Office Operations Executive

QP Code: MEP/Q0207

Version: 1.0

NSQF Level: 4

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MEP/Q0207: Office Operations Executive

Brief Job Description

The office operations executive is a generalist who checks and prepares documents, writes simple correspondence, maintains records as well as co-ordinates with various internal and external agencies and follows up for work completion in line with professional practices of the workplace

Personal Attributes

The individual must be well groomed, attentive, comfortable with multi-tasking and disciplined have good communication skills and attention to detail respect confidentiality and have a positive attitude and dependability

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. MEP/N0204: Managing routine office activities

2. MEP/N0216: Use computers to store, retrieve and communicate information

3. MEP/N0224: Check forms and applications for completeness as per norms

4. MEP/N0225: Co-ordinate with internal and external agencies to complete operational requirements

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

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

7. 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	4

Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4110.0200
Minimum Educational Qualification & Experience	12th Class
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	04/09/2018
Next Review Date	04/09/2022
Deactivation Date	09/08/2023
NSQC Approval Date	22/08/2019
Version	1.0
Reference code on NQR	2019/OAFM/MEPSC/03406
NQR Version	1.0

MEP/N0204: Managing routine office activities

Description

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

Scope

This unit/task covers the following:

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

Elements and Performance Criteria

Receiving & making phone calls

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

PC1. attend to phone calls of various stakeholders and channelize them to appropriate authority

PC2. greet callers/visitors and verify their details, following your organizations procedures over phone or face to face

PC3. comply with relevant standards, policies, procedures and guidelines when dealing remotely with queries

PC4. listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries

PC5. summarize, and obtain confirmation of, your understanding of queries

PC6. express your concern for any difficulties caused and your commitment to resolving queries

PC7. refer queries outside your area of competence or authority promptly to appropriate people

PC8. access your organizations knowledge base for solutions to queries, where available

PC9. resolve queries within your area of competence or authority in line with organizational standards

Personal grooming

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

PC10. dress-up appropriately and neatly as per the corporate culture

PC11. maintain personal hygiene by keeping self-neat and clean in terms on nails, hair style, teeth etc.

PC12. use the right behavior to strengthen codes which stress the value of poise, grace and dignity

PC13. ensure visitors are positively engaged while maintaining decorum

Drafting reports/letters and emails

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

PC14. prepare computer generated reports and letters

PC15. use accurate grammar, spelling and punctuation while drafting/formatting reports/letters/email

PC16. compose, format, forward/send and print email messages

File Management

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

PC17. file documents and develop or modify filing practices

PC18. check the files for primary classification, series record, indexing or labeling

PC19. manage, record paper files/computer according to business and legal requirements

PC20. track movement of files/records

Convene meeting

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

PC21. coordinate, organize meetings

PC22. prepare draft notice, agenda and minutes of meeting

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. your organizations standards, policies, procedures, guidelines and service level agreements for dealing with queries and your role and responsibilities in relation to these

KU2. organizations profile, Its area of operation, and organizations statue

KU3. your organizations management tools and systems for recording, categorizing and resolving queries

KU4. where to refer queries outside your authority

KU5. who to seek advice and guidance from

KU6. standard tools, templates and scripts available for dealing with customer queries

KU7. the importance of keeping customers informed about timescales for progress and resolution of customer queries

KU8. the hierarchy of communication

KU9. the organizational structure

KU10. different styles and approaches when working with customers

KU11. techniques for conveying concern and commitment

KU12. guidelines for handling over such communication

KU13. issues that may affect customer satisfaction and how to deal with these

KU14. alternative channels of communication

Generic Skills (GS)

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

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

GS2. read, understand and use various keyboard shortcuts

GS3. read, understand and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources

GS4. organize, structure and present information

GS5. write grammatically correct emails, reports & letters

GS6. identify the nature, purpose and use of the information to be communicated verbally

GS7. express statements, opinions or information clearly, so that the receiver can hear and understand

GS8. listen and respond in a way that is appropriate to the situation

GS9. communicate effectively with managers, supervisors and workers

GS10. how to take information from the relevant sources and verify its accuracy and reliability

GS11. the importance of taking sound decisions based upon a valid analysis of the best available information.

GS12. how to identify and tackle situations individually or inform the seniors about the same

GS13. the importance of accurately estimating time and effort required to complete a task

GS14. how to develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand

GS15. how to complete the tasks within the allocated time, requirements/standards and resources

GS16. how to eliminate distractions and activities that do not support the achievement of the objectives

GS17. how to develop schedules, timetables with clear & specific milestones within the given timeframes

GS18. the importance of identifying professional and personal priorities and maintaining work life balance

GS19. importance of being positive, patient, courteous and customer friendly under all circumstances

GS20. the positive and negative body language while dealing with customers

GS21. the importance of identifying problems at workplace and various means to resolve the same

GS22. the breakdowns and malfunction of office equipment and to report the issues to the concerned personnel

GS23. how to break down complex problems into single and manageable components within his/her area of work

GS24. the streamlined approach to finding solutions

GS25. the importance of identifying various possible solutions to a problem using given data and information

GS26. the importance of applying facts to reach to a logical solution to a situation/problem

GS27. importance of being adaptable to change

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

MEP/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-processer 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-processer 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
Retrieve information using computers	**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	-	-
Transcribing shorthand documents	**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	-	-
Knowledge & use of appropriate symbols	**15**	**23**	**-**	**-**
PC9. perform basic designing, formatting, referencing and reviewing activities in a word-processer 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/N0224: Check forms and applications for completeness as per norms

Description

This unit is about checking forms and applications for completeness as per norms.

Scope

This unit/ task covers the following:

- Check forms and applications for completeness as per norms
- Enter and save data in pre-set forms and templates

Elements and Performance Criteria

Check forms and applications for completeness as per norms

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

PC1. obtain clarification on guidelines or norms for checking the forms or applications from authorised person

PC2. prepare a checklist based on the guidelines received for checking the forms or applications and obtain approval on checklist from authorised person

PC3. follow organisational process for receipt of forms or applications

PC4. check that all the required forms and associated paperwork have been submitted as per the checklist

PC5. check the completeness of all necessary fields in the form or application as per the checklist

PC6. take agreed procedural action when applications are unacceptable

PC7. collate and mark applications and documentation ready for further processing

PC8. handover the documents after checking and marking for further processing to the authorised personnel as per instructions

PC9. ensure that there is no damage to the documents during receipt, checking and handover process

PC10. maintain workplace confidentiality standards

PC11. follow necessary health, safety and security measures for the work

Enter and save data in pre-set forms and templates

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

PC12. obtain pre-set form or template in which data has to be entered manually or using a computer application

PC13. obtain clarification with respect to instructions for source of data, type of data required in each section, sequence of entering data, priorities, codes, dos and donts

PC14. gather data from the authorised source and through approved methods and record the data in the form and template provided as per instructions received Methods: phone calls, reading physical documents, reading online documents, interviewing people, etc.

PC15. verify correctness of all the data entered and adherence to instructions

PC16. rectify errors in data using approved procedures

PC17. ensure entries are made in a legible and presentable format and measures are taken to avoid any loss of data.

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

KU3. organisational norms for completeness of forms and application

KU4. various types of forms, applications and files that need to be checked Various types: physical applications, registration forms, know your customer documents, information gathering forms, transaction request forms; online applications, registration forms, know your customer documents, information gathering forms, transaction request forms

KU5. importance of preparing a checklist and how to prepare it

KU6. various parameters on which forms and applications may require checking

KU7. measures that can be taken to protect documents from damage

KU8. information security and safety measures that can be taken to protect documents and the information they contain from unauthorised access

KU9. health, safety and security measures for the work

KU10. various methods by which data may be gathered and the precautions to be taken for each

KU11. operation and use of a standard alphanumeric keyboard

KU12. procedures for coding, entering, storing, retrieving and communicating data manually and using a computer

KU13. how to make error free data entry with the help of various software, devices, equipment

KU14. procedures for verifying data and rectifying mistakes

KU15. procedures for maintaining and filing records, and security of data

KU16. importance of right handling of physical and digital documents so that they are not damaged or lost

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 supervisor or customer

GS5. read and extract relevant information from documentation including identity proofs, introductory letters, documents from or for the organisation, etc.

GS6. communicate effectively with customers and staff 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 supervisor instructions carefully and follow them

GS12. be courteous under all circumstances and situations

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

GS14. identify ways to increase productivity and reduce errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Check forms and applications for completeness as per norms	**22**	**40**	**-**	**-**
PC1. obtain clarification on guidelines or norms for checking the forms or applications from authorised person	2	3	-	-
PC2. prepare a checklist based on the guidelines received for checking the forms or applications and obtain approval on checklist from authorised person	2	5	-	-
PC3. follow organisational process for receipt of forms or applications	2	3	-	-
PC4. check that all the required forms and associated paperwork have been submitted as per the checklist	2	5	-	-
PC5. check the completeness of all necessary fields in the form or application as per the checklist	2	5	-	-
PC6. take agreed procedural action when applications are unacceptable	2	3	-	-
PC7. collate and mark applications and documentation ready for further processing	2	3	-	-
PC8. handover the documents after checking and marking for further processing to the authorised personnel as per instructions	2	3	-	-
PC9. ensure that there is no damage to the documents during receipt, checking and handover process	2	4	-	-
PC10. maintain workplace confidentiality standards	2	3	-	-
PC11. follow necessary health, safety and security measures for the work	2	3	-	-
Enter and save data in pre-set forms and templates	**14**	**24**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. obtain pre-set form or template in which data has to be entered manually or using a computer application	2	4	-	-
PC13. obtain clarification with respect to instructions for source of data, type of data required in each section, sequence of entering data, priorities, codes, dos and donts	3	3	-	-
PC14. gather data from the authorised source and through approved methods and record the data in the form and template provided as per instructions received Methods: phone calls, reading physical documents, reading online documents, interviewing people, etc.	3	5	-	-
PC15. verify correctness of all the data entered and adherence to instructions	2	4	-	-
PC16. rectify errors in data using approved procedures	2	4	-	-
PC17. ensure entries are made in a legible and presentable format and measures are taken to avoid any loss of data.	2	4	-	-
NOS Total	**36**	**64**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0224
NOS Name	Check forms and applications for completeness as per norms
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	04/09/2018
Next Review Date	04/09/2022
NSQC Clearance Date	22/08/2019

MEP/N0225: Co-ordinate with internal and external agencies to complete operational requirements

Description

This unit deals in detail with conducting co-ordination work with internal and external agencies in order to complete operational requirements as per the tasks assigned.

Scope

This unit/ task covers the following:

- Prepare to co-ordinate work tasks
- Execute follow-up activities
- Maintain records
- Build good relations

Elements and Performance Criteria

Prepare to co-ordinate work tasks

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

PC1. identify details of operational requirement to be completed

PC2. identify relevant personnel and agencies involved and obtain their contact details

PC3. obtain clarification on the role and responsibilities of the various people and agencies involved

PC4. obtain workplan and schedule for completion of work

PC5. prepare efficient to-do lists and work plans and share them with relevant people

PC6. prepare week-wise and day-wise plans for completion of tasks and sub-tasks, taking account of lag times, dependencies and slack

PC7. identify and assign priorities, responsibilities, dependencies and timelines for work task completion

PC8. prepare schedules, set-reminders and flag task items according to sequence and importance using calendars and planners

PC9. book appointments and schedule web and phone calls, sending e-invites and relevant instructions, accurately

PC10. set-up and check voice and video communication tools and applications effectively, prior to making calls

Execute follow-up activities

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

PC11. follow-up on task requirements with other relevant personnel by connecting with the point of contact as per identified communication preference and professional protocol
Communication preferences: preferred mode of communication(Phone call, email, chat, letters, face to face interview, web conferences), time of communication, address of communication, etc.

PC12. request for completion of work or information required following communication etiquettes as per mode of communication used and professional protocol mode of communication: Phone call, email, chat, letters, face to faceinterview, web conferences

PC13. resolve queries and doubts by obtaining and providing appropriate information and support from authorised sources

PC14. record response obtained as per standard operating procedure

PC15. update trackers, GANTT charts, calendars and planning documents to indicate progress and current status

PC16. send updated status and progress in agreed formats to relevant personnel in a timely manner

PC17. prepare minutes of meetings accurately using agreed formats and share with relevant personnel in a timely manner

PC18. share documentation for orders, approvals, request for information or quotations, expense vouchers, etc. with relevant personnel

PC19. resolve technical difficulties in set-up and use of voice or video communication devices or applications and report unresolved technical difficulties and issues, to authorised personnel in a timely manner

Co-ordinate for finance and administrative work

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

PC20. follow organisational process for official purchases and expenses

PC21. negotiate with vendors to get optimum value for money as possible

PC22. register the vendor in co-ordination with finance team as per organisational norms

PC23. check bills and invoices to ensure that they are correct as per the products/services purchased or sold respectively

PC24. co-ordinate between vendor and finance department for timely release of payment to the vendor

PC25. follow organisation process for claiming allowed re-imbursements

PC26. perform common banking transactions like depositing cheque or cash; getting the passbook updated; getting a demand draft made; etc.

Maintain records

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

PC27. receive, acknowledge and record incoming documentation (in physical and electronic forms) related to projects and tasks and file them in an organised and safe manner

PC28. record outgoing documentation accurately, save and file copies of outgoing documentation in physical and electronic forms as per organisational standards

PC29. check documentation effectively for compliance to stated requirements and necessary authorisations, to identify gaps in information or approvals for further processing

PC30. identify actions that need to be undertaken and related parameters, by interpreting information on documentation received, accurately

PC31. check for authorisation effectively, before sending or sharing any documentation to any person or firm agency requesting for information

PC32. take necessary and timely back-ups for essential documentation or messages, using authorised actions and tools, to avoid loss due to exigencies

Build good relations

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

PC33. exchange relevant pleasantries with colleagues and work contacts at various levels, for routine and special occasions

PC34. express gratitude to personnel for their contributions towards work tasks, by sending them an appropriate thank you messages, within limits of authority

PC35. draft and send apology messages for delays or errors, within limits of authority

PC36. seek information on challenges faced by colleagues and work contacts, and offer timely support

PC37. share and clarify information in a timely and accurate manner, to colleagues and work contacts to clear misunderstandings due to incorrect or lack of information, as per authorisation

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. various categories of operational activities that require co-ordination with different agencies and people

KU5. various types of operational requirements in an office environment

KU6. importance of obtain complete details about the requirement including but not limited to outcomes to be achieve, own role and responsibility, people involved, their roles and responsibilities, quality parameters to be maintained, expected timelines, current status of the work, resources available, constraints, support available, etc

KU7. how to prepare workplan and schedule; efficient to-do lists; gantt chart; calender; trackers; etc.

KU8. how to prepare week-wise and day-wise plans for completion of tasks and sub-tasks, taking account of lag times, dependencies and slack

KU9. how to set-reminders and flag task items according to sequence and importance using calendars and planners

KU10. how to book appointments and schedule web and phone calls, sending e-invites and relevant instructions

KU11. communication etiquette, netiquette and professional practices during concalls, webinars, meetings

KU12. importance of identifying and adhering to communication preferences for mode of communication, address, time, etc.

KU13. various modes of communication including meetings, online chat, audio and video applications, phone calls, conference calls, webinars, etc.

KU14. the roles, IT tools and facilities needed for collaborative tasks

KU15. features, benefits and limitations of different collaborative technology tools and devices

KU16. importance of preparing a to-do lists and checklist and how to prepare it

KU17. measures that can be taken to protect documents from damage

KU18. help and support features of online communication and office applications and how to use them

KU19. procedures for receipt and payment of goods and services

KU20. procurement approval procedures

KU21. 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.

KU22. common banking procedures

KU23. Information in a bill and invoice

KU24. risks related to data and information, personal and organisational

KU25. information security measures that can be taken to protect documents and the information they contain from unauthorised access

KU26. importance of maintaining good relationships with internal and external customers

KU27. key elements of managing and maintaining good working relationships

KU28. importance of following communication protocols acceptable in professional environments and good practices for professional communication

KU29. importance of effective and timely follow-up for achievement of goals and targets

KU30. good email etiquette for professional work

KU31. importance of checking documentation thoroughly and repeatedly before processing

KU32. characteristics, benefits and consequences of positive and negative behaviours at the workplace

KU33. health, safety and security measures to be followed at 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, etc.

GS8. 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

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 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. be punctual and work as per priorities agreed with supervisors

GS17. plan and organise official and personal work so as to have minimum downtime at work

GS18. manage distractions and maintain workplace discipline

GS19. plan and organise documentation storage for physical and computerised storage, in order to establish ease of identification, retrieval, and safety & security of information

GS20. follow good customer service practices with internal and external customers

GS21. differentiate between good and bad customer service to internal customers

GS22. maintain appropriate physical distance with visitors or co-workers during conversations

GS23. be patient and courteous with different types of co-workers under all circumstances and situations

GS24. apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols

GS25. take action as appropriate to requests or problems, based on company policy

GS26. 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

GS27. observe, record, analyse and modify work practices to achieve productivity gains

GS28. breakdown relevant work process into its constituent activities for ease of analysis

GS29. assess impact of data theft for various types of data and potential misuse

GS30. identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success

GS31. 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

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
Prepare to co-ordinate work tasks	**16**	**17**	**-**	**-**
PC1. identify details of operational requirement to be completed	1	1	-	-
PC2. identify relevant personnel and agencies involved and obtain their contact details	1	1	-	-
PC3. obtain clarification on the role and responsibilities of the various people and agencies involved	1	1	-	-
PC4. obtain workplan and schedule for completion of work	1	2	-	-
PC5. prepare efficient to-do lists and work plans and share them with relevant people	2	2	-	-
PC6. prepare week-wise and day-wise plans for completion of tasks and sub-tasks, taking account of lag times, dependencies and slack	2	2	-	-
PC7. identify and assign priorities, responsibilities, dependencies and timelines for work task completion	2	2	-	-
PC8. prepare schedules, set-reminders and flag task items according to sequence and importance using calendars and planners	2	2	-	-
PC9. book appointments and schedule web and phone calls, sending e-invites and relevant instructions, accurately	2	2	-	-
PC10. set-up and check voice and video communication tools and applications effectively, prior to making calls	2	2	-	-
Execute follow-up activities	**11**	**16**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. follow-up on task requirements with other relevant personnel by connecting with the point of contact as per identified communication preference and professional protocol Communication preferences: preferred mode of communication(Phone call, email, chat, letters, face to face interview, web conferences), time of communication, address of communication, etc.	2	2	-	-
PC12. request for completion of work or information required following communication etiquettes as per mode of communication used and professional protocol mode of communication: Phone call, email, chat, letters, face to faceinterview, web conferences	1	1	-	-
PC13. resolve queries and doubts by obtaining and providing appropriate information and support from authorised sources	1	2	-	-
PC14. record response obtained as per standard operating procedure	1	1	-	-
PC15. update trackers, GANTT charts, calendars and planning documents to indicate progress and current status	2	2	-	-
PC16. send updated status and progress in agreed formats to relevant personnel in a timely manner	1	2	-	-
PC17. prepare minutes of meetings accurately using agreed formats and share with relevant personnel in a timely manner	1	2	-	-
PC18. share documentation for orders, approvals, request for information or quotations, expense vouchers, etc. with relevant personnel	1	2	-	-
PC19. resolve technical difficulties in set-up and use of voice or video communication devices or applications and report unresolved technical difficulties and issues, to authorised personnel in a timely manner	1	2	-	-
Co-ordinate for finance and administrative work	**7**	**7**	**-**	**-**
PC20. follow organisational process for official purchases and expenses	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. negotiate with vendors to get optimum value for money as possible	1	1	-	-
PC22. register the vendor in co-ordination with finance team as per organisational norms	1	1	-	-
PC23. check bills and invoices to ensure that they are correct as per the products/services purchased or sold respectively	1	1	-	-
PC24. co-ordinate between vendor and finance department for timely release of payment to the vendor	1	1	-	-
PC25. follow organisation process for claiming allowed re-imbursements	1	1	-	-
PC26. perform common banking transactions like depositing cheque or cash; getting the passbook updated; getting a demand draft made; etc.	1	1	-	-
Maintain records	**6**	**8**	**-**	**-**
PC27. receive, acknowledge and record incoming documentation (in physical and electronic forms) related to projects and tasks and file them in an organised and safe manner	1	1	-	-
PC28. record outgoing documentation accurately, save and file copies of outgoing documentation in physical and electronic forms as per organisational standards	1	1	-	-
PC29. check documentation effectively for compliance to stated requirements and necessary authorisations, to identify gaps in information or approvals for further processing	1	1	-	-
PC30. identify actions that need to be undertaken and related parameters, by interpreting information on documentation received, accurately	1	2	-	-
PC31. check for authorisation effectively, before sending or sharing any documentation to any person or firm agency requesting for information	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC32. take necessary and timely back-ups for essential documentation or messages, using authorised actions and tools, to avoid loss due to exigencies	1	2	-	-
Build good relations	**5**	**7**	**-**	**-**
PC33. exchange relevant pleasantries with colleagues and work contacts at various levels, for routine and special occasions	1	1	-	-
PC34. express gratitude to personnel for their contributions towards work tasks, by sending them an appropriate thank you messages, within limits of authority	1	1	-	-
PC35. draft and send apology messages for delays or errors, within limits of authority	1	1	-	-
PC36. seek information on challenges faced by colleagues and work contacts, and offer timely support	1	2	-	-
PC37. share and clarify information in a timely and accurate manner, to colleagues and work contacts to clear misunderstandings due to incorrect or lack of information, as per authorisation	1	2	-	-
NOS Total	**45**	**55**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0225
NOS Name	Co-ordinate with internal and external agencies to complete operational requirements
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	04/09/2018
Next Review Date	04/09/2022
NSQC Clearance Date	22/08/2019

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 correctlyTypes 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 possiblepossible 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 preventionMethods 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 materialsExposure: ingested, contact with skin, inhaledPreventative 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 fireCauses 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 fireMaterials: 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 handing

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
Apply relevant health and safety practices at the workplace	**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	-	-
Maintain a healthy and hygienic environment	**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	-	-
Emergencies, rescue and first-aid procedures	**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 proceduresEmergency 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 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	2	3	-	-
PC18. demonstrate correct method to move injured people and others during an emergency	2	3	-	-
Follow fire safety requirements	**2**	**3**	**-**	**-**
PC19. use the various appropriate fire extinguishers on different types of fires correctlyTypes 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/N9912: Apply principles of professional practice at the workplace

Description

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

Elements and Performance Criteria

Maintain a professional image and behaviour

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

PC1. display appropriate professional appearance for the workplace

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

Maintain and enhance professional competence

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

PC3. develop personal and professional goals and objectives

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

PC5. evaluate own capacity to meet goals and objectives

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

PC7. develop a professional development plan to enhance professional capabilities

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

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

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

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

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

Work in a disciplined and ethical manner

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

PC13. perform tasks to the required workplace standard

PC14. complete duties accurately, systematically and within required timeframes

PC15. follow organisational policies

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

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

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

PC19. recognise unethical conduct and report to an appropriate person

PC20. operate within an agreed ethical code of practice

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

Work effectively with all stakeholders

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

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

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

PC24. plan to meet team performance targets and standards

PC25. monitor own and team performance as per agreed plan

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

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisations HR systems, policies and procedures

KU2. organizational hierarchy and escalation matrix

KU3. organisational health safety and environment

KU4. work area inspection procedures and practices

KU5. importance of displaying professional appearance behaviour at all times

KU6. importance of developing personal and professional goals and objectives

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

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

KU9. how to determine personal development needs

KU10. importance of continuous learning and developing professional development plan

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

KU12. developments and trends impacting on professional practice

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

KU14. perform tasks to the required workplace standard

KU15. importance of discipline and ethics in a professional workplace

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

KU17. guidelines and legal requirements on disclosure and confidentiality

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

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

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

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

Generic Skills (GS)

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

GS1. prepare a personal development plan

GS2. read organisational guidelines and legal requirements

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

GS4. read and interpret feedback received from peers

GS5. receive feedback from clients or concerned stake holders

GS6. communicate development plan with superiors

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

GS8. describe own role in achieving the goal

GS9. describe others role in achieving the goal

GS10. list activities, milestones and timelines

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

GS12. plan and organise a personal development plan for self

GS13. provide quality services to all clients

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

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

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

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

GS18. identify inappropriate behaviour and how to deal with it

Assessment Criteria

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

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

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

National Occupational Standards (NOS) Parameters

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

MEP/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
Interact with Superiors	**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	-	-
Communicate with colleagues	**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 workingCommunication 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 workplaceDisciplined 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	-	-
Communicate effectively with customers	**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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0204.Managing routine office activities	40	60	-	-	100	15
MEP/N0216.Use computers to store, retrieve and communicate information	40	60	-	-	100	15
MEP/N0224.Check forms and applications for completeness as per norms	36	64	-	-	100	20
MEP/N0225.Co-ordinate with internal and external agencies to complete operational requirements	45	55	-	-	100	13
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	15
MEP/N9912.Apply principles of professional practice at the workplace	36	64	-	-	100	10
MEP/N9914.Communicate with clients, visitors and colleagues effectively	40	60	-	-	100	12
Total	**277**	**423**	**-**	**-**	**700**	**100**

Acronyms

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

Glossary

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

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