



# Field Survey Enumerator

QP Code: MEP/Q0206

Version: 2.0

NSQF Level: 4

Management & Entrepreneurship and Professional Skills Council || Management & Entrepreneurship  
and Professional Skills Council (MEPSC), 20th Floor, Amba Deep, 14 Kasturba Gandhi Marg  
New Delhi - 110001. || email: [ssaxena@mepsc.in](mailto:ssaxena@mepsc.in)

## Contents

MEP/Q0206: Field Survey Enumerator .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
MEP/N0226: Plan and prepare to conduct field work .....	5
MEP/N0227: Collect and manage data through field surveys .....	11
MEP/N0228: Verify and scrutinise background information and/or documentation of individuals through fieldwork .....	17
MEP/N0230: Manage work as a freelancer or independent worker .....	23
MEP/N9903: Apply health and safety practices at the workplace .....	29
MEP/N9912: Apply principles of professional practice at the workplace .....	36
Assessment Guidelines and Weightage .....	42
<i>Assessment Guidelines</i> .....	42
<i>Assessment Weightage</i> .....	43
Acronyms .....	44
Glossary .....	45

## MEP/Q0206: Field Survey Enumerator

### Brief Job Description

The field survey enumerator, collects or verifies data or documents from the respondents such as households/enterprises/establishments. This individual is responsible for conducting the socio-economic surveys with the help of hand-held devices/laptops and blue print consisting of survey concepts, definitions, procedures, instructions etc. as per guidelines received from multiple clients. They work on a regular, contractual or commission basis.

### Personal Attributes

The individual must be well groomed, attentive, disciplined and comfortable with multi-tasking. He/She should also have good communication skills and attention to detail. He/she must have strong interpersonal skills and the ability to work as part of a team. The individual should be able to maintain confidentiality and have a positive attitude and dependability.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [MEP/N0226: Plan and prepare to conduct field work](#)
2. [MEP/N0227: Collect and manage data through field surveys](#)
3. [MEP/N0228: Verify and scrutinise background information and/or documentation of individuals through fieldwork](#)
4. [MEP/N0230: Manage work as a freelancer or independent worker](#)
5. [MEP/N9903: Apply health and safety practices at the workplace](#)
6. [MEP/N9912: Apply principles of professional practice at the workplace](#)

### Qualification Pack (QP) Parameters

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

<b>NSQF Level</b>	4
<b>Credits</b>	NA
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/ NIL
<b>Minimum Educational Qualification &amp; Experience</b>	I.T.I ( 2 years after 10th Class)
<b>Minimum Level of Education for Training in School</b>	Class X
<b>Pre-Requisite License or Training</b>	License to drive a vehicle is desirable
<b>Minimum Job Entry Age</b>	20 Years
<b>Last Reviewed On</b>	17/10/2019
<b>Next Review Date</b>	27/02/2023
<b>Deactivation Date</b>	09/08/2023
<b>NSQC Approval Date</b>	12/12/2019
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2019/OAFM/MEPSC/03609
<b>NQR Version</b>	1.0

**Remarks:**

This QP has been granted Provisional approval by competent authority for initiation of training subject to subsequent ratification in NSQC.

## **MEP/N0226: Plan and prepare to conduct field work**

### **Description**

This unit is about planning and preparing to do fieldwork.

### **Elements and Performance Criteria**

#### *Access and identify fieldwork details*

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

- PC1.** clarify and confirm work objectives
- PC2.** clarify own and other team members roles and responsibilities for the job
- PC3.** identify and address potential risks, hazards and environmental issues
- PC4.** identify work specifications Specifications: eg. location, timelines, quality measures and compensation of the work, etc.

#### *Accept fieldwork tasks after due consideration*

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

- PC5.** estimate cost, time and effort required for completion of fieldwork tasks
- PC6.** identify synergies with other field jobs in terms of location, type of job, support available, etc.
- PC7.** select and accept fieldwork tasks based on various factors Factors: eg. contractual obligations, cost-benefit analysis, constraints and limitations, opportunities and synergies, etc.
- PC8.** accept the fieldwork tasks, following organisation procedure and documentation
- PC9.** ensure necessary permissions, consents or specific licences for both site access and field work are obtained

#### *Prepare plan for carrying out field work as per assigned targets*

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

- PC10.** compile data for all fieldwork tasks to be completed in a specific time period
- PC11.** prepare a priority list based on timelines, return on investment and synergy of work
- PC12.** prepare an efficient schedule and route plan after referring to area maps, priority list and job requirements
- PC13.** make necessary travel arrangements as per requirement
- PC14.** check plan to ensure all fieldwork tasks can be completed within the allocated time and resources with adequate buffers built-in for exigencies
- PC15.** select and wear personal protective equipment appropriate for work activities
- PC16.** confirm equipment to be used in the fieldwork tasks
- PC17.** collect necessary contact numbers, addresses, information and documentation required for the fieldwork tasks to be completed

### **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.** organisations relevant departments and respective roles and responsibilities
- KU3.** organisations required authorisations procedures
- KU4.** organisations policies for recording and storing data
- KU5.** organisations procedures for maintaining the security and confidentiality of information
- KU6.** various types of field work that can be assigned
- KU7.** various types of organisations that use data verification and field verification services
- KU8.** field surveying methods
- KU9.** potential risks, hazards and environmental issues in the field, and respective measures to address them
- KU10.** information required for assessing suitability and feasibility of job
- KU11.** contracting and job commissioning requirement, processes and documentation
- KU12.** various systems and methods used by client organisations for conveying, co-ordinating and completing field work
- KU13.** how to access and read maps in print and digital modes
- KU14.** types and features of maps
- KU15.** calculation of scales, distances and bearings
- KU16.** possible permissions, consents or specific licences that may be required for site access and field work
- KU17.** data and document storage methods and devices in physical and digital formats
- KU18.** health, hygiene, safety and security requirements for fieldwork
- KU19.** importance of planning and preparing before starting a job
- KU20.** how to make a route plan and schedule

## **Generic Skills (GS)**

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

- GS1.** write common words/ signs and set phrases used in the work
- GS2.** prepare checklists for own reference
- GS3.** read forms and applications
- GS4.** read notes or comments from the client
- GS5.** read and extract relevant information from documentation including identity proofs, introductory letters, documents from or for the organisation, etc.
- GS6.** communicate effectively with client staff as well as people met during the fieldwork tasks and respond to their queries
- GS7.** spot discrepancies such as missing information, unacceptable documents, etc. as per pre-established norms
- GS8.** plan ones day to day tasks to achieve maximum productivity
- GS9.** be punctual and work as per agreed priorities
- GS10.** manage distractions and maintain workplace discipline

- GS11.** listen to client instructions carefully and follow them
- GS12.** demonstrate courtesy to customers at all times
- GS13.** identify problems that may arise during the course of work, their source and impact
- GS14.** identify various approaches to resolving the problem and the pros and cons of each approach
- GS15.** select and implement the approach that resolves the problem with maximum benefit and least cost
- GS16.** re-view the problem at various stages of implementing the solution and course correct as required
- GS17.** breakdown relevant work process into its constituent activities for ease of analysis
- GS18.** identify ways to increase productivity and reduce errors
- GS19.** identify potential risks and constraints

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Access and identify fieldwork details</i>	<b>8</b>	<b>16</b>	-	-
<b>PC1.</b> clarify and confirm work objectives	2	4	-	-
<b>PC2.</b> clarify own and other team members roles and responsibilities for the job	2	4	-	-
<b>PC3.</b> identify and address potential risks, hazards and environmental issues	2	4	-	-
<b>PC4.</b> identify work specifications Specifications: eg. location, timelines, quality measures and compensation of the work, etc.	2	4	-	-
<i>Accept fieldwork tasks after due consideration</i>	<b>10</b>	<b>18</b>	-	-
<b>PC5.</b> estimate cost, time and effort required for completion of fieldwork tasks	2	4	-	-
<b>PC6.</b> identify synergies with other field jobs in terms of location, type of job, support available, etc.	2	3	-	-
<b>PC7.</b> select and accept fieldwork tasks based on various factors Factors: eg. contractual obligations, cost-benefit analysis, constraints and limitations, opportunities and synergies, etc.	2	4	-	-
<b>PC8.</b> accept the fieldwork tasks, following organisation procedure and documentation	2	4	-	-
<b>PC9.</b> ensure necessary permissions, consents or specific licences for both site access and field work are obtained	2	3	-	-
<i>Prepare plan for carrying out field work as per assigned targets</i>	<b>16</b>	<b>32</b>	-	-
<b>PC10.</b> compile data for all fieldwork tasks to be completed in a specific time period	2	4	-	-
<b>PC11.</b> prepare a priority list based on timelines, return on investment and synergy of work	2	4	-	-
<b>PC12.</b> prepare an efficient schedule and route plan after referring to area maps, priority list and job requirements	2	4	-	-



<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> make necessary travel arrangements as per requirement	2	4	-	-
<b>PC14.</b> check plan to ensure all fieldwork tasks can be completed within the allocated time and resources with adequate buffers built-in for exigencies	2	4	-	-
<b>PC15.</b> select and wear personal protective equipment appropriate for work activities	2	4	-	-
<b>PC16.</b> confirm equipment to be used in the fieldwork tasks	2	4	-	-
<b>PC17.</b> collect necessary contact numbers, addresses, information and documentation required for the fieldwork tasks to be completed	2	4	-	-
<b>NOS Total</b>	<b>34</b>	<b>66</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0226
<b>NOS Name</b>	Plan and prepare to conduct field work
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/01/2019
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## **MEP/N0227: Collect and manage data through field surveys**

### **Description**

This unit is about collecting data through field surveys as per requirement and managing these so that they are delivered to the clients.

### **Elements and Performance Criteria**

#### *Determine the data to be collected*

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

- PC1.** determine the type and extent of data to be collected and define data requirements
- PC2.** identify relevant data sources
- PC3.** identify work health and safety hazards associated with data collection from fieldwork
- PC4.** define data collection methods and techniques relative to requirements

#### *Access and collate data/documents*

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

- PC5.** format data collection sheets to assist collection
- PC6.** research or collect data from field source using appropriate methods and technologies
- PC7.** collate data by using appropriate electronic means
- PC8.** monitor appropriateness of data and record during collection
- PC9.** take opportunities to establish and maintain contacts with those who may provide useful information
- PC10.** follow appropriate work health and safety precautions and work practices

#### *Evaluate data collected*

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

- PC11.** verify that data collected is relevant, valid and sufficient
- PC12.** seek clarification and assistance where data is unclear or difficult to interpret
- PC13.** obtain additional data where collected data is inadequate

#### *Manage and retrieve data*

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

- PC14.** store data safely in physical and electronic formats
- PC15.** present data using appropriate graphical aids and techniques
- PC16.** assemble data and provide to the appropriate people within the required timescale
- PC17.** retrieve data efficiently as required
- PC18.** report problems and issues to concerned client representative, following organisational protocols
- PC19.** maintain confidentiality of information in accordance with the survey specification

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

The individual on the job needs to know and understand:

- KU1.** organizations standards, policies, procedures, guidelines and service level agreements for dealing with queries and your role and responsibilities in relation to these
- KU2.** organisations policies for recording and storing data
- KU3.** organisations procedures for maintaining the security and confidentiality of information
- KU4.** organisations policies for resolving discrepancies
- KU5.** organisational, external agency and employee requirements for information
- KU6.** data collection techniques and procedures
- KU7.** data recording techniques
- KU8.** data analysis and interpretive techniques
- KU9.** data storage and retrieval methods
- KU10.** data reporting methods
- KU11.** range of field survey techniques and instruments available, their advantages and disadvantages and principles of use
- KU12.** circumstances in which permission, consent or licences are required for survey activities and the means of obtaining them
- KU13.** types and correct use of survey equipment
- KU14.** action in cases where the required data cannot be collected
- KU15.** questioning techniques for various situations
- KU16.** importance of providing proof of authority and identity
- KU17.** awareness of the confidentiality and sensitivity of information
- KU18.** considerations to evaluate data sufficiency
- KU19.** how to evaluate validity of data
- KU20.** common problems in data collection and required actions to address these
- KU21.** importance to keep client informed of issues and problems encountered during field work
- KU22.** importance of following communication protocols while communicating with clients and target audiences

## **Generic Skills (GS)**

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

- GS1.** write grammatically correct emails, reports & letters
- GS2.** read and interpret instructions, procedures, information and signs at the workplace
- GS3.** read, understand and interpret various mails/ office orders/ circulars / letters and office instructions received from various sources
- GS4.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS5.** listen and respond in a way that is appropriate to the situation
- GS6.** communicate effectively with clients and others
- GS7.** spot discrepancies such as missing information, unacceptable documents, etc. as per pre-established norms
- GS8.** estimate time and effort required to complete a task accurately

- GS9.** develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand
- GS10.** complete the tasks within the allocated time, requirements and resources
- GS11.** develop schedules, timetables with clear & specific milestones within the given timeframes
- GS12.** deal with customers with positive body language
- GS13.** demonstrate courtesy to customers at all times
- GS14.** identify problems at workplace and various means to resolve the same
- GS15.** resolve break down complex problems into single and manageable components within his/her area of work
- GS16.** identify potential risks and constraints in own work

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Determine the data to be collected</i>	<b>9</b>	<b>12</b>	-	-
<b>PC1.</b> determine the type and extent of data to be collected and define data requirements	2	3	-	-
<b>PC2.</b> identify relevant data sources	2	3	-	-
<b>PC3.</b> identify work health and safety hazards associated with data collection from fieldwork	2	3	-	-
<b>PC4.</b> define data collection methods and techniques relative to requirements	3	3	-	-
<i>Access and collate data/documents</i>	<b>12</b>	<b>22</b>	-	-
<b>PC5.</b> format data collection sheets to assist collection	2	4	-	-
<b>PC6.</b> research or collect data from field source using appropriate methods and technologies	2	4	-	-
<b>PC7.</b> collate data by using appropriate electronic means	2	4	-	-
<b>PC8.</b> monitor appropriateness of data and record during collection	2	4	-	-
<b>PC9.</b> take opportunities to establish and maintain contacts with those who may provide useful information	2	3	-	-
<b>PC10.</b> follow appropriate work health and safety precautions and work practices	2	3	-	-
<i>Evaluate data collected</i>	<b>6</b>	<b>9</b>	-	-
<b>PC11.</b> verify that data collected is relevant, valid and sufficient	3	3	-	-
<b>PC12.</b> seek clarification and assistance where data is unclear or difficult to interpret	1	3	-	-
<b>PC13.</b> obtain additional data where collected data is inadequate	2	3	-	-
<i>Manage and retrieve data</i>	<b>12</b>	<b>18</b>	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC14.</b> store data safely in physical and electronic formats	2	3	-	-
<b>PC15.</b> present data using appropriate graphical aids and techniques	2	3	-	-
<b>PC16.</b> assemble data and provide to the appropriate people within the required timescale	2	3	-	-
<b>PC17.</b> retrieve data efficiently as required	2	3	-	-
<b>PC18.</b> report problems and issues to concerned client representative, following organisational protocols	1	3	-	-
<b>PC19.</b> maintain confidentiality of information in accordance with the survey specification	3	3	-	-
<b>NOS Total</b>	<b>39</b>	<b>61</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0227
<b>NOS Name</b>	Collect and manage data through field surveys
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/01/2019
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022



## **MEP/N0228: Verify and scrutinise background information and/or documentation of individuals through fieldwork**

### **Description**

This unit deals in detail about verifying background information and/or documentation of individuals through fieldwork.

### **Elements and Performance Criteria**

#### *Verify and scrutinise respondent's background information and/or documentation*

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

- PC1.** follow process of verification and scrutiny as prescribed by the client
- PC2.** collect information prior to field visits from various sources to facilitate field verification work
- PC3.** ask pertinent questions from appropriate persons to elicit required information
- PC4.** check, verify and scrutinise information from documents such as address proof, identify proofs, employment documentation, etc
- PC5.** collect documentary, written, digital or photographic evidences of the verification as required by the client
- PC6.** operate digital equipment such as smartphone apps, portable scanners, digital cameras, etc to record evidences
- PC7.** secure and store the evidences and records in safe manner in line with requirements of the clients
- PC8.** handle difficult situations maintaining safety and dignity of self and others
- PC9.** provide additional information to support the verification results by sourcing this through internet or contacting relevant people/ institutions
- PC10.** prepare status report in written as well as digital formats as required by the client
- PC11.** submit documents, survey reports and evidences to the client as per the established process
- PC12.** raise alarm or flag insufficiency if verification is not successful or more details are required as per established process
- PC13.** provide feedback to the client for future improvements
- PC14.** ensure data privacy and security norms are followed with respect to data/document collection, storage, transmission and disposal

### **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 departments, hierarchy, products, services, operations
- KU3.** organisational norms and professional protocol for communication, escalation and documentation
- KU4.** common data/document verification requirements

- KU5.** types of organisations that may require data/ documentation verification
- KU6.** commonly followed processes for data/ document verification
- KU7.** how to elicit information by asking probing questions
- KU8.** key points to check and verify from documents such as address proof, identify proofs, employment documentation, etc.
- KU9.** importance of collection of documentary evidences of verification work done
- KU10.** various modes of collection of documentary evidences of field verification work done
- KU11.** various digital equipment used for data/ document verification
- KU12.** Digital equipment: eg. smartphone apps, portable scanners, digital cameras, etc.
- KU13.** secure and store the evidences and records in safe manner in line with requirements of the clients
- KU14.** difficult situations that a field data/ document verifier may face and best practices for handling them
- KU15.** legal and regulatory aspects to be kept in mind while conducting a data/document verification on the field
- KU16.** importance of data enrichment
- KU17.** importance of status report in field verification work as well as various written and digital modes and formats used for the same
- KU18.** importance of participating in documentation feedback information for the operations
- KU19.** data privacy norms with respect to data/ document collection, storage, transmission and disposal
- KU20.** health, safety and security precautions to be taken while doing field verification work

## **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 both in English and Local language to carry out work related tasks
- GS3.** document and maintain the record as per companys policy
- GS4.** read official documents in English and Local Language to interpret main points correctly
- GS5.** read job sheets, company policy documents and information displayed at the workplace to interpret main points correctly
- GS6.** read notes or comments from the supervisor, other co-workers or vendors
- GS7.** read and extract relevant information from documentation including purpose, nature of document, frequently asked questions. Consolidated field queries , etc.
- GS8.** communicate effectively with co-workers (seniors, peers, sub-ordinates and temporary staff) and others including respondents, attending to their queries using clear speech, acceptable tone of voice, words, and phrases
- GS9.** interact in English and/ or the local language to respond to co-workers in a language they are comfortable with
- GS10.** use effective listening and probing/ questioning skills to understand requirement of the visitors, vendors and user/ coordinating departments

- GS11.** provide clear instructions to the co-workers for the formalities they need to complete for submitting or retrieving documents and other information
- GS12.** identify category of documentation, purpose of it and decide the appropriate storage facility to be used accordingly
- GS13.** determine level of confidentiality and security requirements of the document and store accordingly as per company procedure
- GS14.** determine authorisation requirements as per company policy before passing on information in order to prevent unauthorised access and data protection
- GS15.** plan ones day to day tasks to achieve optimum productivity
- GS16.** plan and organise official and personal work so as to have minimum downtime at work
- GS17.** plan and organise documentation storage for physical and computerised a. storage, in order to establish ease of identification, retrieval, and safety & security of information
- GS18.** follow good customer service practices with internal and external customers
- GS19.** deal with customers with positive body language
- GS20.** demonstrate courtesy to customers at all times
- GS21.** apply negotiation skills to resolve problems of a difficult nature within organisation protocols
- GS22.** take action as appropriate to requests or problems, based on company policy
- GS23.** 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
- GS24.** observe, record, analyse and modify work practices to achieve productivity gains
- GS25.** breakdown relevant work process into its constituent activities for ease of analysis
- GS26.** assess impact of data theft for various types of data and potential misuse
- GS27.** 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>Verify and scrutinise respondent's background information and/or documentation</i>	<b>35</b>	<b>65</b>	-	-
<b>PC1.</b> follow process of verification and scrutiny as prescribed by the client	3	4	-	-
<b>PC2.</b> collect information prior to field visits from various sources to facilitate field verification work	3	4	-	-
<b>PC3.</b> ask pertinent questions from appropriate persons to elicit required information	3	4	-	-
<b>PC4.</b> check, verify and scrutinise information from documents such as address proof, identify proofs, employment documentation, etc	3	4	-	-
<b>PC5.</b> collect documentary, written, digital or photographic evidences of the verification as required by the client	3	4	-	-
<b>PC6.</b> operate digital equipment such as smartphone apps, portable scanners, digital cameras, etc to record evidences	3	5	-	-
<b>PC7.</b> secure and store the evidences and records in safe manner in line with requirements of the clients	3	4	-	-
<b>PC8.</b> handle difficult situations maintaining safety and dignity of self and others	2	5	-	-
<b>PC9.</b> provide additional information to support the verification results by sourcing this through internet or contacting relevant people/ institutions	2	5	-	-
<b>PC10.</b> prepare status report in written as well as digital formats as required by the client	2	6	-	-
<b>PC11.</b> submit documents, survey reports and evidences to the client as per the established process	2	5	-	-
<b>PC12.</b> raise alarm or flag insufficiency if verification is not successful or more details are required as per established process	2	5	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> provide feedback to the client for future improvements	2	5	-	-
<b>PC14.</b> ensure data privacy and security norms are followed with respect to data/document collection, storage, transmission and disposal	2	5	-	-
<b>NOS Total</b>	<b>35</b>	<b>65</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0228
<b>NOS Name</b>	Verify and scrutinise background information and/or documentation of individuals through fieldwork
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	17/10/2019
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## **MEP/N0230: Manage work as a freelancer or independent worker**

### **Description**

This unit deals in detail with managing work as a freelancer or independent worker.

### **Elements and Performance Criteria**

#### *Manage work as a freelancer or independent worker*

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

**PC1.** establish, follow-up and regularly maintain business contacts within the industry

#### *Taking dictation/writing in short hand*

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

**PC2.** identify and access relevant networks and expert organisations to support the freelance activity

**PC3.** identify and follow appropriate strategies to enhance own professional reputation and promote self to potential clients

#### *Transcribing shorthand documents*

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

**PC4.** ensure that systems are in place that help identify work opportunities at an early stage

**PC5.** build reputation by ensuring the circulation of current and succinct information about ones own experience, past work, achievements and availability

**PC6.** use a range of tools and techniques to seek feedback from relevant people about own performance

**PC7.** evaluate feedback received on own performance to identify development needs

**PC8.** review performance and progress, business targets and the use of time and other resources to identify areas of development

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

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

**PC9.** set SMART goals for training needs in line with development objectives

**PC10.** prepare simple but accurate and up-to-date accounts and records for self

**PC11.** use tools and techniques for managing finance effectively

**PC12.** establish and maintain effective support services

**PC13.** plan business development activities aligned to income and cash flow requirements

**PC14.** demonstrate adaptability by accommodating demands and limitations of others whilst maintaining your personal work ethic and reputation

**PC15.** estimate and agree realistic fee rates, schedule and other expenses

**PC16.** establish clear performance outcomes with clients

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

**PC17.** ensure the contract contains all essential clauses required for fair execution Clauses: eg. deliverables, payment terms, time limit to payment, obligations of all parties clearly communicated, etc.

**PC18.** ensure that the details of the contract match agreements and securely store a written copy of the final signed contract

## **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.** difference between an employee, businessman and a freelancer in terms of marketing, operations and accounts
- KU8.** best practices for establishing, maintaining and enhancing a successful career as a freelancer or independent worker
- KU9.** avenues for professional development
- KU10.** elements of a personal development plan
- KU11.** strategies to enhance own professional reputation and promote self to potential clients
- KU12.** systems that can help identify work opportunities at an early stage
- KU13.** SMART goals, their features and advantages
- KU14.** basic account keeping principles
- KU15.** taxation applicable to freelancers and independent workers
- KU16.** systems for managing budgets, finance and paperwork
- KU17.** key features of a freelancing contract
- KU18.** legislation and regulations that are applicable to freelancers and independent workers

## **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 roman numerals correctly
- GS7.** express monetary value in words and figures with appropriate currency units accurately



- GS8.** document and maintain the record as per company policy
- GS9.** read official documents in English and Local Language to interpret main points correctly
- GS10.** read job sheets, 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 purpose, nature of document, etc.
- GS13.** communicate effectively with 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 co-workers 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 co-workers for the formalities they need to complete for submitting or retrieving documents and other information
- GS17.** identify category of documentation, purpose of it and decide 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.** plan and organise official and personal work so as to have minimum downtime at work
- GS22.** plan and organise documentation and device storage, in order to establish ease of identification, retrieval, and safety & security of information
- GS23.** follow good customer service practices with internal and external customers
- GS24.** deal with customers with positive body language
- GS25.** demonstrate courtesy to customers at all times
- GS26.** apply negotiation skills to resolve problems of a difficult nature within organisation protocols
- GS27.** take action as appropriate to requests or problems, based on company policy
- GS28.** 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
- GS29.** observe, record, analyse and modify work practices to achieve productivity gains
- GS30.** breakdown relevant work process into its constituent activities for ease of analysis
- GS31.** assess impact of data theft for various types of data and potential misuse
- GS32.** 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>Manage work as a freelancer or independent worker</i>	<b>2</b>	<b>4</b>	-	-
<b>PC1.</b> establish, follow-up and regularly maintain business contacts within the industry	2	4	-	-
<i>Taking dictation/writing in short hand</i>	<b>4</b>	<b>6</b>	-	-
<b>PC2.</b> identify and access relevant networks and expert organisations to support the freelance activity	2	3	-	-
<b>PC3.</b> identify and follow appropriate strategies to enhance own professional reputation and promote self to potential clients	2	3	-	-
<i>Transcribing shorthand documents</i>	<b>10</b>	<b>18</b>	-	-
<b>PC4.</b> ensure that systems are in place that help identify work opportunities at an early stage	2	3	-	-
<b>PC5.</b> build reputation by ensuring the circulation of current and succinct information about ones own experience, past work, achievements and availability	2	4	-	-
<b>PC6.</b> use a range of tools and techniques to seek feedback from relevant people about own performance	2	3	-	-
<b>PC7.</b> evaluate feedback received on own performance to identify development needs	2	4	-	-
<b>PC8.</b> review performance and progress, business targets and the use of time and other resources to identify areas of development	2	4	-	-
<i>Knowledge &amp; use of appropriate symbols</i>	<b>16</b>	<b>30</b>	-	-
<b>PC9.</b> set SMART goals for training needs in line with development objectives	2	4	-	-
<b>PC10.</b> prepare simple but accurate and up-to-date accounts and records for self	2	4	-	-
<b>PC11.</b> use tools and techniques for managing finance effectively	2	3	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC12.</b> establish and maintain effective support services	2	4	-	-
<b>PC13.</b> plan business development activities aligned to income and cash flow requirements	2	3	-	-
<b>PC14.</b> demonstrate adaptability by accommodating demands and limitations of others whilst maintaining your personal work ethic and reputation	2	4	-	-
<b>PC15.</b> estimate and agree realistic fee rates, schedule and other expenses	2	4	-	-
<b>PC16.</b> establish clear performance outcomes with clients	2	4	-	-
	<b>4</b>	<b>6</b>	-	-
<b>PC17.</b> ensure the contract contains all essential clauses required for fair execution Clauses: eg. deliverables, payment terms, time limit to payment, obligations of all parties clearly communicated, etc.	2	3	-	-
<b>PC18.</b> ensure that the details of the contract match agreements and securely store a written copy of the final signed contract	2	3	-	-
<b>NOS Total</b>	<b>36</b>	<b>64</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0230
<b>NOS Name</b>	Manage work as a freelancer or independent worker
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/01/2019
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

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

### **Description**

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

### **Elements and Performance Criteria**

#### *Apply relevant health and safety practices at the workplace*

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

- PC1.** identify, control and report health and safety issues relating to immediate work environment according to procedures
- PC2.** work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required
- PC3.** follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies
- PC4.** document and report all hazards, accidents and near-miss incidents as per set process
- PC5.** document safety records according to organisational policies

#### *Maintain a healthy and hygienic environment*

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

- PC6.** maintain the work area in a clean and tidy condition
- PC7.** maintain personal hygiene
- PC8.** report hygiene related concerns promptly to the relevant authority

#### *Emergencies, rescue and first-aid procedures*

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

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

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

*Follow fire safety requirements*

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

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

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

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

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

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

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

The individual on the job needs to know and understand:

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

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

**KU3.** relevant statutory legislation

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

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

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

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

**KU8.** meaning of hazards and risks

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

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

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

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

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

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

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

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

## **Generic Skills (GS)**

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

- GS1.** write Health and safety compliance report
- GS2.** interpret general health and safety guidelines
- GS3.** communicate general health and safety guidelines to learners
- GS4.** act in case of any potential hazards observed in the work place
- GS5.** take adequate measures to ensure the safety of students and visitors to training venue
- GS6.** provide assistance with the general care and wellbeing of learners
- GS7.** analyse what could constitute a health and safety Risk or Hazard
- GS8.** recognise emergency and potential emergency situations
- GS9.** identify what should or should not be done to protect from a health and safety risk or hazard

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply relevant health and safety practices at the workplace</i>	<b>9</b>	<b>11</b>	-	-
<b>PC1.</b> identify, control and report health and safety issues relating to immediate work environment according to procedures	2	2	-	-
<b>PC2.</b> work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required	2	2	-	-
<b>PC3.</b> follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	2	2	-	-
<b>PC4.</b> document and report all hazards, accidents and near-miss incidents as per set process	2	2	-	-
<b>PC5.</b> document safety records according to organisational policies	1	3	-	-
<i>Maintain a healthy and hygienic environment</i>	<b>4</b>	<b>8</b>	-	-
<b>PC6.</b> maintain the work area in a clean and tidy condition	1	3	-	-
<b>PC7.</b> maintain personal hygiene	1	3	-	-
<b>PC8.</b> report hygiene related concerns promptly to the relevant authority	2	2	-	-
<i>Emergencies, rescue and first-aid procedures</i>	<b>19</b>	<b>29</b>	-	-
<b>PC9.</b> demonstrate how to free a person from electrocution	2	2	-	-
<b>PC10.</b> administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	-
<b>PC11.</b> demonstrate basic techniques of bandaging	1	3	-	-
<b>PC12.</b> respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	2	3	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> perform and organize loss minimization or rescue activity during an accident in real or simulated environments	2	3	-	-
<b>PC14.</b> administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	2	3	-	-
<b>PC15.</b> demonstrate the artificial respiration and the CPR Process	2	3	-	-
<b>PC16.</b> participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work	2	3	-	-
<b>PC17.</b> complete a written accident/incident report or dictate a report to another person, and send report to person responsible Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified	2	3	-	-
<b>PC18.</b> demonstrate correct method to move injured people and others during an emergency	2	3	-	-
<i>Follow fire safety requirements</i>	<b>2</b>	<b>3</b>	-	-
<b>PC19.</b> use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)	2	3	-	-

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

## National Occupational Standards (NOS) Parameters

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

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

### **Description**

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

### **Elements and Performance Criteria**

#### *Maintain a professional image and behaviour*

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

- PC1.** display appropriate professional appearance for the workplace
- PC2.** interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner

#### *Maintain and enhance professional competence*

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

- PC3.** develop personal and professional goals and objectives
- PC4.** identify strengths and weaknesses in relation to goals and objectives
- PC5.** evaluate own capacity to meet goals and objectives
- PC6.** determine personal development needs to perform role as per desired standards
- PC7.** develop a professional development plan to enhance professional capabilities
- PC8.** document a professional practice plan designed to support the achievement of goals
- PC9.** select and implement development opportunities to support continuous learning and maintain currency of professional practice
- PC10.** research developments and trends impacting on professional practice and integrate information into work performance
- PC11.** invite peers and others to observe, and provide feedback, on own performance and practices
- PC12.** use feedback from colleagues and clients to identify and introduce, improvements in work performance

#### *Work in a disciplined and ethical manner*

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

- PC13.** perform tasks to the required workplace standard
- PC14.** complete duties accurately, systematically and within required timeframes
- PC15.** follow organisational policies
- PC16.** protect the rights of the client and organisation when delivering services
- PC17.** ensure services are delivered equally to all clients regardless of personal and cultural beliefs
- PC18.** recognise potential ethical issues in the workplace and discuss with an appropriate person
- PC19.** recognise unethical conduct and report to an appropriate person
- PC20.** operate within an agreed ethical code of practice
- PC21.** apply organisational guidelines and legal requirements on disclosure and confidentiality

#### *Work effectively with all stakeholders*

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

- PC22.** identify and obtain clarity regarding organisational, team and own goals
- PC23.** prioritise tasks at work as per organisational, team and own goals
- PC24.** plan to meet team performance targets and standards
- PC25.** monitor own and team performance as per agreed plan
- PC26.** share all relevant information with stakeholders in agreed formats and as per agreed timelines
- PC27.** work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes
- PC28.** recognise, avoid and/or address any conflict of interest
- PC29.** use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours
- PC30.** recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy  
Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour

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

The individual on the job needs to know and understand:

- KU1.** organisations HR systems, policies and procedures
- KU2.** organizational hierarchy and escalation matrix
- KU3.** organisational health safety and environment
- KU4.** work area inspection procedures and practices
- KU5.** importance of displaying professional appearance behaviour at all times
- KU6.** importance of developing personal and professional goals and objectives
- KU7.** importance of identifying strengths and weaknesses in relation to goals and objectives
- KU8.** how to identify strengths and weaknesses and evaluate own capacity to meet goals and objectives
- KU9.** how to determine personal development needs
- KU10.** importance of continuous learning and developing professional development plan
- KU11.** development opportunities to support continuous learning and maintain currency of professional practice
- KU12.** developments and trends impacting on professional practice
- KU13.** importance of taking and using feedback from colleagues and clients to identify and introduce, improvements in work performance
- KU14.** perform tasks to the required workplace standard
- KU15.** importance of discipline and ethics in a professional workplace
- KU16.** importance of recognising unethical conduct and reporting to appropriate authority
- KU17.** guidelines and legal requirements on disclosure and confidentiality
- KU18.** importance of collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes

- KU19.** how to recognise, avoid and/or address any conflict of interest
- KU20.** types of inappropriate behaviours at the workplace and how to recognize them  
Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour
- KU21.** how to respond to inappropriate behaviour towards self and others in a professional manner

## **Generic Skills (GS)**

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

- GS1.** prepare a personal development plan
- GS2.** read organisational guidelines and legal requirements
- GS3.** search and study from various information sources in order to learn about latest updates for self-development
- GS4.** read and interpret feedback received from peers
- GS5.** receive feedback from clients or concerned stake holders
- GS6.** communicate development plan with superiors
- GS7.** plan to meet own and team performance targets and standards
- GS8.** describe own role in achieving the goal
- GS9.** describe others role in achieving the goal
- GS10.** list activities, milestones and timelines
- GS11.** identify the support and resources needed to help work towards the goal.
- GS12.** plan and organise a personal development plan for self
- GS13.** provide quality services to all clients
- GS14.** display professional appearance and behaviours to all internal and external clients
- GS15.** use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours
- GS16.** recognise, avoid and/or address any conflict of interest
- GS17.** identify own strengths and weaknesses with respect achieving performance standards on the job
- GS18.** identify inappropriate behaviour and how to deal with it

## Assessment Criteria

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

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



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

## National Occupational Standards (NOS) Parameters

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

## 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/N0226.Plan and prepare to conduct field work	34	66	-	-	100	10
MEP/N0227.Collect and manage data through field surveys	39	61	-	-	100	10
MEP/N0228.Verify and scrutinise background information and/or documentation of individuals through fieldwork	35	65	-	-	100	30
MEP/N0230.Manage work as a freelancer or independent worker	36	64	-	-	100	30
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	10
MEP/N9912.Apply principles of professional practice at the workplace	36	64	-	-	100	10
<b>Total</b>	<b>220</b>	<b>380</b>	<b>-</b>	<b>-</b>	<b>600</b>	<b>100</b>

### Acronyms

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

## Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.