



HR Executive - Payroll and Employee Data Management

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NSQF Level: 4

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MEP/Q0701: HR Executive - Payroll and Employee Data Management

Brief Job Description

An HR Executive - Payroll and Employee Data Management maintains employee data for the Human Resource (HR) department and compiles all necessary payroll data, enters it into the organisations data system, calculates each employees pay, computes statutory and tax related entitlements and deductions, and co-ordinates with the accounts department for disbursements and fund transfers.

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/N0216: Use computers to store, retrieve and communicate information](#)
2. [MEP/N0701: Maintain employee records for compensation and benefits calculations](#)
3. [MEP/N0702: Process statutory entitlements for finalizing compensation and benefits](#)
4. [MEP/N0703: Process payroll data](#)
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	Human Resource Management
Country	India
NSQF Level	4

Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	Graduate (in any discipline)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	16/01/2019
Next Review Date	16/01/2023
Deactivation Date	09/08/2023
NSQC Approval Date	22/08/2019
Version	1.0
Reference code on NQR	2019/OAFM/MEPSC/03405
NQR Version	1.0

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

Description

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

Elements and Performance Criteria

Retrieve information using computers

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

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

Transcribing shorthand documents

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

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

Knowledge & use of appropriate symbols

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

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

MEP/N0701: Maintain employee records for compensation and benefits calculations

Description

This unit is about maintaining various employee records required for compensation and benefits calculations throughout the employee lifecycle in an organisation.

Scope

This unit/ task covers the following:

- Maintain records of employees joined during the current year
- Maintain records of resignations during the current year
- Prepare and maintain attendance records of employees
- Seek and receive Income Tax declarations from employees

Elements and Performance Criteria

Maintain record of employees joined during the current year

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

- PC1.** maintain and update records of new employees
Record of new employees: e.g. employee name, ID, team details, compensation details, date of birth, address, etc.
- PC2.** seek necessary details of new employees from relevant authorities/ departments in the organisation
Details: employee number, access card number, date of joining, salary breakup, bands/ levels etc.
- PC3.** update records of existing employees accurately and in a timely manner in the database to reflect changes
Changes: new designation, change in pay band, salary structure, department, etc.

Maintain records of resignations during the current year

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

- PC4.** record and update the resignation details of the employee submit status to various departments as per organisational procedure
- PC5.** obtain salary calculation that forms part of full and final settlement
- PC6.** draft full and final settlement letter and forward to relevant authority for approval

Prepare and maintain attendance records of employees

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

- PC7.** extract leave and overtime related data from various attendance taking tools
Attendance recording tools: Physical registers, biometric attendance reports; system login reports; etc
- PC8.** update leave details of employees into the database
- PC9.** calculate monetary impact of leave without pay and overtime details of employees and update records accordingly

Seek and receive Income Tax declarations from employees

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

- PC10.** receive tax related investment and other declarations in the format provided by finance department from all employees and update the relevant records
- PC11.** collect proof of investments declared by employees
- PC12.** prepare tax investment and declaration file for each employee and submit to finance department
- PC13.** obtain previous employment detail salary details if required/ applicable and update the records
- PC14.** seek clarifications and supporting information to address gaps in information in a timely manner

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 hierarchy, departments, authorised signatories and authorisations procedures
- KU3.** organisations policies for recording and storing data
- KU4.** organisations human resource policies
- KU5.** organisations procedures for maintaining the security and confidentiality of information
- KU6.** organisations policies and procedures for resolving discrepancies
- KU7.** organisational, external agency and employee requirements for information
- KU8.** procedures for keeping data confidential and secure
- KU9.** how to record and store data in word processors, spreadsheets, ERP systems, registers and files
- KU10.** types of information received from external agencies
- KU11.** how to deal with instructions from external agencies
- KU12.** various types of information required to be maintained during the entire employee life-cycle in an organisation
- KU13.** various sources of information related to payroll and employee data management
- KU14.** various data recording systems used in organisations to capture and process employee data
- KU15.** various methods of taking attendance and how to extract and process data from the same - physical register, biometric access control data, date time stamp, system login, etc.
- KU16.** overtime and leave marking and approval process
- KU17.** importance and types of Income Tax related investments and declarations from employees
- KU18.** income tax related investments and declaration form and evidences required with it
- KU19.** various headers in a salary slip
- KU20.** sources of information for regulatory and legal changes or clarifications in Personal Taxation

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.** use company policies, procedures and guidelines to clarify doubts and make decisions
- GS8.** plan ones day to day tasks to achieve maximum productivity
- GS9.** organise data and records for ease of retrieval
- GS10.** listen to supervisor instructions carefully and follow them
- GS11.** demonstrate courtesy to all co-workers and clients at all times
- GS12.** identify problems that may arise during the course of work, their source and impact
- GS13.** identify various approaches to resolving the problem and the pros and cons of each approach
- GS14.** select and implement the approach that resolves the problem with maximum benefit and least cost
- GS15.** re-view the problem at various stages of implementing the solution and course correct as required
- GS16.** breakdown relevant work process into its constituent activities for ease of analysis
- GS17.** identify ways to increase productivity and reduce errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain record of employees joined during the current year</i>	9	13	-	-
PC1. maintain and update records of new employees Record of new employees: e.g. employee name, ID, team details, compensation details, date of birth, address, etc.	3	5	-	-
PC2. seek necessary details of new employees from relevant authorities/ departments in the organisation Details: employee number, access card number, date of joining, salary breakup, bands/ levels etc.	3	4	-	-
PC3. update records of existing employees accurately and in a timely manner in the database to reflect changes Changes: new designation, change in pay band, salary structure, department, etc.	3	4	-	-
<i>Maintain records of resignations during the current year</i>	8	13	-	-
PC4. record and update the resignation details of the employee submit status to various departments as per organisational procedure	3	5	-	-
PC5. obtain salary calculation that forms part of full and final settlement	2	4	-	-
PC6. draft full and final settlement letter and forward to relevant authority for approval	3	4	-	-
<i>Prepare and maintain attendance records of employees</i>	8	11	-	-
PC7. extract leave and overtime related data from various attendance taking tools Attendance recording tools: Physical registers, biometric attendance reports; system login reports; etc	2	3	-	-
PC8. update leave details of employees into the database	3	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. calculate monetary impact of leave without pay and overtime details of employees and update records accordingly	3	4	-	-
<i>Seek and receive Income Tax declarations from employees</i>	15	23	-	-
PC10. receive tax related investment and other declarations in the format provided by finance department from all employees and update the relevant records	3	4	-	-
PC11. collect proof of investments declared by employees	3	4	-	-
PC12. prepare tax investment and declaration file for each employee and submit to finance department	3	6	-	-
PC13. obtain previous employment detail salary details if required/ applicable and update the records	3	4	-	-
PC14. seek clarifications and supporting information to address gaps in information in a timely manner	3	5	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0701
NOS Name	Maintain employee records for compensation and benefits calculations
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Human Resource Management
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/01/2019
Next Review Date	16/01/2023
NSQC Clearance Date	22/08/2019

MEP/N0702: Process statutory entitlements for finalizing compensation and benefits

Description

This unit is about processing statutory entitlements and deductions such as PF, ESI, Professional Tax, Income tax, etc. with respect to staff compensation and benefits.

Scope

This unit/ task covers the following:

- Process statutory entitlements and deductions with respect to staff compensation and benefits

Elements and Performance Criteria

Process statutory entitlements and deductions with respect to staff compensation and benefits

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

- PC1.** issue the correct regulatory documentation where entitlement to statutory payments are applicable/not applicable or cease
- PC2.** determine staffs entitlement to statutory payments and benefits. Statutory payments: Provident Fund (PF), Employees State Insurance (ESI), Professional Tax etc.
- PC3.** calculate exceptional payments and deductions in accordance with organisational requirements, to the deadlines agreed
- PC4.** apply the correct payment schemes with regard to statutory entitlements
- PC5.** process statutory payments accurately on receipt of regulatory forms
- PC6.** calculate any applicable pre-tax and all relevant statutory/non-statutory deductions
- PC7.** calculate tax liabilities for the employees
- PC8.** enter any sums due in respect of redundancy in the payroll system, to ensure timely payments and appropriate tax treatment
- PC9.** use the relevant tax authoritys tools to check statutory pay/deduction requirements in response to individual employees queries
- PC10.** identify and apply relevant PF deduction processes PF deduction processes: Employees contribution, employers contribution, minimum and maximum PF deduction allowed, government website through which payment is to be made, eligibility criteria etc.
- PC11.** calculate the amount of PF to be deducted individually for each employee
- PC12.** calculate the total amount of PF deducted that needs to be furnished to the government
- PC13.** process PF nomination, PF-withdrawal and PF-transfer documents
- PC14.** identify and apply relevant processes regarding ESI deduction. Processes regarding ESI deduction: Employees contribution, employers contribution, minimum and maximum ESI deduction allowed, government website through which payment is to be made, applicability of ESI provisions to employees with salary as limited by present rules etc.
- PC15.** calculate the amount of ESI to be deducted individually from employees salary data
- PC16.** calculate the amount of ESI deducted totally that needs to be submitted to the government account

- PC17.** prepare statements related to all statutory dues - PF, ESIC, Professional Tax, etc.
- PC18.** calculate and complete the documentation for full and final settlement of employees that have left the organisation
- PC19.** coordinate with finance team for final payments and deductions by sharing accurate and timely information in the required format
- PC20.** comply with all organisational and statutory timescales
- PC21.** maintain the security and confidentiality of personal and sensitive data at all times

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 methods of disbursement
- KU3.** organisations hierarchy, departments, authorised signatories and authorisations procedures
- KU4.** organisations policies for recording and storing data
- KU5.** organisations human resource policies
- KU6.** organisations procedures for maintaining the security and confidentiality of information
- KU7.** the organisations policies and procedures for resolving discrepancies
- KU8.** organisational, external agency and employee requirements for information
- KU9.** current rules relating to statutory payments and deductions
- KU10.** relevant concepts and terms regarding Provident Fund deduction. Concepts and terms: e.g. employees contribution, employers contribution, minimum and maximum PF deduction allowed, government website through which payment is to be made, eligibility criteria, etc.
- KU11.** relevant concepts and terms regarding ESI deduction. Concept and terms: e.g. employees contribution, employers contribution, minimum and maximum ESI deduction allowed, government website through which payment is to be made, applicability of ESI provisions to employees with salary as limited by present rules, etc.
- KU12.** types of non-statutory deductions
- KU13.** types of exceptional payments
- KU14.** types of termination/ severance payments
- KU15.** income tax act and current provisions and rules
- KU16.** statutory and regulatory authorities related to compensation and benefits
- KU17.** documentation to be maintained for statutory compliances for PF, ESIC, Professional Tax, Income Tax, etc.
- KU18.** how to use the relevant tax authoritys tools to perform calculations of statutory additions to pay
- KU19.** how to use the relevant tax authoritys tools to perform calculations of net pay

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.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS7.** listen and respond in a way that is appropriate to the situation
- GS8.** communicate effectively with managers, supervisors and workers
- GS9.** take sound decisions based upon a valid analysis of the best available information
- GS10.** estimate time and effort required to complete a task accurately
- GS11.** develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand
- GS12.** develop schedules, timetables with clear & specific milestones within the given timeframes
- GS13.** demonstrate courtesy to co-workers, senior and customers at all times
- GS14.** treat customers by the body language positively
- GS15.** identify problems at workplace and various means to resolve the same
- GS16.** report the issues to the concerned personnel regarding the breakdowns and malfunction of office equipment
- GS17.** break down complex problems into single and manageable components within his/ her area of work
- GS18.** identify various viable solutions to a problem using given data and information and evaluate advantages/ disadvantages of each

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Process statutory entitlements and deductions with respect to staff compensation and benefits</i>	42	58	-	-
PC1. issue the correct regulatory documentation where entitlement to statutory payments are applicable/not applicable or cease	2	3	-	-
PC2. determine staffs entitlement to statutory payments and benefits. Statutory payments: Provident Fund (PF), Employees State Insurance (ESI), Professional Tax etc.	2	3	-	-
PC3. calculate exceptional payments and deductions in accordance with organisational requirements, to the deadlines agreed	2	3	-	-
PC4. apply the correct payment schemes with regard to statutory entitlements	2	2	-	-
PC5. process statutory payments accurately on receipt of regulatory forms	2	3	-	-
PC6. calculate any applicable pre-tax and all relevant statutory/non-statutory deductions	2	3	-	-
PC7. calculate tax liabilities for the employees	2	2	-	-
PC8. enter any sums due in respect of redundancy in the payroll system, to ensure timely payments and appropriate tax treatment	2	3	-	-
PC9. use the relevant tax authoritys tools to check statutory pay/deduction requirements in response to individual employees queries	2	2	-	-
PC10. identify and apply relevant PF deduction processes PF deduction processes: Employees contribution, employers contribution, minimum and maximum PF deduction allowed, government website through which payment is to be made, eligibility criteria etc.	2	3	-	-
PC11. calculate the amount of PF to be deducted individually for each employee	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. calculate the total amount of PF deducted that needs to be furnished to the government	2	3	-	-
PC13. process PF nomination, PF-withdrawal and PF-transfer documents	2	3	-	-
PC14. identify and apply relevant processes regarding ESI deduction. Processes regarding ESI deduction: Employees contribution, employers contribution, minimum and maximum ESI deduction allowed, government website through which payment is to be made, applicability of ESI provisions to employees with salary as limited by present rules etc.	2	2	-	-
PC15. calculate the amount of ESI to be deducted individually from employees salary data	2	3	-	-
PC16. calculate the amount of ESI deducted totally that needs to be submitted to the government account	2	3	-	-
PC17. prepare statements related to all statutory dues - PF, ESIC, Professional Tax, etc.	2	3	-	-
PC18. calculate and complete the documentation for full and final settlement of employees that have left the organisation	2	3	-	-
PC19. coordinate with finance team for final payments and deductions by sharing accurate and timely information in the required format	2	3	-	-
PC20. comply with all organisational and statutory timescales	2	2	-	-
PC21. maintain the security and confidentiality of personal and sensitive data at all times	2	3	-	-
NOS Total	42	58	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0702
NOS Name	Process statutory entitlements for finalizing compensation and benefits
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Human Resource Management
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/01/2019
Next Review Date	16/01/2023
NSQC Clearance Date	22/08/2019

MEP/N0703: Process payroll data

Description

This unit deals with processing information related to salary, allowances, entitlements, leaves, etc. in the payroll system and preparing the payroll.

Scope

This unit/ task covers the following:

- Obtain and record data required to process payroll
- Calculate various salary components
- Prepare payroll
- Provide salary and payroll related information to employees

Elements and Performance Criteria

Obtain and record data required to process payroll

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

- PC1.** enter employee information required to calculate salary package in the payroll system in line with organisational procedures
- PC2.** enter employee pay period details and any deductions and allowances in payroll system in accordance with source documents
- PC3.** maintain record of leave entitlements, leave taken, loadings and allowances availed on a regular basis

Calculate various salary components

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

- PC4.** determine tax and non-tax components of salary package
- PC5.** calculate impact of salary package on employees assessable income in the payroll system
- PC6.** calculate gross pay and deductions accurately from information available in relevant documents
- PC7.** calculate payment due to individual employees to reflect standard pay and variations in accordance with employee source data
- PC8.** adjust additional allowances to be paid to employees in response to changes in their employment conditions as required
- PC9.** ensure all earnings are authorised and calculated in accordance with defined remuneration policies and workplace procedures
- PC10.** prepare aggregated and individual payment summary and documents

Prepare payroll

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

- PC11.** prepare payroll within the required timelines and in accordance with organisational policy and procedures
- PC12.** reconcile total wages for pay period, check or correct irregularities or refer to the designated persons for resolution

- PC13.** make arrangements for payment in accordance with organisational and individual requirements
- PC14.** obtain authorisation of payroll and individual pay advice in accordance with organisational requirements
- PC15.** produce, check and store payroll records in accordance with organisational policy and security procedures
- PC16.** coordinate with finance team for final salary payments by sharing accurate and timely information in the required formats
- PC17.** follow data security procedures while processing and maintaining payroll records

Provide salary and payroll related information to employees

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

- PC18.** prepare standard information for employees on available salary packaging options
Information: e.g. impact of various options on taxable income and employment conditions, savings and interest rate, In-hand salary, etc.
- PC19.** issue payment summary to employees following legislative and organisational requirements
- PC20.** respond to payroll enquiries in accordance with organisational and legislative procedures
- PC21.** ensure all enquiries outside area of responsibility and knowledge are referred to the designated persons for resolution
- PC22.** provide information to employees according to organisational policies and procedures

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.** organisations human resource policies
- KU5.** organisations authorised signatories and authorisation procedures
- KU6.** key features of legislation, regulations and taxation systems relevant to salary packaging arrangements and additional allowances, including state wage and labour laws
- KU7.** income tax act and assessment guidelines
- KU8.** benefits and costs to organisations and employees of salary packaging arrangements
- KU9.** different models for salary packaging
- KU10.** gross and net salary
- KU11.** total employment costing
- KU12.** common types of benefits that can be included in salary packaging arrangements, including fringe benefits, exempt benefits, concessional benefits, novated lease arrangements, purchased leave arrangements, superannuation contributions
- KU13.** common types of allowances
- KU14.** external and organisational sources that can be accessed for additional information on salary packaging arrangements and additional allowances

- KU15.** salary slip information
- KU16.** explain key provisions of relevant legislation, standards, regulations and codes of practice that may affect aspects of payroll operations
- KU17.** different types of payroll systems
- KU18.** documentation requirements for carrying out employee payroll activities
- KU19.** operational work systems, equipment, management and site operating systems for payroll activities
- KU20.** problems that may occur and appropriate action that can be taken to resolve these problems
- KU21.** regulations relevant to payroll activities
- KU22.** relationship of loading/ unloading plans and sequence sheets, and pay records of individuals
- KU23.** workplace grading systems
- KU24.** workplace leave and roster systems
- KU25.** workplace procedures and policies for carrying out employee payroll activities

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 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 storage, in order to establish ease of identification, retrieval, and safety & security of information Customer Centricity
- GS18.** follow good customer service practices with internal and external customers
- GS19.** demonstrate courtesy with co-workers and customers at all times
- GS20.** apply negotiation skills to resolve problems of a difficult nature within organisation protocols
- GS21.** take action as appropriate to requests or problems, based on company policy
- GS22.** 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
- GS23.** observe, record, analyse and modify work practices to achieve productivity gains
- GS24.** breakdown relevant work process into its constituent activities for ease of analysis
- GS25.** assess impact of data theft for various types of data and potential misuse
- GS26.** 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>Obtain and record data required to process payroll</i>	6	9	-	-
PC1. enter employee information required to calculate salary package in the payroll system in line with organisational procedures	2	3	-	-
PC2. enter employee pay period details and any deductions and allowances in payroll system in accordance with source documents	2	3	-	-
PC3. maintain record of leave entitlements, leave taken, loadings and allowances availed on a regular basis	2	3	-	-
<i>Calculate various salary components</i>	14	23	-	-
PC4. determine tax and non-tax components of salary package	2	3	-	-
PC5. calculate impact of salary package on employees assessable income in the payroll system	2	3	-	-
PC6. calculate gross pay and deductions accurately from information available in relevant documents	2	3	-	-
PC7. calculate payment due to individual employees to reflect standard pay and variations in accordance with employee source data	2	4	-	-
PC8. adjust additional allowances to be paid to employees in response to changes in their employment conditions as required	2	3	-	-
PC9. ensure all earnings are authorised and calculated in accordance with defined remuneration policies and workplace procedures	2	3	-	-
PC10. prepare aggregated and individual payment summary and documents	2	4	-	-
<i>Prepare payroll</i>	10	21	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. prepare payroll within the required timelines and in accordance with organisational policy and procedures	2	4	-	-
PC12. reconcile total wages for pay period, check or correct irregularities or refer to the designated persons for resolution	2	3	-	-
PC13. make arrangements for payment in accordance with organisational and individual requirements	1	3	-	-
PC14. obtain authorisation of payroll and individual pay advice in accordance with organisational requirements	1	3	-	-
PC15. produce, check and store payroll records in accordance with organisational policy and security procedures	2	3	-	-
PC16. coordinate with finance team for final salary payments by sharing accurate and timely information in the required formats	1	3	-	-
PC17. follow data security procedures while processing and maintaining payroll records	1	2	-	-
<i>Provide salary and payroll related information to employees</i>	5	12	-	-
PC18. prepare standard information for employees on available salary packaging options Information: e.g. impact of various options on taxable income and employment conditions, savings and interest rate, In-hand salary, etc.	1	3	-	-
PC19. issue payment summary to employees following legislative and organisational requirements	1	3	-	-
PC20. respond to payroll enquiries in accordance with organisational and legislative procedures	1	2	-	-
PC21. ensure all enquiries outside area of responsibility and knowledge are referred to the designated persons for resolution	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. provide information to employees according to organisational policies and procedures	1	2	-	-
NOS Total	35	65	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0703
NOS Name	Process payroll data
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Human Resource Management
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/01/2019
Next Review Date	16/01/2023
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 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>	9	11	-	-
PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures	2	2	-	-
PC2. work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required	2	2	-	-
PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	2	2	-	-
PC4. document and report all hazards, accidents and near-miss incidents as per set process	2	2	-	-
PC5. document safety records according to organisational policies	1	3	-	-
<i>Maintain a healthy and hygienic environment</i>	4	8	-	-
PC6. maintain the work area in a clean and tidy condition	1	3	-	-
PC7. maintain personal hygiene	1	3	-	-
PC8. report hygiene related concerns promptly to the relevant authority	2	2	-	-
<i>Emergencies, rescue and first-aid procedures</i>	19	29	-	-
PC9. demonstrate how to free a person from electrocution	2	2	-	-
PC10. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	-
PC11. demonstrate basic techniques of bandaging	1	3	-	-
PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	2	3	-	-

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

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

National Occupational Standards (NOS) Parameters

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

MEP/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>	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	-	-
<i>Maintain and enhance professional competence</i>	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	-	-
<i>Work in a disciplined and ethical manner</i>	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	-	-
<i>Work effectively with all stakeholders</i>	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 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	-	-
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 working
Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc
- PC11.** display active listening skills while interacting with others at work
- PC12.** use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism
- PC13.** demonstrate responsible and disciplined behaviours at the workplace
Disciplined behaviours: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.

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

Communicate effectively with customers

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

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

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

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

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

PC19. listen actively in a two way communication

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

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

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

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

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

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

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

PC27. seek feedback from the visitors on their experience

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. companys Human Resources policies

KU3. companys reporting structure

KU4. companys documentation policy

KU5. companys customer profile

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

KU7. importance of effective communication in the workplace

KU8. importance of teamwork in organizational and individual success

KU9. various components of effective communication

KU10. key elements of active listening

KU11. value and importance of active listening and assertive communication

KU12. barriers to effective communication

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

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

Generic Skills (GS)

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

- GS1.** fill in relevant forms and formats clearly and accurately
- GS2.** write messages, notes and short descriptive text with reasonable accuracy for accurate reading comprehension and interpretation of the information text
- GS3.** write factual and quantitative information such as details of people, location or areas, dates, timelines, quantities, etc
- GS4.** write both in English and Local language to carry out work related tasks
- GS5.** write numbers in figures and words using decimal system
- GS6.** read and interpret correctly roman numerals
- GS7.** document and maintain the record as per company's policy
- GS8.** read official documents in English and Local Language to interpret main points correctly
- GS9.** read job sheets, company policy documents and information displayed at the workplace to interpret main points correctly
- GS10.** read notes or comments from the supervisor or customer
- GS11.** read and extract relevant information from visitor documentation including identity proofs, introductory letters, documents from or for the organisation, etc
- GS12.** communicate effectively with visitors, co-workers (seniors, peers, sub-ordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases
- GS13.** interact in English and/or the local language to respond to visitors in a language they are comfortable with
- GS14.** use effective listening and probing /questioning skills to understand requirement of the visitors
- GS15.** provide clear instructions to the visitors for where they need to go and the formalities they need to complete
- GS16.** identify category of visitor, purpose of visit and the appropriate department and personnel to serve them

- GS17.** spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
- GS18.** prioritise tasks while planning and assigning work based on importance and urgency
- GS19.** plan ones day-to-day tasks to achieve optimum productivity
- GS20.** be punctual and work as per agreed priorities
- GS21.** plan and organise official and personal work so as to have minimum downtime at work
- GS22.** manage distractions and maintain workplace discipline
- GS23.** plan and allocate workers, time, equipment and materials
- GS24.** create basic work plans detailing tasks/activities, time allocations, materials resources, assigned responsibilities, required to achieve desired results in a time-bound manner
- GS25.** identify potential impact on customer and organisation of misinterpreting, misguiding or delayed responses to visitors
- GS26.** listen to visitors carefully and interpret their requirement and viewpoints accurately
- GS27.** maintain etiquettes such as maintaining the appropriate physical distance with visitor or co-worker during conversation
- GS28.** be patient and courteous with different types of visitors and workers under all circumstances and situations
- GS29.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS30.** take action as appropriate to requests or problems, based on company policy
- GS31.** escalate matters to seniors or resolve matters by oneself, based on nature of the issue and limits of authority required to address it
- GS32.** segment visitors based on various factors such as needs, age, gender, area or location, etc
- GS33.** list risks associated with various categories of visitors
- GS34.** observe, record, analyse and modify work practices to achieve productivity gains
- GS35.** explain the concept and need of defined and documented processes
- GS36.** breakdown relevant work process into its constituent activities for ease of analysis
- GS37.** prioritise customers and addressing their needs based on urgency and importance in various situations
- GS38.** identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS39.** explain which staff behaviours and work practices need to be encouraged or discouraged, on the basis of how they contribute to development of positive or negative organisational culture

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact with Superiors</i>	8	8	-	-
PC1. seek and obtain clarification about job related requirements, performance indicators and incentives from reporting superior	2	2	-	-
PC2. record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements	2	2	-	-
PC3. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	2	2	-	-
PC4. seek and receive feedback on performance output and quality	2	2	-	-
<i>Communicate with colleagues</i>	19	20	-	-
PC5. accurately receive information and instructions from colleagues getting clarification where required	2	2	-	-
PC6. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt	2	2	-	-
PC7. give information to others clearly, at a pace and in a manner that helps them to understand	2	2	-	-
PC8. display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible	2	2	-	-
PC9. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	2	2	-	-
PC10. display appropriate communication etiquette while working Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc	2	2	-	-
PC11. display active listening skills while interacting with others at work	2	2	-	-

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

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

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0216.Use computers to store, retrieve and communicate information	40	60	-	-	100	15
MEP/N0701.Maintain employee records for compensation and benefits calculations	40	60	-	-	100	10
MEP/N0702.Process statutory entitlements for finalizing compensation and benefits	42	58	-	-	100	15
MEP/N0703.Process payroll data	35	65	-	-	100	25
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	10
Total	273	427	-	-	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.