



Multifunctional Administrative Executive

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NSQF Level: 5

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MEP/Q0205: Multifunctional Administrative Executive

Brief Job Description

An Administration Executive performs administrative and office support activities. The work could involve upkeep and maintenance of office premises book-keeping and filing purchases and vendor management for office supplies, stationary and up-keep ensuring comfort of staff and visitors receiving and forwarding calls co-ordination of incoming and outgoing mail as well as organizing meeting rooms and travel for staff.

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/N0215: Co-ordinate incoming and outgoing mail](#)
2. [MEP/N0216: Use computers to store, retrieve and communicate information](#)
3. [MEP/N0217: Ensure up-keep of office premises and facilities](#)
4. [MEP/N0218: Manage vendors for procurement of office supplies and services](#)
5. [MEP/N0219: Maintain and issue office stationary and supplies](#)
6. [MEP/N0220: Maintain official records and documentation](#)
7. [MEP/N0221: Organise for local transport and out-station ticketing for staff in co-ordination with travel vendor](#)
8. [MEP/N0222: Organise for meeting rooms and venues for office meetings and events](#)
9. [MEP/N9903: Apply health and safety practices at the workplace](#)
10. [MEP/N9914: Communicate with clients, visitors and colleagues effectively](#)

Qualification Pack (QP) Parameters

Sector	Management
Sub-Sector	Office Management & Professional Skills

Occupation	Office Support
Country	India
NSQF Level	5
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	12th Class with 2-3 Years of experience of working in any office.
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	21/06/2018
Next Review Date	21/06/2022
Deactivation Date	09/08/2023
NSQC Approval Date	19/12/2018
Version	1.0
Reference code on NQR	2019/ETR/MEPSC/03075
NQR Version	1.0

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>	16	24	-	-
PC1. ensure receipt of incoming mail by completing the necessary procedure of the mail deliverer	2	3	-	-
PC2. identify the department or personnel the mail is addressed to	2	3	-	-
PC3. record all relevant details of the incoming mail in a register or using a computer	2	3	-	-
PC4. 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	-	-
PC5. identify and dispose of unwanted junk mail after taking necessary approvals	2	3	-	-
PC6. organise for the distribution or handover of the incoming mail or packages	2	3	-	-
PC7. check for confirmation of receipt as per organisational guidelines via registers or through computer systems	2	3	-	-
PC8. 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>	16	24	-	-
PC9. collect and sort outgoing mail or packages as per urgency, local/outstation, weight and type or packet, etc	2	3	-	-
PC10. identify best options for dispatching mail in line with organisational process	2	3	-	-
PC11. arrange for courier service to collect outgoing mail or packages where requested	2	3	-	-
PC12. prepare items for urgent or special delivery	2	3	-	-

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

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0215
NOS Name	Co-ordinate incoming and outgoing mail
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	31/03/2022
NSQF Clearance Date	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>	9	11	-	-
PC1. setup main components of a computer correctly and start it correctly, in a safe	2	2	-	-
PC2. operate the computer to access data and information on it and through it as per authorised privileges	2	2	-	-
PC3. identify the operating system, information storage system and applications/software used for data storage and retrieval	2	2	-	-
PC4. navigate computer drives, directories, folders and software applications to access specified file locations	2	2	-	-
PC5. search for specified file types, files and data within the files using search option	1	3	-	-
<i>Transcribing shorthand documents</i>	4	8	-	-
PC6. access specified data or information using specified organisational application software	1	3	-	-
PC7. follow the organisational access control and data security policies to access data and information	1	3	-	-
PC8. 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 & use of appropriate symbols</i>	15	23	-	-
PC9. perform basic designing, formatting, referencing and reviewing activities in a word-processor application as specified for the presentation of information	2	2	-	-
PC10. input, edit and save specified data or information using spreadsheet application	2	3	-	-
PC11. use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application	1	3	-	-

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

National Occupational Standards (NOS) Parameters

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

MEP/N0217: Ensure up-keep of office premises and facilities

Description

This unit is about ensuring up-keep of office premises and smooth operation of office facilities.

Scope

This unit/ task covers the following:

- Ensure up-keep of office premises
- Ensure smooth operation of office facilities for employees and visitors

Elements and Performance Criteria

Ensure up-keep of office premises

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

- PC1.** identify workplace procedures for up-keep for the allocated area
- PC2.** ensure cleanliness of office premises by co-ordinating with housekeeping staff
- PC3.** identify specific requirements for housekeeping activities in different parts of the office area
- PC4.** identify housekeeping staff requirement based on the office infrastructure as well as in discussion with management and organise for the same
- PC5.** complete verification, on-boarding and orientation formalities for housekeeping staff
- PC6.** provide instructions to housekeeping staff with regards to work as well acceptable behaviour standards in the organisation
- PC7.** allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines
- PC8.** conduct checks to ensure housekeeping requirements of the office are met
- PC9.** provide feedback to housekeeping staff for areas of improvement
- PC10.** ensure adequate stock of housekeeping supplies as per organisational procedures
- PC11.** maintain attendance and leave records of the housekeeping staff
- PC12.** identify various office facilities under own responsibility
- PC13.** obtain office norms for up-time and up-keep requirements for various facilities
- PC14.** conduct check in entire office premises to identify any facility that is not working as it should as per office norms
- PC15.** organise and commission repair or maintenance works to address requirements in the office with respect to electric works, plumbing, masonry work, carpentry, etc.
- PC16.** log all maintenance requirements as per organisational procedures
- PC17.** co-ordinate with the service provider for repair or maintenance work to ensure minimum downtime
- PC18.** ensure availability and replenishment of adequate consumables for various office facilities as per organisational procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** layout of office premises and it's cleaning requirements
- KU2.** organisational procedures for ensuring adequate stock of housekeeping supplies; on-boarding and orientation
- KU3.** various facilities provided by the organisation
- KU4.** organisational norms for up-time and up-keep requirements for various facilities
- KU5.** administrative records, files and logs to be maintained as per organisational procedures
- KU6.** own job role and responsibilities and sources for information pertaining to employment terms, entitlements,
- KU7.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU8.** relevant health and safety procedures and guidelines concerning housekeeping operations
- KU9.** importance of maintaining cleanliness and hygiene in an office
- KU10.** role of various personnel in maintaining cleanliness and hygiene such as own role, role of housekeeping staff, role of office staff, role of management, etc
- KU11.** various types of housekeeping requirements of the office
- KU12.** organise for adequate housekeeping staff in line with organisational policy for housekeeping staff
- KU13.** on-boarding and orientation formalities for housekeeping staff
- KU14.** importance of regular monitoring and instruction of the house keeping staff's work
- KU15.** how to maintain attendance and leave records of the housekeeping staff
- KU16.** various facilities provided to visitors and staff in an office
- KU17.** various common maintenance requirements in offices such as electric works, air conditioning, plumbing, masonry work, carpentry, painting, etc
- KU18.** common office facilities and their consumables that require replenishment

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, equipment, dates, timelines, nature of stock and quantities
- GS4.** write both in English and Local language to carry out work related tasks
- GS5.** document and maintain the record as per companys policy
- GS6.** read official documents in English and Local Language to interpret main points correctly
- GS7.** read job sheets, company policy documents and information displayed at the workplace to interpret main points correctly
- GS8.** read notes or comments from the supervisor or customer
- GS9.** read and extract relevant information from visitor documentation including identity proofs, introductory letters, documents from or for

- GS10.** 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
- GS11.** interact in English and/or the local language to respond to visitors in a language they are comfortable with
- GS12.** use effective listening and probing /questioning skills to understand requirement of the visitors
- GS13.** provide clear instructions to the visitors for where they need to go and the formalities they need to complete
- GS14.** identify category of visitor, purpose of visit and the appropriate department and personnel to serve them
- GS15.** spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
- GS16.** prioritise tasks while planning and assigning work based on importance and urgency
- GS17.** plan ones day to day tasks to achieve optimum productivity
- GS18.** be punctual and work as per agreed priorities
- GS19.** plan and organise official and personal work so as to have minimum downtime at work
- GS20.** manage distractions and maintain workplace discipline
- GS21.** plan and allocate workers, time, equipment and materials
- GS22.** create basic work plans detailing tasks/activities, time allocations, materials resources, assigned responsibilities, required to achieve desired results in a time-bound manner
- GS23.** identify potential impact on customer and organisation of malfunctioning or out-of-order equipment and facilities
- GS24.** listen to cleaning and maintenance staff carefully and interpret their requirement and viewpoints accurately
- GS25.** maintain appropriate physical distance with visitors or co-workers during conversations
- GS26.** be patient and courteous with different types of co-workers under all circumstances and situations
- GS27.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS28.** take action as appropriate to requests or problems, based on company policy
- GS29.** 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
- GS30.** identify causes for defects, damage and malfunction by analysing nature and frequency of issues
- GS31.** identify actions or conditions that may prevent or reduce chances of defects, damage and malfunction of products and/or facilities
- GS32.** observe, record, analyse and modify work practices to achieve productivity gains
- GS33.** breakdown relevant work process into its constituent activities for ease of analysis
- GS34.** identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS35.** 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure up-keep of office premises</i>	36	64	-	-
PC1. identify workplace procedures for up-keep for the allocated area	2	3	-	-
PC2. ensure cleanliness of office premises by co-ordinating with housekeeping staff	2	4	-	-
PC3. identify specific requirements for housekeeping activities in different parts of the office area	2	4	-	-
PC4. identify housekeeping staff requirement based on the office infrastructure as well as in discussion with management and organise for the same	2	4	-	-
PC5. complete verification, on-boarding and orientation formalities for housekeeping staff	2	4	-	-
PC6. provide instructions to housekeeping staff with regards to work as well acceptable behaviour standards in the organisation	2	4	-	-
PC7. allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines	2	4	-	-
PC8. conduct checks to ensure housekeeping requirements of the office are met	2	4	-	-
PC9. provide feedback to housekeeping staff for areas of improvement	2	3	-	-
PC10. ensure adequate stock of housekeeping supplies as per organisational procedures	2	3	-	-
PC11. maintain attendance and leave records of the housekeeping staff	2	3	-	-
PC12. identify various office facilities under own responsibility	2	3	-	-
PC13. obtain office norms for up-time and up-keep requirements for various facilities	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. conduct check in entire office premises to identify any facility that is not working as it should as per office norms	2	4	-	-
PC15. organise and commission repair or maintenance works to address requirements in the office with respect to electric works, plumbing, masonry work, carpentry, etc.	2	4	-	-
PC16. log all maintenance requirements as per organisational procedures	2	3	-	-
PC17. co-ordinate with the service provider for repair or maintenance work to ensure minimum downtime	2	4	-	-
PC18. ensure availability and replenishment of adequate consumables for various office facilities as per organisational procedures	2	3	-	-
NOS Total	36	64	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0217
NOS Name	Ensure up-keep of office premises and facilities
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	21/06/2022
NSQF Clearance Date	19/12/2018

MEP/N0218: Manage vendors for procurement of office supplies and services

Description

This unit is about sourcing and managing vendors for procurement of office requirements in terms of supplies and services.

Scope

This unit/ task covers the following:

- Source and register vendors for procurement of office supplies and services
- Monitor vendors to ensure procurement as per agreed terms
- Ensure timely vendor payments

Elements and Performance Criteria

Source and register vendors for procurement of office supplies and services

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

- PC1.** obtain requisition for goods or services from authorised persons as per organisational requisitioning process with details of goods or services required including quantity, quality and delivery schedule related specifications
- PC2.** obtain organisational norms for vendor evaluation and selection
- PC3.** source and collect information about suppliers providing the desired supplies and materials in the market through secondary research and contacts
- PC4.** select right supplier(s) for required supplies and materials as per organisational policy using various criteria for selection
- PC5.** obtain quotations from supplier(s) after providing them quality / brand specifications and quantity requirements of the desired materials
- PC6.** negotiate with supplier(s) on prices and supply time of materials to get the best deal for the organisation
- PC7.** evaluate suppliers using organisational criteria in order to identify supplier(s) that best meet requirements by preparing a comparative costing and terms and conditions of the vendors
- PC8.** complete documentation for selection for the supplier including contracts, internal approvals, etc.
- PC9.** register the vendor in co-ordination with finance team as per organisational norms after sourcing vendor registration information and documentation from the vendor

Monitor vendors to ensure procurement as per agreed terms

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

- PC10.** release purchase order for procurement of the required goods or services to the supplier in co-ordination with the finance department
- PC11.** assess the quality of goods and services supplied against specifications
- PC12.** chase up late or incorrect orders with suppliers

- PC13.** determine and document non-compliance and implement corrective action within the terms of contractual arrangements
- PC14.** manage relationships with suppliers to support effective delivery according to workplace procedures
- PC15.** review and renegotiate vendor agreements as required to ensure timely delivery and cost-effective supply of quality goods and services

Ensure timely vendor payments

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

- PC16.** obtain and check invoice or bill of purchases from vendor after the delivery of goods or services, check to ensure it is correct as per the agreed terms of contract
- PC17.** complete and forward documentation for processing payments, while and co-ordinate between vendor and finance department for timely release of payment to the vendor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation norms for procurement, vendor selection, contracting and payments
- KU2.** organizations purchase requirements for which vendors are required
- KU3.** typical vendor profile for the organisation
- KU4.** organisational procedures for reviewing the performance of suppliers
- KU5.** contract performance and dispute policies and procedures
- KU6.** business policies and plans as they relate to supply contracts
- KU7.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU8.** legislative and organisational procurement guidelines
- KU9.** suppliers in the marketplace
- KU10.** common use arrangements
- KU11.** financial accountability requirements
- KU12.** probity and ethical issues
- KU13.** procedures for receipt and payment of goods and services
- KU14.** procurement approval procedures
- KU15.** indicators which assist in evaluation of supplier and their supplies Indicators: price, quality, supply reliability, stock range, delivery schedules, warranties and post-purchase support, variation from supply specifications, ethics and dependability, etc

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, equipment, dates, timelines, nature of stock 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 company's 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 contracts/purchase/receiving documentation including material specifications, vendor details, delivery details, quantities, status, etc
- GS13.** communicate effectively with visitors, 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 visitors, vendors and user/coordinating departments
- GS16.** provide clear instructions to the visitors for where they need to go and the formalities they need to complete
- GS17.** identify category of visitor, purpose of visit and the appropriate department and personnel to serve them
- GS18.** identify discrepancies between ordered and received materials, on the basis of documentation and physical verification, that may be classified as noncompliance
- GS19.** prioritise tasks while planning and assigning work based on importance and urgency
- GS20.** plan one's day to day tasks to achieve optimum productivity
- GS21.** be punctual and work as per priorities agreed with supervisors
- GS22.** plan and organise official and personal work so as to have minimum downtime at work
- GS23.** manage distractions and maintain workplace discipline
- GS24.** plan and organise information and documentation required to carry out dealings with vendors
- GS25.** plan visit schedules taking into account travel time, formalities completion time and possible, likely exigencies
- GS26.** use basic technology aids such as calculators, and office applications (Calendar/Word Processors/Notes/Spreadsheets) on computers to facilitate planning
- GS27.** create basic work plans detailing tasks/activities, time allocations, materials resources, assigned responsibilities, required to achieve desired results in a time-bound manner
- GS28.** identify potential impact on customer and organisation of sub-standard material and supplies received from vendors
- GS29.** listen to vendors and user department personnel carefully and interpret their requirement and viewpoints accurately
- GS30.** identify potential impact on customer and organisation of malfunctioning or out-of-order equipment and facilities

- GS31.** listen to cleaning and maintenance staff carefully and interpret their requirement and viewpoints accurately
- GS32.** maintain appropriate physical distance with visitors or co-workers during conversations
- GS33.** be patient and courteous with different types of co-workers under all circumstances and situations
- GS34.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS35.** take action as appropriate to requests or problems, based on company policy
- GS36.** 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
- GS37.** interpret quotations accurately to identify if it meets requirements and specifications of user department requisitions/indents
- GS38.** identify vendor malpractices, that may be deliberate or not, that may cause losses to the organisation
- 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Source and register vendors for procurement of office supplies and services</i>	18	34	-	-
PC1. obtain requisition for goods or services from authorised persons as per organisational requisitioning process with details of goods or services required including quantity, quality and delivery schedule related specifications	2	3	-	-
PC2. obtain organisational norms for vendor evaluation and selection	2	3	-	-
PC3. source and collect information about suppliers providing the desired supplies and materials in the market through secondary research and contacts	2	4	-	-
PC4. select right supplier(s) for required supplies and materials as per organisational policy using various criteria for selection	2	4	-	-
PC5. obtain quotations from supplier(s) after providing them quality / brand specifications and quantity requirements of the desired materials	2	4	-	-
PC6. negotiate with supplier(s) on prices and supply time of materials to get the best deal for the organisation	2	4	-	-
PC7. evaluate suppliers using organisational criteria in order to identify supplier(s) that best meet requirements by preparing a comparative costing and terms and conditions of the vendors	2	4	-	-
PC8. complete documentation for selection for the supplier including contracts, internal approvals, etc.	2	4	-	-
PC9. register the vendor in co-ordination with finance team as per organisational norms after sourcing vendor registration information and documentation from the vendor	2	4	-	-
<i>Monitor vendors to ensure procurement as per agreed terms</i>	12	18	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. release purchase order for procurement of the required goods or services to the supplier in co-ordination with the finance department	2	3	-	-
PC11. assess the quality of goods and services supplied against specifications	2	3	-	-
PC12. chase up late or incorrect orders with suppliers	2	3	-	-
PC13. determine and document non-compliance and implement corrective action within the terms of contractual arrangements	2	3	-	-
PC14. manage relationships with suppliers to support effective delivery according to workplace procedures	2	3	-	-
PC15. review and renegotiate vendor agreements as required to ensure timely delivery and cost-effective supply of quality goods and services	2	3	-	-
<i>Ensure timely vendor payments</i>	4	6	-	-
PC16. obtain and check invoice or bill of purchases from vendor after the delivery of goods or services, check to ensure it is correct as per the agreed terms of contract	2	3	-	-
PC17. complete and forward documentation for processing payments, while and co-ordinate between vendor and finance department for timely release of payment to the vendor	2	3	-	-
NOS Total	34	58	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0218
NOS Name	Manage vendors for procurement of office supplies and services
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	21/06/2022
NSQC Clearance Date	19/12/2018

MEP/N0219: Maintain and issue office stationery and supplies

Description

This unit deals in detail with maintenance and issuance of office stationery and supplies.

Scope

This unit/ task covers the following:

- Maintain and issue stocks of stationery and supplies Performance

Elements and Performance Criteria

Maintain and issue stocks of stationery and supplies

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

- PC1.** receive and store stationery and supplies in a safe, secure hygienic manner
- PC2.** organise the stored supplies to ensure that they are easily retrievable and can be withdrawn on a first in- first out basis
- PC3.** make accurate entries of stock received and stored in the stock register maintained physically as well as using computer applications
- PC4.** maintain the requirements of storage and security
- PC5.** carry out stock checks, including physical and document verification
- PC6.** receive and record request for issuing of stationery and supplies
- PC7.** issue stationery and supplies in accordance with requirements
- PC8.** maintain up-to-date records of stock issued, against available in storage in the stock register
- PC9.** file acknowledgement of receipt of stationery or supply issues securely
- PC10.** monitor stocks of stationery and supplies levels to identify when to re-order as per re-order levels established by organisation
- PC11.** raise requisition promptly when re-order levels are reached following organisational process laid out for the same
- PC12.** deal with unwanted or damaged stationery and supplies safely and as per organisational guidelines

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational policies, procedures and levels of authority in maintaining, issuing and re-ordering supplies
- KU2.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU3.** guidelines for safe, secure and hygienic storage
- KU4.** concept of first-in, first-out and its importance
- KU5.** concept of re-order levels

- KU6.** how to carry out a stock check of stationery
- KU7.** types of problems that may occur with deliveries and stock items
- KU8.** how to deal with problems that occur with deliveries and stock items
- KU9.** the factors to take into account when ordering stationery factors: price, availability, delivery date(s), discount on bulk ordering, choice, one supplier or two
- KU10.** benefits and limitations of different potential suppliers, against organisational requirements
- KU11.** how to calculate quantities of stationery and supplies to be ordered
- KU12.** how to dispose of or recycle waste

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, equipment, dates, timelines, nature of stock 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 company's 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 contracts/purchase/receiving documentation including material specifications, vendor details, delivery details, quantities, status, etc
- GS13.** communicate effectively with visitors, 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 visitors, vendors and user/coordinating departments
- GS16.** provide clear instructions to the visitors for where they need to go and the formalities they need to complete
- GS17.** identify category of visitor, purpose of visit and the appropriate department and personnel to serve them
- GS18.** identify discrepancies between ordered, received, recorded and physical stock of materials/supplies, on the basis of documentation and physical verification, to uncover errors or potential theft, address matters accordingly
- GS19.** prioritise tasks while planning and assigning work based on importance and urgency

- GS20.** plan ones day to day tasks to achieve optimum productivity
- GS21.** be punctual and work as per priorities agreed with supervisors
- GS22.** plan and organise official and personal work so as to have minimum downtime at work
- GS23.** manage distractions and maintain workplace discipline
- GS24.** plan and organise stock storage following good practices such as First-In, First-out (FIFO), Space from Walls, Stacking, Safety and Security, etc
- GS25.** identify potential impact on customer and organisation of sub-standard material and supplies received from vendors
- GS26.** listen to vendors and user department personnel carefully and interpret their requirement and viewpoints accurately
- GS27.** identify potential impact on customer and organisation of malfunctioning or out-of-order equipment and facilities
- GS28.** listen to cleaning and maintenance staff carefully and interpret their requirement and viewpoints accurately
- GS29.** maintain appropriate physical distance with visitors or co-workers during conversations
- GS30.** be patient and courteous with different types of co-workers under all circumstances and situations
- GS31.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS32.** take action as appropriate to requests or problems, based on company policy
- GS33.** 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
- GS34.** interpret quotations accurately to identify if it meets requirements and specifications of user department requisitions/indents
- GS35.** identify vendor malpractices, that may be deliberate or not, that may cause losses to the organisation
- GS36.** observe, record, analyse and modify work practices to achieve productivity gains
- GS37.** breakdown relevant work process into its constituent activities for ease of analysis
- GS38.** identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS39.** 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
- GS40.** conduct vendor evaluation and follow related control processes
- GS41.** evaluate relevant criteria to be factored in before re-ordering supplies or materials in different situations
- GS42.** identify factors to be considered to prioritise vendors during selection in different situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain and issue stocks of stationary and supplies</i>	40	60	-	-
PC1. receive and store stationary and supplies in a safe, secure hygienic manner	3	5	-	-
PC2. organise the stored supplies to ensure that they are easily retrievable and can be withdrawn on a first in- first out basis	3	5	-	-
PC3. make accurate entries of stock received and stored in the stock register maintained physically as well as using computer applications	3	5	-	-
PC4. maintain the requirements of storage and security	3	5	-	-
PC5. carry out stock checks, including physical and document verification	3	5	-	-
PC6. receive and record request for issuing of stationary and supplies	3	5	-	-
PC7. issue stationery and supplies in accordance with requirements	3	5	-	-
PC8. maintain up-to-date records of stock issued, against available in storage in the stock register	3	5	-	-
PC9. file acknowledgement of receipt of stationary or supply issues securely	4	5	-	-
PC10. monitor stocks of stationery and supplies levels to identify when to re-order as per re-order levels established by organisation	4	5	-	-
PC11. raise requisition promptly when re-order levels are reached following organisational process laid out for the same	4	5	-	-
PC12. deal with unwanted or damaged stationery and supplies safely and as per organisational guidelines	4	5	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0219
NOS Name	Maintain and issue office stationary and supplies
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	21/06/2022
NSQC Clearance Date	19/12/2018

MEP/N0220: Maintain official records and documentation

Description

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

Scope

This unit/ task covers the following:

- Maintain official records and documentationPerformance

Elements and Performance Criteria

Maintain office related records and documentation

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

- PC1.** maintain list of contact details of staff, service providers, suppliers and emergency services
- PC2.** maintain staff birthday's, list of holidays as well as important dates for the whole organisation and share with staff
- PC3.** maintain filing system for essential correspondences, vendor rate cards/contracts, office administration related documents and specific documentation given by authorised persons for filing
- PC4.** seek clarification, guidance and confirmation from work supervisor at the appropriate time, to ensure the work is documented correctly and efficiently
- PC5.** store documents in a manner that ensures information and the documents can be retrieved from the filing system easily
- PC6.** retrieve and replace documents from the files when required without disturbing the proper order of the filing system
- PC7.** maintain a record of all the files being maintained and take inventory periodically to ensure that all the files are accounted for
- PC8.** take measures to ensure that the documents are safely stored and secured in a risk-free environment

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 compute
- 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.** searching for information using the internet
- KU17.** how to use printers connected to computers to obtain printouts of files or information in files
- KU18.** physical document storage systems and principles
- KU19.** various email applications used in organisations
- KU20.** professional email etiquette and its 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.** 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, equipment, dates, timelines, nature of stock 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 contracts/purchase/receiving documentation including material specifications, vendor details, delivery details, quantities, status, etc
- GS13.** communicate effectively with visitors, 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 visitors, vendors and user/coordinating departments
- GS16.** provide clear instructions to the visitors for where they need to go and the formalities they need to complete
- GS17.** identify category of documentation, purpose of it and the appropriate storage facility to be used accordingly
- GS18.** determine level of confidentiality and security requirements of the document and store accordingly as per company procedure
- GS19.** determine authorisation requirements as per company policy before passing on information in order to prevent unauthorised access and data protection
- GS20.** plan ones day- to- day tasks to achieve optimum productivity
- GS21.** be punctual and work as per priorities agreed with supervisors
- GS22.** plan and organise official and personal work so as to have minimum downtime at work
- GS23.** manage distractions and maintain workplace discipline
- GS24.** plan and organise documentation storage for physical and computerised storage, in order to establish ease of identification, retrieval, and safety & security of information
- GS25.** follow good customer service practices with internal and external customers
- GS26.** differentiate between good and bad customer service to internal customers
- GS27.** maintain appropriate physical distance with visitors or co-workers during conversations
- GS28.** be patient and courteous with different types of co-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.** 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
- GS32.** observe, record, analyse and modify work practices to achieve productivity gains
- GS33.** breakdown relevant work process into its constituent activities for ease of analysis
- GS34.** assess impact of data theft for various types of data and potential misuse
- GS35.** identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS36.** determine which staff behaviours and work practices need to be encouraged or discouraged, on the basis of how they contribute to the development of positive or negative organisational culture
- GS37.** identify potential sources and motives of data theft relevant to various types of information

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain office related records and documentation</i>	40	60	-	-
PC1. maintain list of contact details of staff, service providers, suppliers and emergency services	5	7	-	-
PC2. maintain staff birthday's, list of holidays as well as important dates for the whole organisation and share with staff	4	8	-	-
PC3. maintain filing system for essential correspondences, vendor rate cards/contracts, office administration related documents and specific documentation given by authorised persons for filing	5	8	-	-
PC4. seek clarification, guidance and confirmation from work supervisor at the appropriate time, to ensure the work is documented correctly and efficiently	5	8	-	-
PC5. store documents in a manner that ensures information and the documents can be retrieved from the filing system easily	5	8	-	-
PC6. retrieve and replace documents from the files when required without disturbing the proper order of the filing system	5	8	-	-
PC7. maintain a record of all the files being maintained and take inventory periodically to ensure that all the files are accounted for	6	6	-	-
PC8. take measures to ensure that the documents are safety stored and secured in a risk-free environment	5	7	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0220
NOS Name	Maintain official records and documentation
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	21/06/2022
NSQF Clearance Date	19/12/2018

MEP/N0221: Organise for local transport and out-station ticketing for staff in co-ordination with travel vendor

Description

This unit deals in detail with organising for local transport and out-station ticketing for staff in co-ordination with travel vendor.

Scope

This unit/ task covers the following:

- Organise local transportation and outstation ticketingPerformance

Elements and Performance Criteria

Organise local transportation and outstation ticketing

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

- PC1.** confirm purpose and requirements of local or outstation travel including planned itinerary, budget, meeting requirements and traveller preferences
- PC2.** prepare travel plan and schedule in the format agreed on with the approved travel agent or vendor and share the information
- PC3.** receive travel mode options along with detailed schedule and costing for each from the travel agent or vendor
- PC4.** share the travel mode options, schedule and costing with authorised personnel for approval
- PC5.** make bookings in accordance with organisational policies and procedures for business travel
- PC6.** identify and arrange for travel documents in accordance with itinerary and individual requirements
- PC7.** confirm and check travel arrangements and dispatch confirmation documents to the traveller within designated timelines
- PC8.** negotiate and confirm alternative arrangements in response to changed requirements
- PC9.** record travel details and itinerary in accordance with organisational requirements
- PC10.** tally invoiced items for payment received from travel agent or vendor with actual travel request records and approve for payment

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.** travel itinerary and its components
- KU8.** various ticketing avenues and related procedures
- KU9.** various forms of payment and related authorisations
- KU10.** various types of seating in different modes of transport
- KU11.** various travel documents required for travel to different places
- KU12.** passenger information required for various types of travel booking
- KU13.** travel cost and ticket cost components
- KU14.** information available on tickets
- KU15.** various operating systems commonly used by organisations for their computers
- KU16.** basic letter and report writing guidelines
- KU17.** data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word-processor application
- KU18.** data entry, editing and storage, calculation, formatting, organising and presenting tools and techniques using spreadsheet application
- KU19.** searching for information using the internet
- KU20.** how to use printers connected to computers to obtain printouts of files or information in files
- KU21.** various email applications used in organisations
- KU22.** professional email etiquette and its importance
- KU23.** electrical safety precautions while using computers which use electricity to run
- KU24.** ergonomic guidelines specified for working on computers
- KU25.** cyber security guidelines while storing, retrieving or communicating information online (through the internet)
- KU26.** methods to deal with computer related problems

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, equipment, dates, timelines, nature of stock 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 company's 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 contracts/tickets/other travel documentation including 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 booking instructions and actual travel arrangements, on the basis of documentation, 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
- GS24.** plan visit schedules taking into account travel time, formalities completion time and possible, likely exigencies
- GS25.** identify potential impact on customer and organisation of erroneous travel bookings
- GS26.** listen to vendors and user department personnel carefully and interpret their requirement and viewpoints accurately
- GS27.** follow good customer service practices with internal and external customers
- GS28.** differentiate between good and bad customer service to internal customers
- GS29.** maintain appropriate physical distance with visitors or co-workers during conversations
- GS30.** be patient and courteous with different types of co-workers under all circumstances and situations
- GS31.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS32.** take action as appropriate to requests or problems, based on company policy
- GS33.** 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
- GS34.** interpret quotations accurately to identify if it meets requirements and specifications of user department requisitions/indents
- GS35.** identify vendor malpractices, that may be deliberate or not, that may cause losses to the organisation
- GS36.** observe, record, analyse and modify work practices to achieve productivity gains

- GS37.** breakdown relevant work process into its constituent activities for ease of analysis
- GS38.** classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS39.** 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
- GS40.** conduct vendor evaluation and follow related control processes
- GS41.** evaluate relevant criteria to be factored in before re-ordering supplies or materials in different situations
- GS42.** identify factors to be considered to prioritise vendors during selection in different situations
- GS43.** select and prioritise travel arrangements based on various important considerations such as risk, environmental conditions, etc. in different situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organise local transportation and outstation ticketing</i>	40	60	-	-
PC1. confirm purpose and requirements of local or outstation travel including planned itinerary, budget, meeting requirements and traveller preferences	4	6	-	-
PC2. prepare travel plan and schedule in the format agreed on with the approved travel agent or vendor and share the information	4	6	-	-
PC3. receive travel mode options along with detailed schedule and costing for each from the travel agent or vendor	4	6	-	-
PC4. share the travel mode options, schedule and costing with authorised personnel for approval	4	6	-	-
PC5. make bookings in accordance with organisational policies and procedures for business travel	4	6	-	-
PC6. identify and arrange for travel documents in accordance with itinerary and individual requirements	4	6	-	-
PC7. confirm and check travel arrangements and dispatch confirmation documents to the traveller within designated timelines	4	6	-	-
PC8. negotiate and confirm alternative arrangements in response to changed requirements	4	6	-	-
PC9. record travel details and itinerary in accordance with organisational requirements	4	6	-	-
PC10. tally invoiced items for payment received from travel agent or vendor with actual travel request records and approve for payment	4	6	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0221
NOS Name	Organise for local transport and out-station ticketing for staff in co-ordination with travel vendor
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	21/06/2022
NSQF Clearance Date	19/12/2018

MEP/N0222: Organise for meeting rooms and venues for office meetings and events

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:

- Organise for meeting rooms and venues Performance

Elements and Performance Criteria

Organise for meeting rooms and venues

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

- PC1.** identify meeting related specifications such as location, no. of participants expected, budget available, seating arrangements, facilities required from the authorised personnel
- PC2.** identify venues available that match the specifications
- PC3.** share venue options that meet specifications with authorised person for selection and approval
- PC4.** follow organisation protocol for registering and engaging vendor for the venue
- PC5.** book venue in advance and send venue conformation and details to invitees
- PC6.** provide instructions to vendor for facilities required for the meeting such a ICT equipment, party services, seating arrangement, etc.
- PC7.** contact various service providers like pantry service, logistic service, IT service, electrician for lights/AC, etc. about the program schedule and let them know requirements for meeting in advance
- PC8.** organise for stationary and documents needed for the meeting in time as per instructions received
- PC9.** inspect the meeting venue before the start of the meeting to ensure at the requirements as specified are available
- PC10.** ensure meeting venue is risk free and equipped with necessary health and safety resources like fire extinguishers, safety signage, clean toilets, security arrangements, etc.
- PC11.** confirm overall arrangements with relevant personnel co-ordinating the meeting
- PC12.** co-ordinate with meeting personnel and supervise service providers to ensure smooth delivery of all facilities as required and organising of additional requirements that arise
- PC13.** obtain feedback from the relevant personnel organising the meeting after the meeting is completed and identify areas of improvement for self and service providers

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 and how to use them to take, forward and hold incoming calls as well as make calls
- 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 you on the telephone
- KU10.** importance of adapting your speech to meet the needs of customers
- KU11.** who may find your language or accent difficult to understand
- KU12.** what information it is important to note during or after telephone conversations with customers
- KU13.** importance of keeping the caller informed if they are on hold during a call
- KU14.** importance of not talking across an open line
- KU15.** what details should be included if taking a message for a colleague
- KU16.** how to identify, handle and escalate abusive callers, suspicious callers, distressed cars as well as VIP callers

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, equipment, dates, timelines, nature of stock 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 contracts/meeting agendas/planning documentation including number of attendees, seating type, facilities and equipment requirements, time, transport details, vendor details, rates, quantities, status, etc.

- GS13.** communicate effectively with visitors, 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 booking instructions and actual arrangements, on the basis of documentation and physical verification, to uncover errors, limitations, 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
- GS24.** plan and organise information and documentation required to carry out dealings with vendors
- GS25.** plan visit schedules taking into account travel time, formalities completion time and possible, likely exigencies
- GS26.** use basic technology aids such as calculators, and office applications (Calendar/Word Processors/Notes/Spreadsheets) on computers to facilitate planning
- GS27.** create basic work plans detailing tasks/activities, time allocations, materials resources, assigned responsibilities, required to achieve desired results in a time-bound manner
- GS28.** identify potential impact on customer and organisation of erroneous travel and venue bookings and arrangements
- GS29.** listen to vendors and user department personnel carefully and interpret their requirements, limitations and viewpoints accurately
- GS30.** listen to vendors and user department personnel carefully and interpret their requirement and viewpoints accurately
- GS31.** follow good customer service practices with internal and external customers
- GS32.** differentiate between good and bad customer service to internal customers
- GS33.** maintain appropriate physical distance with visitors or co-workers during conversations
- GS34.** be patient and courteous with different types of co-workers under all circumstances and situations
- GS35.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS36.** take action as appropriate to requests or problems, based on company policy
- GS37.** 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

- GS38.** interpret quotations accurately to identify if it meets requirements and specifications of user departments requests
- GS39.** identify vendor malpractices, that may be deliberate or not, that may cause losses to the organisation
- GS40.** observe, record, analyse and modify work practices to achieve productivity gains
- GS41.** breakdown relevant work process into its constituent activities for ease of analysis
- GS42.** classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS43.** 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
- GS44.** conduct vendor evaluation and follow related control processes
- GS45.** evaluate relevant criteria to be factored in before re-ordering supplies or materials in different situations
- GS46.** identify factors to be considered to prioritise vendors during selection in different situations
- GS47.** select and prioritise travel, venue and related arrangements based on various important considerations such as risk, environmental conditions, etc. in different situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organise for meeting rooms and venues</i>	40	60	-	-
PC1. identify meeting related specifications such as location, no. of participants expected, budget available, seating arrangements, facilities required from the authorised personnel	3	5	-	-
PC2. identify venues available that match the specifications	3	5	-	-
PC3. share venue options that meet specifications with authorised person for selection and approval	3	5	-	-
PC4. follow organisation protocol for registering and engaging vendor for the venue	3	5	-	-
PC5. book venue in advance and send venue conformation and details to invitees	3	5	-	-
PC6. provide instructions to vendor for facilities required for the meeting such a ICT equipment, party services, seating arrangement, etc.	3	5	-	-
PC7. contact various service providers like pantry service, logistic service, IT service, electrician for lights/AC, etc. about the program schedule and let them know requirements for meeting in advance	3	5	-	-
PC8. organise for stationary and documents needed for the meeting in time as per instructions received	3	5	-	-
PC9. inspect the meeting venue before the start of the meeting to ensure at the requirements as specified are available	3	5	-	-
PC10. ensure meeting venue is risk free and equipped with necessary health and safety resources like fire extinguishers, safety signage, clean toilets, security arrangements, etc.	2	4	-	-
PC11. confirm overall arrangements with relevant personnel co-ordinating the meeting	3	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. co-ordinate with meeting personnel and supervise service providers to ensure smooth delivery of all facilities as required and organising of additional requirements that arise	4	4	-	-
PC13. obtain feedback from the relevant personnel organising the meeting after the meeting is completed and identify areas of improvement for self and service providers	4	4	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0222
NOS Name	Organise for meeting rooms and venues for office meetings and events
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	21/06/2022
NSQF Clearance Date	19/12/2018

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 proceduresEmergency 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 responsibleIncident 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>	9	11	-	-
PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures	2	2	-	-
PC2. 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	-	-
PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	2	2	-	-
PC4. document and report all hazards, accidents and near-miss incidents as per set process	2	2	-	-
PC5. document safety records according to organisational policies	1	3	-	-
<i>Maintain a healthy and hygienic environment</i>	4	8	-	-
PC6. maintain the work area in a clean and tidy condition	1	3	-	-
PC7. maintain personal hygiene	1	3	-	-
PC8. report hygiene related concerns promptly to the relevant authority	2	2	-	-
<i>Emergencies, rescue and first-aid procedures</i>	19	29	-	-
PC9. demonstrate how to free a person from electrocution	2	2	-	-
PC10. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	-
PC11. demonstrate basic techniques of bandaging	1	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 and organize loss minimization or rescue activity during an accident in real or simulated environments	2	3	-	-
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	2	3	-	-
PC15. demonstrate the artificial respiration and the CPR Process	2	3	-	-
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	2	3	-	-
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	2	3	-	-
PC18. demonstrate correct method to move injured people and others during an emergency	2	3	-	-
<i>Follow fire safety requirements</i>	2	3	-	-
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)	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	6	9	-	-
PC20. demonstrate rescue techniques applied during fire hazard	2	3	-	-
PC21. demonstrate good housekeeping in order to prevent fire hazards	2	3	-	-
PC22. demonstrate the correct use of a fire extinguisher	2	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	1.0
Last Reviewed Date	21/06/2018
Next Review Date	17/11/2025
NSQC Clearance Date	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 workingCommunication 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 workplaceDisciplined 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>	8	8	-	-
PC1. seek and obtain clarification about job related requirements, performance indicators and incentives from reporting superior	2	2	-	-
PC2. record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements	2	2	-	-
PC3. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	2	2	-	-
PC4. seek and receive feedback on performance output and quality	2	2	-	-
<i>Communicate with colleagues</i>	19	20	-	-
PC5. accurately receive information and instructions from colleagues getting clarification where required	2	2	-	-
PC6. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt	2	2	-	-
PC7. give information to others clearly, at a pace and in a manner that helps them to understand	2	2	-	-
PC8. display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible	2	2	-	-
PC9. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	2	2	-	-
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	2	2	-	-
PC11. display active listening skills while interacting with others at work	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism	2	2	-	-
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.	2	2	-	-
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	1	2	-	-
<i>Communicate effectively with customers</i>	13	32	-	-
PC15. meet and greet visitors promptly, treating them politely and making them feel welcome	1	3	-	-
PC16. ask questions politely to the visitors in order to identify them and their needs	1	3	-	-
PC17. provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality	1	3	-	-
PC18. communicate with the visitors in a polite, professional and friendly manner	1	2	-	-
PC19. listen actively in a two way communication	1	3	-	-
PC20. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc	1	2	-	-
PC21. identify customer dissatisfaction, reason for dissatisfaction and address to their complaints effectively	1	2	-	-
PC22. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers	1	2	-	-
PC23. allow the visitors to complete what they have to say without interrupting them while they talk	1	3	-	-

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

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9914
NOS Name	Communicate with clients, visitors and colleagues effectively
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	16/01/2023
NSQC Clearance Date	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/N0215.Co-ordinate incoming and outgoing mail	40	60	-	-	100	8
MEP/N0216.Use computers to store, retrieve and communicate information	40	60	-	-	100	5
MEP/N0217.Ensure up-keep of office premises and facilities	36	64	-	-	100	20
MEP/N0218.Manage vendors for procurement of office supplies and services	34	58	-	-	92	14
MEP/N0219.Maintain and issue office stationary and supplies	40	60	-	-	100	13
MEP/N0220.Maintain official records and documentation	40	60	-	-	100	12
MEP/N0221.Organise for local transport and out-station ticketing for staff in co-ordination with travel vendor	40	60	-	-	100	10
MEP/N0222.Organise for meeting rooms and venues for office meetings and events	40	60	-	-	100	5
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	8
MEP/N9914.Communicate with clients, visitors and colleagues effectively	40	60	-	-	100	5
Total	390	602	-	-	992	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.