



# Receptionist

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NSQF Level: 4

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## MEP/Q0204: Receptionist

### Brief Job Description

The Receptionist receives visitors at the reception and ensures that they are attended to as per their requirements, while assisting them in fulfilling the administrative and security processes of entry and exit. The receptionist also received calls on the board line and forwards to respective departments after enquiring from the caller. The receptionist also ensures the proper upkeep of the reception area, co-ordinates the incoming and outgoing mail and organizes for cabs as per instruction of the administration department

### Personal Attributes

The individual must be well groomed, attentive, multi-task and handle pressure, have good communication skills and attention to detail, respect confidentiality, have a positive attitude and dependability

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [MEP/N0213: Receive visitors and direct them as per their requirement](#)
2. [MEP/N0214: Respond to phone calls received at the reception as per the callers requirement](#)
3. [MEP/N0215: Co-ordinate incoming and outgoing mail](#)
4. [MEP/N0216: Use computers to store, retrieve and communicate information](#)
5. [MEP/N9903: Apply health and safety practices at the workplace](#)
6. [MEP/N9914: Communicate with clients, visitors and colleagues effectively](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>Country</b>	India
<b>NSQF Level</b>	4

<b>Credits</b>	NA
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4226.0100
<b>Minimum Educational Qualification &amp; Experience</b>	12th Class
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	21/06/2018
<b>Next Review Date</b>	31/03/2022
<b>Deactivation Date</b>	09/08/2023
<b>NSQC Approval Date</b>	19/12/2018
<b>Version</b>	1.0
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<b>NQR Version</b>	1.0

## **MEP/N0213: Receive visitors and direct them as per their requirement**

### **Description**

This unit is about conducting demonstration of work skills on-the-job or in a simulated work environment.

### **Scope**

This unit/ task covers the following:

- Receive and greet visitors
- Direct visitors as per their requirement
- Ensure comfort of the visitors waiting at the reception area

### **Elements and Performance Criteria**

#### *Receive and greet visitors*

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

- PC1.** welcome visitors in accordance with customer care policies, treating them with respect and care
- PC2.** record visitor details, using the organisations systems, as appropriate, issue a visitors pass as per visitor category
- PC3.** identify the visitors and the reason for their visit by enquiring from them and extracting information from the documents presented by them
- PC4.** ensure the visitors are attended to promptly
- PC5.** respond to enquiries from the visitors as per organisational policies, treating them with respect and care

#### *Direct visitors as per their requirement*

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

- PC6.** identify the appropriate department and personnel to be contacted to address the requirement of the visitor
- PC7.** retrieve contact details of relevant staff personnel from computerised or online directories
- PC8.** inform department and personnel that needs to be contacted as per nature of business of the visitor
- PC9.** provide staff members with accurate information on the assistance required by visitors
- PC10.** provide direction to the visitor to the area that they need to reach as per the purpose of their visit
- PC11.** provide access to the visitor to that area that they need to visit after obtaining necessary approvals, as per organisational process
- PC12.** share information about organisations products, services, holidays, working hours accurately and as per company policy for the same, adhering to relevant confidentiality norms
- PC13.** provide information clearly to visitors in a way that they can understand

#### *Ensure comfort of the visitors waiting at the reception area*

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

- PC14.** interact with visitors while following organisational policy for various categories of visitors including general visitors, irate or distressed visitors, VIP visitors and visitors with special needs
- PC15.** inform visitors of the progress of their requests for assistance
- PC16.** offer the visitors available facilities for their comfort while waiting to be attended to by the concerned department
- PC17.** attend promptly to any queries or complaints from the visitors and address them effectively

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organizations products, services
- KU3.** profile of receptionist in the organisation and the reporting structure
- KU4.** typical visitor profile for the organisation
- KU5.** organisational culture and code of conduct with visitors and clients
- KU6.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU7.** company policy for greet the visitors, maintaining visitor records and their access control as per company policy
- KU8.** rules and regulations of the office that may apply to visitors
- KU9.** various facilities offered to the visitor as per organisational policy
- KU10.** office premise layout
- KU11.** various types of organisations and common categories of visitors for each type
- KU12.** probable purpose of visit for various categories of visitors and how to deal with each
- KU13.** etiquettes of interacting with general visitors, irate or distressed visitors, VIP visitors and visitors with special needs
- KU14.** mandatory details to be received from the visitor and their purpose
- KU15.** acceptable identify / proof documents from various category of visitors
- KU16.** various sources of accessing department details, contact details of staff and layout of premises
- KU17.** the types of problems that may occur with visitors, including conflict, aggression, emotional distress and how to deal with these effectively

## **Generic Skills (GS)**

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

- GS1.** write message and short text with clarity and accuracy in English or local language
- GS2.** fill in forms and formats as per job requirement accurately and clearly
- GS3.** read job sheets, company policy documents and information displayed at the workplace to interpret them correctly

- GS4.** read notes or comments from the supervisor or customer to accurately comprehend the information
- GS5.** read and extract relevant information from visitor documentation including Identity proofs, introductory letters, documents from or for the organisation, etc.
- GS6.** communicate effectively with visitors and respond to their queries clearly and accurately
- GS7.** interact in a language the visitor is comfortable with from ones native language or English
- GS8.** use effective listening and probing /questioning skills to understand requirement of the visitors
- GS9.** provide clear instructions to the visitors for where they need to go and the formalities they need to complete
- GS10.** identify category of visitor, purpose of visit and the appropriate department and personnel to serve them
- GS11.** spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
- GS12.** interact with irate or distressed visitors, VIP visitors and visitors with special needs, in a professional manner and as per requirement, ensuring visitor satisfaction
- GS13.** plan ones day-to-day tasks to achieve maximum 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 the reception
- GS16.** organise for replacement in advance before leaving the reception for any reason
- GS17.** plan for most efficient method for handling all visitors satisfactorily even when faced with large number of walk-ins
- GS18.** manage distractions and maintain workplace discipline
- GS19.** listen to the visitor carefully and interpret their requirements
- GS20.** suggest possible solutions to potential or expressed requirements
- GS21.** maintain etiquettes such as maintaining the appropriate physical distance with visitor during conversation
- GS22.** be patient and courteous with different types of visitors and under all circumstances and situations
- GS23.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS24.** improve work processes by using simple techniques like resequencing, reducing duplication of effort, etc.
- GS25.** evaluate own work practices to discover loopholes that may result in increased security risks

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive and greet visitors</i>	<b>12</b>	<b>18</b>	-	-
<b>PC1.</b> welcome visitors in accordance with customer care policies, treating them with respect and care	2	4	-	-
<b>PC2.</b> record visitor details, using the organisations systems, as appropriate, issue a visitors pass as per visitor category	3	3	-	-
<b>PC3.</b> identify the visitors and the reason for their visit by enquiring from them and extracting information from the documents presented by them	2	4	-	-
<b>PC4.</b> ensure the visitors are attended to promptly	2	4	-	-
<b>PC5.</b> respond to enquiries from the visitors as per organisational policies, treating them with respect and care	3	3	-	-
<i>Direct visitors as per their requirement</i>	<b>18</b>	<b>30</b>	-	-
<b>PC6.</b> identify the appropriate department and personnel to be contacted to address the requirement of the visitor	2	4	-	-
<b>PC7.</b> retrieve contact details of relevant staff personnel from computerised or online directories	2	4	-	-
<b>PC8.</b> inform department and personnel that needs to be contacted as per nature of business of the visitor	3	3	-	-
<b>PC9.</b> provide staff members with accurate information on the assistance required by visitors	3	3	-	-
<b>PC10.</b> provide direction to the visitor to the area that they need to reach as per the purpose of their visit	2	4	-	-
<b>PC11.</b> provide access to the visitor to that area that they need to visit after obtaining necessary approvals, as per organisational process	2	4	-	-



<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC12.</b> share information about organisations products, services, holidays, working hours accurately and as per company policy for the same, adhering to relevant confidentiality norms	2	4	-	-
<b>PC13.</b> provide information clearly to visitors in a way that they can understand	2	4	-	-
<i>Ensure comfort of the visitors waiting at the reception area</i>	<b>10</b>	<b>12</b>	-	-
<b>PC14.</b> interact with visitors while following organisational policy for various categories of visitors including general visitors, irate or distressed visitors, VIP visitors and visitors with special needs	2	3	-	-
<b>PC15.</b> inform visitors of the progress of their requests for assistance	2	3	-	-
<b>PC16.</b> offer the visitors available facilities for their comfort while waiting to be attended to by the concerned department	3	3	-	-
<b>PC17.</b> attend promptly to any queries or complaints from the visitors and address them effectively	3	3	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0213
<b>NOS Name</b>	Receive visitors and direct them as per their requirement
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/06/2018
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	19/12/2018

## **MEP/N0214: Respond to phone calls received at the reception as per the callers requirement**

### **Description**

This unit deals in detail with responding to phone calls received at the reception fulfilling the callers requirement.

### **Scope**

This unit/ task covers the following:

- Use telecommunications systems effectively
- Follow good telephone etiquette
- Deal effectively with caller questions and requests

### **Elements and Performance Criteria**

#### *Use telecommunications systems effectively*

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

- PC1.** operate telecommunications equipment efficiently and effectively
- PC2.** speak clearly and slowly and adapt your speech to meet the individual needs of your customer
- PC3.** listen carefully when collecting information from the caller
- PC4.** select the information to be recorded and stored following organisations guidelines

#### *Follow good telephone etiquette*

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

- PC5.** update customer records during or after the call to reflect the key points of the conversation
- PC6.** greet your customer following your organisations guidelines
- PC7.** listen closely to your customer to identify their precise reason for calling and what outcome they are seeking from the call
- PC8.** confirm the identity of your customer following organisational guidelines

#### *Deal effectively with caller questions and requests*

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

- PC9.** use effective and assertive questions to clarify caller' requests
- PC10.** identify the options available for responding to the caller as per the identified reason for calling
- PC11.** choose the option that is most likely to lead to customer satisfaction within the service offer
- PC12.** give clear and concise information to caller in response to questions or requests and in line with established organisational guidelines
- PC13.** use purposeful questions and answers to control the length of the conversation
- PC14.** keep the caller informed about actions being performed to assist them
- PC15.** take permission from caller and put on hold when discussing action with others or calling a colleague

- PC16.** summarise the outcome of the call and any actions that are required to be taken
- PC17.** check for the callers agreement with proposed course of action
- PC18.** complete any follow up actions agreed during the call
- PC19.** take a clear message for passing on to staff if unable to forward the call
- PC20.** ensure follow-up calls are made as per commitment to callers

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organizations products, services
- KU3.** typical caller profile for the organisation
- KU4.** organisational culture and code of conduct with incoming calls
- KU5.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU6.** company policy for receiving calls, greeting callers and maintaining caller records
- KU7.** common telecommunications systems their features, and how to use them to take, forward and hold incoming calls, make calls, conference calls, use phone with multiple lines, etc.
- KU8.** importance of speaking clearly and slowly when dealing with customers by telephone
- KU9.** effects of smiling and other facial expressions that can be detected by somebody listening to the speaker on the telephone
- KU10.** telephone etiquette in official or professional settings
- KU11.** importance of adapting ones speech to meet the needs of customers
- KU12.** how accent and language can pose challenges in communicating over the phone
- KU13.** how to deal effectively with those who may find the language or accent difficult to understand over the phone
- KU14.** categories of people who may find it difficult to understand ones accent and language
- KU15.** what information is important to note down during or after telephone conversations with customers
- KU16.** importance of keeping the caller informed if they are on hold during a call
- KU17.** importance of not talking across an open line
- KU18.** what details should be included if taking a message for a colleague
- KU19.** how to identify, handle and escalate abusive callers, suspicious callers, threatening callers, distressed callers as well as VIP callers

## **Generic Skills (GS)**

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

- GS1.** write correctly in English or local language while taking and passing messages
- GS2.** document and maintain the record as per companys policy
- GS3.** read contact details of staff members and departments for forwarding calls

- GS4.** communicate effectively with callers and respond to their queries
- GS5.** interact in language the caller is comfortable
- GS6.** use effective listening and probing /questioning skills to understand requirement of the callers
- GS7.** explain to the caller how they will be served clearly
- GS8.** identify category of caller, purpose of call and the appropriate department and personnel to serve them
- GS9.** spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
- GS10.** interact with irate or distressed visitors, VIP visitors and visitors with special needs, in a professional manner and as per requirement, ensuring visitor satisfaction
- GS11.** plan ones day-to-day tasks to achieve maximum productivity
- GS12.** be punctual and work as per agreed priorities
- GS13.** plan and organise official and personal work so as to have minimum downtime at the reception
- GS14.** organise for replacement in advance before work desk/EPBAX for any reason
- GS15.** plan for most efficient method for handling all callers satisfactorily even when faced with large number of calls
- GS16.** manage distractions and maintain workplace discipline
- GS17.** listen to the caller carefully and interpret their requirement
- GS18.** suggest possible solutions to potential or expressed requirements
- GS19.** maintain etiquettes such with the caller during conversation
- GS20.** be patient and courteous with different types of callers and under all circumstances and situations
- GS21.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS22.** improve work processes by using simple techniques like resequencing, reducing duplication of effort, etc
- GS23.** evaluate own work practices to discover loopholes that may result in increased security risks

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use telecommunications systems effectively</i>	<b>8</b>	<b>12</b>	-	-
<b>PC1.</b> operate telecommunications equipment efficiently and effectively	2	3	-	-
<b>PC2.</b> speak clearly and slowly and adapt your speech to meet the individual needs of your customer	2	3	-	-
<b>PC3.</b> listen carefully when collecting information from the caller	2	3	-	-
<b>PC4.</b> select the information to be recorded and stored following organisations guidelines	2	3	-	-
<i>Follow good telephone etiquette</i>	<b>8</b>	<b>12</b>	-	-
<b>PC5.</b> update customer records during or after the call to reflect the key points of the conversation	2	3	-	-
<b>PC6.</b> greet your customer following your organisations guidelines	2	3	-	-
<b>PC7.</b> listen closely to your customer to identify their precise reason for calling and what outcome they are seeking from the call	2	3	-	-
<b>PC8.</b> confirm the identity of your customer following organisational guidelines	2	3	-	-
<i>Deal effectively with caller questions and requests</i>	<b>24</b>	<b>36</b>	-	-
<b>PC9.</b> use effective and assertive questions to clarify caller' requests	2	3	-	-
<b>PC10.</b> identify the options available for responding to the caller as per the identified reason for calling	2	3	-	-
<b>PC11.</b> choose the option that is most likely to lead to customer satisfaction within the service offer	2	3	-	-
<b>PC12.</b> give clear and concise information to caller in response to questions or requests and in line with established organisational guidelines	2	3	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> use purposeful questions and answers to control the length of the conversation	2	3	-	-
<b>PC14.</b> keep the caller informed about actions being performed to assist them	2	3	-	-
<b>PC15.</b> take permission from caller and put on hold when discussing action with others or calling a colleague	2	3	-	-
<b>PC16.</b> summarise the outcome of the call and any actions that are required to be taken	2	3	-	-
<b>PC17.</b> check for the callers agreement with proposed course of action	2	3	-	-
<b>PC18.</b> complete any follow up actions agreed during the call	2	3	-	-
<b>PC19.</b> take a clear message for passing on to staff if unable to forward the call	2	3	-	-
<b>PC20.</b> ensure follow-up calls are made as per commitment to callers	2	3	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0214
<b>NOS Name</b>	Respond to phone calls received at the reception as per the callers requirement
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/06/2018
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	19/12/2018



## **MEP/N0215: Co-ordinate incoming and outgoing mail**

### **Description**

This unit deals in detail with the co-ordination for smooth dispatch of outgoing mail and smooth receipt and forwarding of incoming mail

### **Scope**

This unit/ task covers the following:

- Co-ordinate to ensure smooth dispatch of outgoing mail
- Co-ordinate to ensure smooth receipt and forwarding of incoming mail
- Ensure safety and confidentiality while handling all mail

### **Elements and Performance Criteria**

#### *Co-ordinate to ensure smooth receipt and forwarding of incoming mail*

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

- PC1.** ensure receipt of incoming mail by completing the necessary procedure of the mail deliverer
- PC2.** identify the department or personnel the mail is addressed to
- PC3.** record all relevant details of the incoming mail in a register or using a computer
- PC4.** segregate incoming mail or packages based on which department or personnel it is for and other details like weight, type if package, etc
- PC5.** identify and dispose of unwanted junk mail after taking necessary approvals
- PC6.** organise for the distribution or handover of the incoming mail or packages
- PC7.** check for confirmation of receipt as per organisational guidelines via registers or through computer systems
- PC8.** follow the correct procedures of escalation when there are problems with incoming mail

#### *Co-ordinate to ensure smooth dispatch of outgoing mail*

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

- PC9.** collect and sort outgoing mail or packages as per urgency, local/outstation, weight and type or packet, etc
- PC10.** identify best options for dispatching mail in line with organisational process
- PC11.** arrange for courier service to collect outgoing mail or packages where requested
- PC12.** prepare items for urgent or special delivery
- PC13.** calculate correct postage charges for outgoing mail or packages
- PC14.** record details of the outgoing mail as per organisational process in a register or using a computer  
Details: Date and time of dispatch, from, to, mode of dispatch, postage costs, proof of dispatch details, etc.
- PC15.** ensure despatch outgoing mail or packages on time
- PC16.** follow the correct procedures when there are problems with outgoing mail

#### *Ensure safety and confidentiality while handling all mail*

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

- PC17.** ensure that mail is protected from any potentially harmful conditions
- PC18.** maintain the required levels of confidentiality of people sending or receiving mail items
- PC19.** identify and respond appropriately to any handling problems with the mail
- PC20.** identify, report and take appropriate action for any suspicious or dangerous mail items in line with organisational guidelines

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organizations products, services
- KU3.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU4.** health and safety requirements, and own responsibilities for self and others
- KU5.** the organisational structure and names, roles and locations of individuals and teams
- KU6.** the organisational procedures for dealing with different types of mail
- KU7.** the range of mail services available and how to choose the most appropriate service
- KU8.** organisational security procedures for handling mail or packages
- KU9.** approved courier services and their contact details
- KU10.** information systems used in the organisation for recording and organising
- KU11.** the purpose of distributing and dispatching mail to the correct recipient within agreed timescales
- KU12.** methods of calculating postage charges for mail or packages, e
- KU13.** the types of problems that may occur with incoming and outgoing mail and how to deal with them
- KU14.** working knowledge of operating computers, MS Office
- KU15.** types of mail that need to be handled
- KU16.** equipment to handle, lift, and transfer different types of mail
- KU17.** types of packaging used with different types of mail
- KU18.** damage that can be caused to packaging from different mail handling processes
- KU19.** containers that can be used with specific types of mail
- KU20.** storage conditions for mail
- KU21.** potentially harmful conditions for storage of mail
- KU22.** relevant organisational policy on confidentiality
- KU23.** data protection issues
- KU24.** problems that can be encountered while handling mail
- KU25.** methods to deal with different problems
- KU26.** safety and security risks while handling mail
- KU27.** methods to deal with suspicious or dangerous mail items Skills (

## **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 messages, notes and short descriptive text with reasonable accuracy for accurate reading comprehension and interpretation of the information text
- GS3.** write factual and quantitative information such as details of people, areas, addresses, dates, timelines, nature of documents and quantities correctly
- GS4.** write both in English and Local language to carry out work related tasks
- GS5.** write numbers in figures and words using decimal system
- GS6.** read and interpret correctly roman numerals
- GS7.** express monetary value in words and figures with appropriate currency units accurately
- GS8.** document and maintain the record as per companys policy
- GS9.** read official documents in English and Local Language to interpret main points correctly
- GS10.** read job sheets, quotations, contracts, company policy documents and information displayed at the workplace to interpret main points correctly
- GS11.** read notes or comments from the supervisor, other co-workers or vendors
- GS12.** read and extract relevant information from documentation including addressee, sent by, transport details, destinations, vendor details, delivery details, rates, quantities, status, etc
- GS13.** communicate effectively with vendors, 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
- GS14.** interact in English and/or the local language to respond to visitors in a language they are comfortable with
- GS15.** use effective listening and probing /questioning skills to understand requirement of the vendors and user/coordinating departments
- GS16.** provide clear instructions to the co-workers for where they need to go and the formalities they need to complete for various travel requirements
- GS17.** identify discrepancies between physical stock and documented stock, on the basis of documentation and physical verification, to uncover errors or malpractice, address matters accordingly
- GS18.** prioritise tasks while planning and assigning work based on importance and urgency
- GS19.** plan ones day to day tasks to achieve optimum productivity
- GS20.** be punctual and work as per priorities agreed with supervisors
- GS21.** plan and organise official and personal work so as to have minimum downtime at work
- GS22.** manage distractions and maintain workplace discipline
- GS23.** plan and organise documentation in order to have ease of retrieval, and safety and security of documentation, mail and packages
- GS24.** plan visit schedules taking into account travel time, formalities completion time and possible, likely exigencies
- GS25.** The user/individual on the job needs to know and understand how to:
- GS26.** identify potential impact on customer and organisation of erroneous or delayed delivery of packages, mail and messages
- GS27.** listen to vendors and user department personnel carefully and interpret their requirement and viewpoints accurately

- GS28.** listen to visitors carefully and interpret their requirement and viewpoints accurately
- GS29.** follow good customer service practices with internal and external customers
- GS30.** differentiate between good and bad customer service to internal customers
- GS31.** maintain appropriate physical distance with visitors or co-workers during conversations
- GS32.** be patient and courteous with different types of co-workers under all circumstances and situations
- GS33.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS34.** take action as appropriate to requests or problems, based on company policy
- GS35.** determine whether to escalate matters to seniors or resolve matters by oneself, based on the nature of the issue and limits of authority required to address it
- GS36.** interpret quotations, delivery challans, receiving documentation, and invoices, accurately to identify if it reflects accurate and required necessary details
- GS37.** identify vendor malpractices, that may be deliberate or not, that may cause losses to the organisation
- GS38.** identify risks related to incoming and outgoing mail, documentation and packages based on nature of the item, delivery mode, etc
- GS39.** observe, record, analyse and modify work practices to achieve productivity gains
- GS40.** breakdown relevant work process into its constituent activities for ease of analysis
- GS41.** identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS42.** determine which staff behaviours and work practices need to be encouraged or discouraged, on the basis of how they contribute to development of positive or negative organisational culture
- GS43.** conduct vendor evaluation and follow related control processes
- GS44.** evaluate relevant criteria to be factored in before re-ordering supplies or materials in different situations
- GS45.** identify factors to be considered to prioritise vendors during selection in different situations
- GS46.** select and prioritise travel arrangements based on various important considerations such as risk, environmental conditions, etc

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Co-ordinate to ensure smooth receipt and forwarding of incoming mail</i>	<b>16</b>	<b>24</b>	-	-
<b>PC1.</b> ensure receipt of incoming mail by completing the necessary procedure of the mail deliverer	2	3	-	-
<b>PC2.</b> identify the department or personnel the mail is addressed to	2	3	-	-
<b>PC3.</b> record all relevant details of the incoming mail in a register or using a computer	2	3	-	-
<b>PC4.</b> segregate incoming mail or packages based on which department or personnel it is for and other details like weight, type if package, etc	2	3	-	-
<b>PC5.</b> identify and dispose of unwanted junk mail after taking necessary approvals	2	3	-	-
<b>PC6.</b> organise for the distribution or handover of the incoming mail or packages	2	3	-	-
<b>PC7.</b> check for confirmation of receipt as per organisational guidelines via registers or through computer systems	2	3	-	-
<b>PC8.</b> follow the correct procedures of escalation when there are problems with incoming mail	2	3	-	-
<i>Co-ordinate to ensure smooth dispatch of outgoing mail</i>	<b>16</b>	<b>24</b>	-	-
<b>PC9.</b> collect and sort outgoing mail or packages as per urgency, local/outstation, weight and type or packet, etc	2	3	-	-
<b>PC10.</b> identify best options for dispatching mail in line with organisational process	2	3	-	-
<b>PC11.</b> arrange for courier service to collect outgoing mail or packages where requested	2	3	-	-
<b>PC12.</b> prepare items for urgent or special delivery	2	3	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> calculate correct postage charges for outgoing mail or packages	2	3	-	-
<b>PC14.</b> record details of the outgoing mail as per organisational process in a register or using a computer Details: Date and time of dispatch, from, to, mode of dispatch, postage costs, proof of dispatch details, etc.	2	3	-	-
<b>PC15.</b> ensure despatch outgoing mail or packages on time	2	3	-	-
<b>PC16.</b> follow the correct procedures when there are problems with outgoing mail	2	3	-	-
<i>Ensure safety and confidentiality while handling all mail</i>	<b>8</b>	<b>12</b>	-	-
<b>PC17.</b> ensure that mail is protected from any potentially harmful conditions	2	3	-	-
<b>PC18.</b> maintain the required levels of confidentiality of people sending or receiving mail items	2	3	-	-
<b>PC19.</b> identify and respond appropriately to any handling problems with the mail	2	3	-	-
<b>PC20.</b> identify, report and take appropriate action for any suspicious or dangerous mail items in line with organisational guidelines	2	3	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0215
<b>NOS Name</b>	Co-ordinate incoming and outgoing mail
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/06/2018
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	19/12/2018

## **MEP/N0216: Use computers to store, retrieve and communicate information**

### **Description**

This unit deals in detail with storing, retrieval and communication of information using computers

### **Elements and Performance Criteria**

#### *Retrieve information using computers*

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

- PC1.** setup main components of a computer correctly and start it correctly, in a safe
- PC2.** operate the computer to access data and information on it and through it as per authorised privileges
- PC3.** identify the operating system, information storage system and applications/software used for data storage and retrieval
- PC4.** navigate computer drives, directories, folders and software applications to access specified file locations
- PC5.** search for specified file types, files and data within the files using search option

#### *Transcribing shorthand documents*

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

- PC6.** access specified data or information using specified organisational application software
- PC7.** follow the organisational access control and data security policies to access data and information
- PC8.** input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications

#### *Knowledge & use of appropriate symbols*

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

- PC9.** perform basic designing, formatting, referencing and reviewing activities in a word-processor application as specified for the presentation of information
- PC10.** input, edit and save specified data or information using spreadsheet application
- PC11.** use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application
- PC12.** search for information using the internet and save in the computer following organisational guidelines and data security norms
- PC13.** follow organisational policy for naming stored files, maintaining backups and version control
- PC14.** share information as per organisational data security and confidentiality policy
- PC15.** share information using presentation software as per specifications
- PC16.** share information from computers using printed letters, reports or data sheets as specified

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

- PC17.** communicate information using email applications as per organisational access control policy while following data security norms
- PC18.** write emails following professional email etiquettes and organisational guidelines



- PC19.** follow electrical safety precautions while using computers which use electricity to run
- PC20.** follow ergonomic guidelines specified for working on computers
- PC21.** follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)
- PC22.** seek assistance of IT helpdesk available as per organisational policy in case of computer related problems

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organizations access control policy, data security policy and confidentiality policy
- KU2.** organisational policy for naming stored files, maintaining backups and version control
- KU3.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU4.** common information and data relevant to ones job role as per the organisational context
- KU5.** various software applications used in the organisation for storage, retrieval and communication of data and information
- KU6.** information systems used in the organisation for recording and managing data and information
- KU7.** main components of a computer and how-to setup a computer
- KU8.** various operating systems commonly used by organisations for their computers
- KU9.** how to start, operate and navigate computers using common operating systems such as Windows, Linux and iMac
- KU10.** various data storages accessible through computers
- KU11.** common information storage systems used for storage and retrieval of data
- KU12.** various application software used in organisations to store, retrieve and communicate information
- KU13.** basic letter and report writing guidelines
- KU14.** data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word-processor application
- KU15.** data entry, editing and storage, calculation, formatting, organising and presenting tools and techniques using spreadsheet application
- KU16.** various search options for seeking information using the internet
- KU17.** how to create simple presentations using presentation software
- KU18.** how to use printers connected to computers to obtain printouts of files or information in files
- KU19.** various email applications used in organisations
- KU20.** professional email etiquettes and their importance
- KU21.** electrical safety precautions while using computers which use electricity to run
- KU22.** ergonomic guidelines specified for working on computers
- KU23.** cyber security guidelines while storing, retrieving or communicating information online (through the internet)
- KU24.** methods to deal with computer related problems

## Generic Skills (GS)

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

- GS1.** write correctly in English or local language while taking and passing messages
- GS2.** document and maintain the record as per company policy
- GS3.** read contact details of staff members and departments for forwarding mail accurately
- GS4.** communicate effectively with courier vendors, staff and respond to their queries
- GS5.** interact in language the courier vendor is comfortable such as native language, or English
- GS6.** use effective listening and probing /questioning skills to understand requirement of the vendor or staff member
- GS7.** identify category of incoming mail, appropriate department and personnel it is for
- GS8.** identify category of outgoing mail and appropriate mode of dispatch as per organisational guidelines
- GS9.** spot and communicate potential areas of disruptions to work process and report the same
- GS10.** interact with irate or distressed staff or vendors, in a professional manner and as per requirement to resolve matters and calm them down
- GS11.** plan ones day to day tasks to achieve maximum productivity
- GS12.** be punctual and work as per agreed priorities
- GS13.** plan and organise official and personal work so as to have minimum downtime
- GS14.** organise for replacement in advance before leaving work desk for any reason
- GS15.** plan for most efficient method for handling work satisfactorily even when faced with volume of packages and other work
- GS16.** manage distractions and maintain workplace discipline
- GS17.** listen to the vendor or staff member carefully and interpret their requirement
- GS18.** be patient and courteous with different types of visitors under all circumstances and situations
- GS19.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS20.** improve work processes by using simple techniques like resequencing, reducing duplication of effort, etc
- GS21.** evaluate own work practices to discover loopholes that may result in increased security risks

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Retrieve information using computers</i>	<b>9</b>	<b>11</b>	-	-
<b>PC1.</b> setup main components of a computer correctly and start it correctly, in a safe	2	2	-	-
<b>PC2.</b> operate the computer to access data and information on it and through it as per authorised privileges	2	2	-	-
<b>PC3.</b> identify the operating system, information storage system and applications/software used for data storage and retrieval	2	2	-	-
<b>PC4.</b> navigate computer drives, directories, folders and software applications to access specified file locations	2	2	-	-
<b>PC5.</b> search for specified file types, files and data within the files using search option	1	3	-	-
<i>Transcribing shorthand documents</i>	<b>4</b>	<b>8</b>	-	-
<b>PC6.</b> access specified data or information using specified organisational application software	1	3	-	-
<b>PC7.</b> follow the organisational access control and data security policies to access data and information	1	3	-	-
<b>PC8.</b> input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications	2	2	-	-
<i>Knowledge &amp; use of appropriate symbols</i>	<b>15</b>	<b>23</b>	-	-
<b>PC9.</b> perform basic designing, formatting, referencing and reviewing activities in a word-processor application as specified for the presentation of information	2	2	-	-
<b>PC10.</b> input, edit and save specified data or information using spreadsheet application	2	3	-	-
<b>PC11.</b> use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application	1	3	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC12.</b> search for information using the internet and save in the computer following organisational guidelines and data security norms	2	3	-	-
<b>PC13.</b> follow organisational policy for naming stored files, maintaining backups and version control	2	3	-	-
<b>PC14.</b> share information as per organisational data security and confidentiality policy	2	3	-	-
<b>PC15.</b> share information using presentation software as per specifications	2	3	-	-
<b>PC16.</b> share information from computers using printed letters, reports or data sheets as specified	2	3	-	-
	<b>12</b>	<b>18</b>	-	-
<b>PC17.</b> communicate information using email applications as per organisational access control policy while following data security norms	2	3	-	-
<b>PC18.</b> write emails following professional email etiquettes and organisational guidelines	2	3	-	-
<b>PC19.</b> follow electrical safety precautions while using computers which use electricity to run	2	3	-	-
<b>PC20.</b> follow ergonomic guidelines specified for working on computers	2	3	-	-
<b>PC21.</b> follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)	2	3	-	-
<b>PC22.</b> seek assistance of IT helpdesk available as per organisational policy in case of computer related problems	2	3	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0216
<b>NOS Name</b>	Use computers to store, retrieve and communicate information
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/06/2018
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

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

### **Description**

This unit deals in detail with application of health and safety practices in a training and assessment environment

### **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.** work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required
- PC3.** follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies
- PC4.** document and report all hazards, accidents and near-miss incidents as per set process
- PC5.** 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:

- PC6.** maintain the work area in a clean and tidy condition
- PC7.** maintain personal hygiene
- PC8.** 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:

- PC9.** demonstrate how to free a person from electrocution
- PC10.** administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC11.** demonstrate basic techniques of bandaging
- PC12.** respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments
- PC13.** perform and organize loss minimization or rescue activity during an accident in real or simulated environments
- PC14.** administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases
- PC15.** demonstrate the artificial respiration and the CPR Process
- PC16.** participate in emergency procedures  
Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work
- PC17.** complete a written accident/incident report or dictate a report to another person, and send report to person responsible  
Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified

**PC18.** demonstrate correct method to move injured people and others during an emergency

*Follow fire safety requirements*

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

**PC19.** use the various appropriate fire extinguishers on different types of fires correctly  
Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)

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

**PC20.** demonstrate rescue techniques applied during fire hazard

**PC21.** demonstrate good housekeeping in order to prevent fire hazards

**PC22.** demonstrate the correct use of a fire extinguisher

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

**KU1.** Health Safety and Environment (HSE) practices including the appropriate use of personal protective equipment- hand gloves, safety shoes, safety goggles, masks, apron, Safe use of tools and equipment, taking action and reporting hazardous events, Communication protocols for reporting risks and hazardous events

**KU2.** relevant Occupational Health and Safety (OHS) regulations

**KU3.** relevant statutory legislation

**KU4.** relevant enterprise/site safety procedures

**KU5.** enterprise /site emergency procedures and techniques

**KU6.** waste and dangerous materials disposal procedures and practices

**KU7.** procedures for the recording, reporting and maintenance of workplace safety and hygiene

**KU8.** meaning of hazards and risks

**KU9.** health and safety hazards commonly present in the work environment and related precautions

**KU10.** possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible  
possible causes of risk and accident: physical actions; reading; listening to and giving instructions; inattention; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)

**KU11.** methods of accident prevention  
Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors

**KU12.** safe working practices when working with tools and machines

**KU13.** safe working practices while working at various hazardous sites

**KU14.** where to find all the general health and safety equipment in the workplace

**KU15.** various dangers associated with the use of electrical equipment

- KU16.** preventative and remedial actions to be taken in the case of exposure to toxic materials  
Exposure: ingested, contact with skin, inhaled  
Preventative action: ventilation, masks, protective clothing/ equipment); Remedial action: immediate first aid, report to supervisor  
Toxic materials: solvents, flux, lead
- KU17.** importance of using protective clothing/equipment while working
- KU18.** precautionary activities to prevent the fire accident
- KU19.** various causes of fire  
Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc.
- KU20.** techniques of using the different fire extinguishers
- KU21.** different methods of extinguishing fire
- KU22.** different materials used for extinguishing fire  
Materials: sand, water, foam, CO2, dry powder
- KU23.** rescue techniques applied during a fire hazard
- KU24.** various types of safety signs and what they mean
- KU25.** appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries
- KU26.** content of written accident report
- KU27.** potential injuries and ill health associated with incorrect manual handling
- KU28.** safe lifting and carrying practices
- KU29.** personal safety, health and dignity issues relating to the movement of a person by others
- KU30.** potential impact to a person who is moved incorrectly

## **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 learners
- GS4.** act in case of any potential hazards observed in the work place
- GS5.** take adequate measures to ensure the safety of students and visitors to training venue
- GS6.** provide assistance with the general care and wellbeing of learners
- GS7.** analyse what could constitute a health and safety Risk or Hazard
- GS8.** recognise emergency and potential emergency situations
- GS9.** identify what should or should not be done to protect from a health and safety risk or hazard



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply relevant health and safety practices at the workplace</i>	<b>9</b>	<b>11</b>	-	-
<b>PC1.</b> identify, control and report health and safety issues relating to immediate work environment according to procedures	2	2	-	-
<b>PC2.</b> work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required	2	2	-	-
<b>PC3.</b> follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	2	2	-	-
<b>PC4.</b> document and report all hazards, accidents and near-miss incidents as per set process	2	2	-	-
<b>PC5.</b> document safety records according to organisational policies	1	3	-	-
<i>Maintain a healthy and hygienic environment</i>	<b>4</b>	<b>8</b>	-	-
<b>PC6.</b> maintain the work area in a clean and tidy condition	1	3	-	-
<b>PC7.</b> maintain personal hygiene	1	3	-	-
<b>PC8.</b> report hygiene related concerns promptly to the relevant authority	2	2	-	-
<i>Emergencies, rescue and first-aid procedures</i>	<b>19</b>	<b>29</b>	-	-
<b>PC9.</b> demonstrate how to free a person from electrocution	2	2	-	-
<b>PC10.</b> administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	-
<b>PC11.</b> demonstrate basic techniques of bandaging	1	3	-	-
<b>PC12.</b> 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
<b>PC13.</b> perform and organize loss minimization or rescue activity during an accident in real or simulated environments	2	3	-	-
<b>PC14.</b> administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	2	3	-	-
<b>PC15.</b> demonstrate the artificial respiration and the CPR Process	2	3	-	-
<b>PC16.</b> participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work	2	3	-	-
<b>PC17.</b> complete a written accident/incident report or dictate a report to another person, and send report to person responsible Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified	2	3	-	-
<b>PC18.</b> demonstrate correct method to move injured people and others during an emergency	2	3	-	-
<i>Follow fire safety requirements</i>	<b>2</b>	<b>3</b>	-	-
<b>PC19.</b> use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	<b>6</b>	<b>9</b>	-	-
<b>PC20.</b> demonstrate rescue techniques applied during fire hazard	2	3	-	-
<b>PC21.</b> demonstrate good housekeeping in order to prevent fire hazards	2	3	-	-
<b>PC22.</b> demonstrate the correct use of a fire extinguisher	2	3	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N9903
<b>NOS Name</b>	Apply health and safety practices at the workplace
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/06/2018
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## **MEP/N9914: Communicate with clients, visitors and colleagues effectively**

### **Description**

This unit deals in detail with communicating effectively with superiors, colleagues, visitors and customers to achieve a smooth workflow.

### **Scope**

This unit/ task covers the following:

- Interact with superiors
- Communicate with colleagues
- Communicate effectively with customers

### **Elements and Performance Criteria**

#### *Interact with Superiors*

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

- PC1.** seek and obtain clarification about job related requirements, performance indicators and incentives from reporting superior
- PC2.** record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements
- PC3.** escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict
- PC4.** seek and receive feedback on performance output and quality

#### *Communicate with colleagues*

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

- PC5.** accurately receive information and instructions from colleagues getting clarification where required
- PC6.** accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt
- PC7.** give information to others clearly, at a pace and in a manner that helps them to understand
- PC8.** display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible
- PC9.** consult with and assist others to maximize effectiveness and efficiency in carrying out tasks
- PC10.** display appropriate communication etiquette while working  
Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc
- PC11.** display active listening skills while interacting with others at work
- PC12.** use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism
- PC13.** demonstrate responsible and disciplined behaviours at the workplace  
Disciplined behaviours: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.

**PC14.** interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work

*Communicate effectively with customers*

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

**PC15.** meet and greet visitors promptly, treating them politely and making them feel welcome

**PC16.** ask questions politely to the visitors in order to identify them and their needs

**PC17.** provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality

**PC18.** communicate with the visitors in a polite, professional and friendly manner

**PC19.** listen actively in a two way communication

**PC20.** be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc

**PC21.** identify customer dissatisfaction, reason for dissatisfaction and address to their complaints effectively

**PC22.** ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers

**PC23.** allow the visitors to complete what they have to say without interrupting them while they talk

**PC24.** ensure to avoid negative questions and statements to the customers

**PC25.** inform the customers on any issues or problems before hand and also on the developments involving them

**PC26.** ensure to respond back to the customer immediately for their voice messages, e-mails, etc

**PC27.** seek feedback from the visitors on their experience

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

**KU1.** companys policies on personnel management, effective team work at workplace

**KU2.** companys Human Resources policies

**KU3.** companys reporting structure

**KU4.** companys documentation policy

**KU5.** companys customer profile

**KU6.** various categories of people that one is required to communicate and coordinate within the organization

**KU7.** importance of effective communication in the workplace

**KU8.** importance of teamwork in organizational and individual success

**KU9.** various components of effective communication

**KU10.** key elements of active listening

**KU11.** value and importance of active listening and assertive communication

**KU12.** barriers to effective communication

**KU13.** importance of tone and pitch in effective communication and how to use it

- KU14.** importance of avoiding casual expletives and unpleasant terms while communicating professional circles
- KU15.** how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer
- KU16.** importance of ethics for professional success
- KU17.** importance of discipline for professional success
- KU18.** what constitutes disciplined behaviour for a working professional
- KU19.** common reasons for interpersonal conflict
- KU20.** importance of developing effective working relationships for professional success
- KU21.** expressing and addressing grievances appropriately and effectively
- KU22.** importance and ways of managing interpersonal conflict effectively
- KU23.** importance of dealing with grievances effectively and in time

### **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 messages, notes and short descriptive text with reasonable accuracy for accurate reading comprehension and interpretation of the information text
- GS3.** write factual and quantitative information such as details of people, location or areas, dates, timelines, quantities, etc
- GS4.** write both in English and Local language to carry out work related tasks
- GS5.** write numbers in figures and words using decimal system
- GS6.** read and interpret correctly roman numerals
- GS7.** document and maintain the record as per company's policy
- GS8.** read official documents in English and Local Language to interpret main points correctly
- GS9.** read job sheets, company policy documents and information displayed at the workplace to interpret main points correctly
- GS10.** read notes or comments from the supervisor or customer
- GS11.** read and extract relevant information from visitor documentation including identity proofs, introductory letters, documents from or for the organisation, etc
- GS12.** communicate effectively with visitors, 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
- GS13.** interact in English and/or the local language to respond to visitors in a language they are comfortable with
- GS14.** use effective listening and probing /questioning skills to understand requirement of the visitors
- GS15.** provide clear instructions to the visitors for where they need to go and the formalities they need to complete
- GS16.** identify category of visitor, purpose of visit and the appropriate department and personnel to serve them

- GS17.** spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
- GS18.** prioritise tasks while planning and assigning work based on importance and urgency
- GS19.** plan ones day-to-day tasks to achieve optimum productivity
- GS20.** be punctual and work as per agreed priorities
- GS21.** plan and organise official and personal work so as to have minimum downtime at work
- GS22.** manage distractions and maintain workplace discipline
- GS23.** plan and allocate workers, time, equipment and materials
- GS24.** create basic work plans detailing tasks/activities, time allocations, materials resources, assigned responsibilities, required to achieve desired results in a time-bound manner
- GS25.** identify potential impact on customer and organisation of misinterpreting, misguiding or delayed responses to visitors
- GS26.** listen to visitors carefully and interpret their requirement and viewpoints accurately
- GS27.** maintain etiquettes such as maintaining the appropriate physical distance with visitor or co-worker during conversation
- GS28.** be patient and courteous with different types of visitors and workers under all circumstances and situations
- GS29.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS30.** take action as appropriate to requests or problems, based on company policy
- GS31.** escalate matters to seniors or resolve matters by oneself, based on nature of the issue and limits of authority required to address it
- GS32.** segment visitors based on various factors such as needs, age, gender, area or location, etc
- GS33.** list risks associated with various categories of visitors
- GS34.** observe, record, analyse and modify work practices to achieve productivity gains
- GS35.** explain the concept and need of defined and documented processes
- GS36.** breakdown relevant work process into its constituent activities for ease of analysis
- GS37.** prioritise customers and addressing their needs based on urgency and importance in various situations
- GS38.** identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS39.** 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
<i>Interact with Superiors</i>	<b>8</b>	<b>8</b>	-	-
<b>PC1.</b> seek and obtain clarification about job related requirements, performance indicators and incentives from reporting superior	2	2	-	-
<b>PC2.</b> record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements	2	2	-	-
<b>PC3.</b> escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	2	2	-	-
<b>PC4.</b> seek and receive feedback on performance output and quality	2	2	-	-
<i>Communicate with colleagues</i>	<b>19</b>	<b>20</b>	-	-
<b>PC5.</b> accurately receive information and instructions from colleagues getting clarification where required	2	2	-	-
<b>PC6.</b> accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt	2	2	-	-
<b>PC7.</b> give information to others clearly, at a pace and in a manner that helps them to understand	2	2	-	-
<b>PC8.</b> display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible	2	2	-	-
<b>PC9.</b> consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	2	2	-	-
<b>PC10.</b> display appropriate communication etiquette while working Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc	2	2	-	-
<b>PC11.</b> display active listening skills while interacting with others at work	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism	2	2	-	-
<b>PC13.</b> demonstrate responsible and disciplined behaviours at the workplace Disciplined behaviours: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.	2	2	-	-
<b>PC14.</b> interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work	1	2	-	-
<i>Communicate effectively with customers</i>	<b>13</b>	<b>32</b>	-	-
<b>PC15.</b> meet and greet visitors promptly, treating them politely and making them feel welcome	1	3	-	-
<b>PC16.</b> ask questions politely to the visitors in order to identify them and their needs	1	3	-	-
<b>PC17.</b> provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality	1	3	-	-
<b>PC18.</b> communicate with the visitors in a polite, professional and friendly manner	1	2	-	-
<b>PC19.</b> listen actively in a two way communication	1	3	-	-
<b>PC20.</b> be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc	1	2	-	-
<b>PC21.</b> identify customer dissatisfaction, reason for dissatisfaction and address to their complaints effectively	1	2	-	-
<b>PC22.</b> ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers	1	2	-	-
<b>PC23.</b> allow the visitors to complete what they have to say without interrupting them while they talk	1	3	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC24.</b> ensure to avoid negative questions and statements to the customers	1	2	-	-
<b>PC25.</b> inform the customers on any issues or problems before hand and also on the developments involving them	1	3	-	-
<b>PC26.</b> ensure to respond back to the customer immediately for their voice messages, e-mails, etc	1	2	-	-
<b>PC27.</b> seek feedback from the visitors on their experience	1	2	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N9914
<b>NOS Name</b>	Communicate with clients, visitors and colleagues effectively
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	21/06/2018
<b>Next Review Date</b>	16/01/2023
<b>NSQC Clearance Date</b>	22/08/2019

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. 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/N0213.Receive visitors and direct them as per their requirement	40	60	-	-	100	20
MEP/N0214.Respond to phone calls received at the reception as per the callers requirement	40	60	-	-	100	30
MEP/N0215.Co-ordinate incoming and outgoing mail	40	60	-	-	100	13
MEP/N0216.Use computers to store, retrieve and communicate information	40	60	-	-	100	12
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	10
MEP/N9914.Communicate with clients, visitors and colleagues effectively	40	60	-	-	100	15
<b>Total</b>	<b>240</b>	<b>360</b>	<b>-</b>	<b>-</b>	<b>600</b>	<b>100</b>

### Acronyms

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

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.