comply with the norms followed on gender sensitivity, cultural and social differences while communicating with client	2	6	-	-
PC8. Identify reason for clients dissatisfaction and address their complaints effectively	4	5	-	-
PC9. display appropriate communication etiquette while interacting with the client	2	4	-	-
PC10. inform the clients about any issues or problems in advance and also about the developments involving them	1	7	-	-
PC11. follow appropriate dress code	4	5	-	-
PC12. respond to the client's e-mails and messages within timelines	3	4	-	-
NOS Total	**40**	**60**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9915
NOS Name	Communicate with clients and colleagues effectively
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	25/02/2026

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

Description

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

Elements and Performance Criteria

Maintain a professional image and behaviour

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

PC1.   display appropriate professional appearance for the workplace

PC2.   interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner

Maintain and enhance professional competence

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

PC3.   develop personal and professional goals and objectives

PC4.   identify strengths and weaknesses in relation to goals and objectives

PC5.   evaluate own capacity to meet goals and objectives

PC6.   determine personal development needs to perform role as per desired standards

PC7.   develop a professional development plan to enhance professional capabilities

PC8.   document a professional practice plan designed to support the achievement of goals

PC9.   select and implement development opportunities to support continuous learning and maintain currency of professional practice

PC10.   research developments and trends impacting on professional practice and integrate information into work performance

PC11.   invite peers and others to observe, and provide feedback, on own performance and practices

PC12.   use feedback from colleagues and clients to identify and introduce, improvements in work performance

Work in a disciplined and ethical manner

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

PC13.   perform tasks to the required workplace standard

PC14.   complete duties accurately, systematically and within required timeframes

PC15.   follow organisational policies

PC16.   protect the rights of the client and organisation when delivering services

PC17.   ensure services are delivered equally to all clients regardless of personal and cultural beliefs

PC18.   recognise potential ethical issues in the workplace and discuss with an appropriate person

PC19.   recognise unethical conduct and report to an appropriate person

PC20.   operate within an agreed ethical code of practice

PC21.   apply organisational guidelines and legal requirements on disclosure and confidentiality

Work effectively with all stakeholders

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

PC22. identify and obtain clarity regarding organisational, team and own goals

PC23. prioritise tasks at work as per organisational, team and own goals

PC24. plan to meet team performance targets and standards

PC25. monitor own and team performance as per agreed plan

PC26. share all relevant information with stakeholders in agreed formats and as per agreed timelines

PC27. work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes

PC28. recognise, avoid and/or address any conflict of interest

PC29. use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours

PC30. recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policyInappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisations HR systems, policies and procedures

KU2. organizational hierarchy and escalation matrix

KU3. organisational health safety and environment

KU4. work area inspection procedures and practices

KU5. importance of displaying professional appearance behaviour at all times

KU6. importance of developing personal and professional goals and objectives

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

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

KU9. how to determine personal development needs

KU10. importance of continuous learning and developing professional development plan

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

KU12. developments and trends impacting on professional practice

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

KU14. perform tasks to the required workplace standard

KU15. importance of discipline and ethics in a professional workplace

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

KU17. guidelines and legal requirements on disclosure and confidentiality

KU18. importance of collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes

KU19. how to recognise, avoid and/or address any conflict of interest

KU20. types of inappropriate behaviours at the workplace and how to recognize themInappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour

KU21. how to respond to inappropriate behaviour towards self and others in a professional manner

Generic Skills (GS)

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

GS1. prepare a personal development plan

GS2. read organisational guidelines and legal requirements

GS3. search and study from various information sources in order to learn about latest updates for self-development

GS4. read and interpret feedback received from peers

GS5. receive feedback from clients or concerned stake holders

GS6. communicate development plan with superiors

GS7. plan to meet own and team performance targets and standards

GS8. describe own role in achieving the goal

GS9. describe others role in achieving the goal

GS10. list activities, milestones and timelines

GS11. identify the support and resources needed to help work towards the goal.

GS12. plan and organise a personal development plan for self

GS13. provide quality services to all clients

GS14. display professional appearance and behaviours to all internal and external clients

GS15. use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours

GS16. recognise, avoid and/or address any conflict of interest

GS17. identify own strengths and weaknesses with respect achieving performance standards on the job

GS18. identify inappropriate behaviour and how to deal with it

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain a professional image and behaviour	**2**	**4**	**-**	**-**
PC1. display appropriate professional appearance for the workplace	1	2	-	-
PC2. interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner	1	2	-	-
Maintain and enhance professional competence	**10**	**21**	**-**	**-**
PC3. develop personal and professional goals and objectives	1	2	-	-
PC4. identify strengths and weaknesses in relation to goals and objectives	1	2	-	-
PC5. evaluate own capacity to meet goals and objectives	1	2	-	-
PC6. determine personal development needs to perform role as per desired standards	1	2	-	-
PC7. develop a professional development plan to enhance professional capabilities	1	3	-	-
PC8. document a professional practice plan designed to support the achievement of goals	1	2	-	-
PC9. select and implement development opportunities to support continuous learning and maintain currency of professional practice	1	2	-	-
PC10. research developments and trends impacting on professional practice and integrate information into work performance	1	2	-	-
PC11. invite peers and others to observe, and provide feedback, on own performance and practices	1	2	-	-
PC12. use feedback from colleagues and clients to identify and introduce, improvements in work performance	1	2	-	-
Work in a disciplined and ethical manner	**12**	**20**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. perform tasks to the required workplace standard	2	3	-	-
PC14. complete duties accurately, systematically and within required timeframes	1	2	-	-
PC15. follow organisational policies	1	2	-	-
PC16. protect the rights of the client and organisation when delivering services	1	3	-	-
PC17. ensure services are delivered equally to all clients regardless of personal and cultural beliefs	1	2	-	-
PC18. recognise potential ethical issues in the workplace and discuss with an appropriate person	2	2	-	-
PC19. recognise unethical conduct and report to an appropriate person	1	2	-	-
PC20. operate within an agreed ethical code of practice	2	2	-	-
PC21. apply organisational guidelines and legal requirements on disclosure and confidentiality	1	2	-	-
Work effectively with all stakeholders	**12**	**19**	**-**	**-**
PC22. identify and obtain clarity regarding organisational, team and own goals	1	2	-	-
PC23. prioritise tasks at work as per organisational, team and own goals	2	3	-	-
PC24. plan to meet team performance targets and standards	2	2	-	-
PC25. monitor own and team performance as per agreed plan	1	2	-	-
PC26. share all relevant information with stakeholders in agreed formats and as per agreed timelines	1	2	-	-
PC27. work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. recognise, avoid and/or address any conflict of interest	1	2	-	-
PC29. use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours	1	2	-	-
PC30. recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policyInappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour	1	2	-	-
NOS Total	**36**	**64**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9912
NOS Name	Apply principles of professional practice at the workplace
Sector	Management
Sub-Sector	Training and Assessment
Occupation	Training Delivery
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	30/06/2022
Next Review Date	29/09/2025
NSQC Clearance Date	29/09/2022

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Apply relevant health and safety practices at the workplace

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

PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures

PC2. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies

PC3. document and report all hazards, accidents and near-miss incidents as per set process

PC4. document safety records according to organisational policies

Maintain a healthy and hygienic environment

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

PC5. maintain the work area in a clean and tidy condition

PC6. ensure that the work area is sanitised as and when required

PC7. maintain personal hygiene

PC8. use appropriate personal protective equipment (PPE) where required

PC9. wash hands using soap and water or alcohol based sanitiser

PC10. report hygiene related concerns promptly to the relevant authority

Emergencies, rescue and first-aid procedures

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

PC11. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.

PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments

PC13. perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)

Follow fire safety requirements

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

PC14. follow fire safety practices

PC15. identify the type of fire and its stage

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Health Safety and Environment (HSE) practices

KU2. relevant Occupational Health and Safety (OHS) regulations

KU3. enterprise /site emergency procedures and techniques

KU4. waste and dangerous materials disposal procedures and practices

KU5. procedures for recording, reporting and maintenance of workplace safety and hygiene

KU6. meaning of hazards and risks

KU7. health and safety hazards commonly present in the work environment and related precautions

KU8. possible causes of risk, hazard or accident in the workplace

KU9. where to find all the general health and safety equipment in the workplace

KU10. various dangers associated with the use of electrical equipment

KU11. preventative and remedial actions to be taken in the case of exposure to toxic materials

KU12. importance of using protective clothing/equipment while working

KU13. precautionary activities to prevent the fire accident

KU14. various causes of fire

KU15. techniques of using the different fire extinguishers

KU16. different methods of extinguishing fire

KU17. different materials used for extinguishing fire

KU18. rescue techniques applied during a fire hazard

KU19. various types of safety signs and their meaning

KU20. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

KU21. safe lifting and carrying practices

Generic Skills (GS)

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

GS1. write Health and safety compliance report

GS2. interpret general health and safety guidelines

GS3. communicate general health and safety guidelines to co workers

GS4. take decision about the corrective action to be taken in case of any potential hazards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Apply relevant health and safety practices at the workplace	**13**	**16**	**-**	**-**
PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures	4	3	-	-
PC2. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	4	4	-	-
PC3. document and report all hazards, accidents and near-miss incidents as per set process	2	3	-	-
PC4. document safety records according to organisational policies	3	6	-	-
Maintain a healthy and hygienic environment	**8**	**21**	**-**	**-**
PC5. maintain the work area in a clean and tidy condition	1	5	-	-
PC6. ensure that the work area is sanitised as and when required	2	5	-	-
PC7. maintain personal hygiene	1	4	-	-
PC8. use appropriate personal protective equipment (PPE) where required	-	-	-	-
PC9. wash hands using soap and water or alcohol based sanitiser	2	3	-	-
PC10. report hygiene related concerns promptly to the relevant authority	2	4	-	-
Emergencies, rescue and first-aid procedures	**6**	**9**	**-**	**-**
PC11. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	-
PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)	2	3	-	-
Follow fire safety requirements	**13**	**14**	**-**	**-**
PC14. follow fire safety practices	4	3	-	-
PC15. identify the type of fire and its stage	2	4	-	-
PC16. use the various appropriate fire extinguishers on different types of fires correctly	4	4	-	-
PC17. follow procedures to rescue victim of fire without endangering self	3	3	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9903
NOS Name	Apply health and safety practices at the workplace
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	4.0
Last Reviewed Date	30/06/2022
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

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.Use Stenography/Shorthand	20	80	-	-	100	30
MEP/N0243.Manage activities of designated person/s	40	60	-	-	100	25
MEP/N0241.Maintain records and documentation	40	60	-	-	100	15
MEP/N9915.Communicate with clients and colleagues effectively	40	60	-	-	100	10
MEP/N9912.Apply principles of professional practice at the workplace	36	64	-	-	100	10
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	10
Total	**216**	**384**	**-**	**-**	**600**	**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.