



# Recruitment Executive - HR

QP Code: MEP/Q0702

Version: 1.0

NSQF Level: 4

MANAGEMENT & ENTREPRENEURSHIP AND PROFESSIONAL SKILLS COUNCIL || F-04, Plot No. 212,  
Okhla Industrial Estate, Phase III  
New Delhi -110020 || email:ssaxena@mepsc.in

## Contents

MEP/Q0702: Recruitment Executive - HR .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
MEP/N0216: Use computers to store, retrieve and communicate information .....	5
MEP/N0705: Gather job related information from employer organizations .....	11
MEP/N0706: Source candidates for recruitment based on client agreement .....	16
MEP/N0707: Coordinate between candidates and employer organisations for the selection process ...	22
MEP/N0708: Execute post-selection recruitment processes and reviews .....	28
MEP/N9903: Apply health and safety practices at the workplace .....	34
MEP/N9912: Apply principles of professional practice at the workplace .....	41
MEP/N9914: Communicate with clients, visitors and colleagues effectively .....	48
Assessment Guidelines and Weightage .....	55
<i>Assessment Guidelines</i> .....	55
<i>Assessment Weightage</i> .....	56
Acronyms .....	57
Glossary .....	58

## MEP/Q0702: Recruitment Executive - HR

### Brief Job Description

The Recruitment Executive Human Resources (HR) is responsible for sourcing, screening and connecting suitable candidates to employers and vice versa. Upon sourcing a potential match, the executive is also responsible for coordinating and processing applications as per needs of the employer organizations and subsequent coordination between the two parties.

### 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/N0705: Gather job related information from employer organizations](#)
3. [MEP/N0706: Source candidates for recruitment based on client agreement](#)
4. [MEP/N0707: Coordinate between candidates and employer organisations for the selection process](#)
5. [MEP/N0708: Execute post-selection recruitment processes and reviews](#)
6. [MEP/N9903: Apply health and safety practices at the workplace](#)
7. [MEP/N9912: Apply principles of professional practice at the workplace](#)
8. [MEP/N9914: Communicate with clients, visitors and colleagues effectively](#)

### Qualification Pack (QP) Parameters

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

<b>NSQF Level</b>	4
<b>Credits</b>	NA
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL
<b>Minimum Educational Qualification &amp; Experience</b>	Graduate (in any discipline)
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	20 Years
<b>Last Reviewed On</b>	16/01/2019
<b>Next Review Date</b>	16/01/2023
<b>Deactivation Date</b>	02/08/2023
<b>NSQC Approval Date</b>	22/08/2019
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2019/OAFM/MEPSC/03404
<b>NQR Version</b>	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>	<b>9</b>	<b>11</b>	-	-
<b>PC1.</b> setup main components of a computer correctly and start it correctly, in a safe	2	2	-	-
<b>PC2.</b> operate the computer to access data and information on it and through it as per authorised privileges	2	2	-	-
<b>PC3.</b> identify the operating system, information storage system and applications/software used for data storage and retrieval	2	2	-	-
<b>PC4.</b> navigate computer drives, directories, folders and software applications to access specified file locations	2	2	-	-
<b>PC5.</b> search for specified file types, files and data within the files using search option	1	3	-	-
<i>Transcribing shorthand documents</i>	<b>4</b>	<b>8</b>	-	-
<b>PC6.</b> access specified data or information using specified organisational application software	1	3	-	-
<b>PC7.</b> follow the organisational access control and data security policies to access data and information	1	3	-	-
<b>PC8.</b> input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications	2	2	-	-
<i>Knowledge &amp; use of appropriate symbols</i>	<b>15</b>	<b>23</b>	-	-
<b>PC9.</b> perform basic designing, formatting, referencing and reviewing activities in a word-processor application as specified for the presentation of information	2	2	-	-
<b>PC10.</b> input, edit and save specified data or information using spreadsheet application	2	3	-	-
<b>PC11.</b> use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application	1	3	-	-



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

## National Occupational Standards (NOS) Parameters

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

## **MEP/N0705: Gather job related information from employer organizations**

### **Description**

This unit is about gathering organisation and recruitment information from employer organisations.

### **Scope**

This unit/ task covers the following:

- Seek information from clients
- Use client information to prepare recruitment plan

### **Elements and Performance Criteria**

#### *Seek information from clients*

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

**PC1.** confirm the roles and number of positions that are required to be filled from the client(s)

**PC2.** determine required candidate specifications and selection parameters

**PC3.** identify client-end recruitment and selection process details through interactions with the client

**PC4.** identify extent of services required by the client, for items such as background verification, credential document verifications, etc.

**PC5.** confirm client agreement for costs, organisational procedures, anticipated time frames, priorities, and other terms and conditions applicable based on client contracts

**PC6.** ensure to maintain confidentiality of client information as per data privacy requirements

#### *Use client information to prepare recruitment plan*

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

**PC7.** create a well-developed job description and recruitment specifications summary

**PC8.** prepare a recruitment plan based on various factors. Factors: eg. positions to be recruited for, client preferences, nature of job, organisational constraints and procedures, progress reporting requirements, etc.

**PC9.** modify and finalise the recruitment plan in discussions with the client

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

The individual on the job needs to know and understand:

**KU1.** organisational offerings and related capabilities

**KU2.** customer and business target segments

**KU3.** job roles and responsibilities

**KU4.** organisational structure, hierarchy and reporting relationships

**KU5.** performance metrics related to own performance

**KU6.** health and safety processes to be followed in the organisation

- KU7.** data security and privacy policies of the organisation
- KU8.** organisation processes related to own work
- KU9.** methods of charging clients and rates applicable for products and services
- KU10.** common recruitment processes followed in organisations
- KU11.** common organisational structures
- KU12.** various department and functions carried out in typical organisations
- KU13.** various sectors and industry
- KU14.** common types of classification used for various organisations (size, sector, spread, registration type, etc.)
- KU15.** components and common types of compensation, rewards and benefits
- KU16.** common recruitment terms and conditions
- KU17.** industry and sector specific practices, working conditions and terms of employment
- KU18.** elements of working conditions that commonly impact choice of workplace by prospective employees
- KU19.** components of salary, related legislation and statutory provisions and guidelines
- KU20.** work culture and common attributes related to different types of work culture
- KU21.** common employment and recruitment trends and key aspects of these
- KU22.** key challenges and risks in recruitment and selections
- KU23.** key success factors in recruitment and selection
- KU24.** importance of client satisfaction for business success

## **Generic Skills (GS)**

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

- GS1.** write official emails communications, minutes of meetings and summaries of discussions
- GS2.** develop tools/instruments for data collection using grammatically correct English and local business language
- GS3.** use terms and jargon used in recruitment and selection processes
- GS4.** develop a job description
- GS5.** read forms and formats in English and local business language to interpret correctly information sought and provided
- GS6.** respond to queries clearly and with required detail
- GS7.** elicit work related information by asking pertinent questions and active listening
- GS8.** identify the need for information for effective decision making
- GS9.** differentiate between assumptions and facts in available information for decision making
- GS10.** use planning tools/techniques like checklists, goal setting, time scheduling, for ensuring work activities are completed on time
- GS11.** collect and present information based on customer preferences and specifications
- GS12.** escalate issues with work to higher authorities where own efforts to secure results is not effective

- GS13.** apply negotiation skills to resolve problems of a difficult nature following organisation protocols
- GS14.** breakdown work process into its constituent activities for ease of analysis
- GS15.** identify potential disruptions and delays, identify actions that can be taken to prevent and handle such matters

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Seek information from clients</i>	<b>26</b>	<b>38</b>	-	-
<b>PC1.</b> confirm the roles and number of positions that are required to be filled from the client(s)	4	5	-	-
<b>PC2.</b> determine required candidate specifications and selection parameters	4	6	-	-
<b>PC3.</b> identify client-end recruitment and selection process details through interactions with the client	4	7	-	-
<b>PC4.</b> identify extent of services required by the client, for items such as background verification, credential document verifications, etc.	5	7	-	-
<b>PC5.</b> confirm client agreement for costs, organisational procedures, anticipated time frames, priorities, and other terms and conditions applicable based on client contracts	5	7	-	-
<b>PC6.</b> ensure to maintain confidentiality of client information as per data privacy requirements	4	6	-	-
<i>Use client information to prepare recruitment plan</i>	<b>14</b>	<b>22</b>	-	-
<b>PC7.</b> create a well-developed job description and recruitment specifications summary	5	8	-	-
<b>PC8.</b> prepare a recruitment plan based on various factors. Factors: eg. positions to be recruited for, client preferences, nature of job, organisational constraints and procedures, progress reporting requirements, etc.	5	7	-	-
<b>PC9.</b> modify and finalise the recruitment plan in discussions with the client	4	7	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0705
<b>NOS Name</b>	Gather job related information from employer organizations
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Human Resource Management
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/01/2019
<b>Next Review Date</b>	16/01/2023
<b>NSQC Clearance Date</b>	22/08/2019

## **MEP/N0706: Source candidates for recruitment based on client agreement**

### **Description**

This unit is about sourcing candidates for recruitment based on client requirements and job role specifications

### **Scope**

This unit/ task covers the following:

- Seek candidates through various sources
- Connect with candidates to assess interest and fitment
- Shortlist candidates and process as per client agreement

### **Elements and Performance Criteria**

#### *Seek candidates through various sources*

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

- PC1.** determine criteria for candidates search based on client defined parameters
- PC2.** access candidate profiles from internally and externally available sources and assess fitment to applicable criteria Internally available sources: e.g. databases, candidate Curriculum Vitae (CV) banks, etc. Externally available sources: e.g. online databases, recruitment sites, social media, references, etc.
- PC3.** write and place recruitment advertisements in relevant media, as per organisational policy and client permissions
- PC4.** prepare a preliminary shortlist to assess and prioritise candidates for contacting directly
- PC5.** ensure to maintain confidentiality of candidate information as per data privacy requirements

#### *Connect with candidates to assess interest and fitment*

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

- PC6.** acquire current contact details of shortlisted potential candidates
- PC7.** develop a communication or contact plan for communicating with potential candidates
- PC8.** communicate details of the offer to the candidate and seek an expression of interest
- PC9.** undertake pre-tests and portfolio checks of the candidate in accordance with organisational policy and customer requirement
- PC10.** evaluate information obtained from each candidate against specified selection criteria and note any additional influencing factors

#### *Shortlist candidates and process as per client agreement*

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

- PC11.** shortlist suitable candidates for the next stage of the recruitment and selection process
- PC12.** prioritise shortlisted candidates and send their required information to the client for approval to proceed to next stage of recruitment and selection

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



The individual on the job needs to know and understand:

- KU1.** organisational offerings and related capabilities
- KU2.** customer and business target segments
- KU3.** job roles and responsibilities
- KU4.** organisational structure, hierarchy and reporting relationships
- KU5.** performance metrics related to own performance
- KU6.** health and safety processes to be followed in the organisation
- KU7.** data security and privacy policies of the organisation
- KU8.** organisation processes related to own work
- KU9.** methods of charging clients and rates applicable for products and services
- KU10.** common recruitment processes followed in organisations
- KU11.** various departments and functions carried out in typical organisations
- KU12.** various sectors and industry
- KU13.** common types of classification used for various organisations (size, sector, spread, registration type, etc.)
- KU14.** common recruitment terms and conditions
- KU15.** industry and sector specific recruitment practices, working conditions and terms of employment
- KU16.** common parameters used by organisations to shortlist candidates for recruitment
- KU17.** internal and external sources for mining candidate profiles for recruitment
- KU18.** various modes of communication that can be used to connect with candidates, the advantages, disadvantages, risks and related considerations
- KU19.** importance of reviewing the screening criteria continuously based on employer and candidate experiences and results of the recruitment efforts
- KU20.** importance of maintain confidentiality of candidate as well as client information as per data privacy requirements
- KU21.** various types of pre-tests and portfolio checks performed in order to assess suitability of the candidate for recruitment
- KU22.** common employment and recruitment trends
- KU23.** challenges and risks in recruitment and selections
- KU24.** key success factors in recruitment and selection
- KU25.** importance of client satisfaction for business success

## **Generic Skills (GS)**

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

- GS1.** develop tools/instruments for data collection using grammatically correct English and local business language
- GS2.** use terms and jargon used in recruitment and selection processes
- GS3.** produce public notices for candidates stating instructions and job related information

- GS4.** read forms and formats in English and local business language to interpret correctly information sought and provided
- GS5.** respond to oral queries clearly and with required detail
- GS6.** evaluate candidates suitability for onward recommendation for recruitment and selection by matching their achievements and attributes against employer specifications
- GS7.** use planning tools/techniques like checklists, goal setting, time scheduling, for ensuring work activities are completed on time
- GS8.** collect and present information based on customer preferences and specifications
- GS9.** identify various sources of support for problem solving
- GS10.** use negotiation skills for solving problems of a complex nature following organisational protocols
- GS11.** breakdown work process into its constituent activities for ease of analysis
- GS12.** identify potential disruptions and delays, identify actions that can be taken to prevent and handle such matters

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Seek candidates through various sources</i>	<b>19</b>	<b>31</b>	-	-
<b>PC1.</b> determine criteria for candidates search based on client defined parameters	4	7	-	-
<b>PC2.</b> access candidate profiles from internally and externally available sources and assess fitment to applicable criteria Internally available sources: e.g. databases, candidate Curriculum Vitae (CV) banks, etc.Externally available sources: e.g. online databases, recruitment sites, social media, references, etc.	5	7	-	-
<b>PC3.</b> write and place recruitment advertisements in relevant media, as per organisational policy and client permissions	4	7	-	-
<b>PC4.</b> prepare a preliminary shortlist to assess and prioritise candidates for contacting directly	3	5	-	-
<b>PC5.</b> ensure to maintain confidentiality of candidate information as per data privacy requirements	3	5	-	-
<i>Connect with candidates to assess interest and fitment</i>	<b>17</b>	<b>24</b>	-	-
<b>PC6.</b> acquire current contact details of shortlisted potential candidates	3	4	-	-
<b>PC7.</b> develop a communication or contact plan for communicating with potential candidates	3	5	-	-
<b>PC8.</b> communicate details of the offer to the candidate and seek an expression of interest	3	4	-	-
<b>PC9.</b> undertake pre-tests and portfolio checks of the candidate in accordance with organisational policy and customer requirement	5	7	-	-
<b>PC10.</b> evaluate information obtained from each candidate against specified selection criteria and note any additional influencing factors	3	4	-	-
<i>Shortlist candidates and process as per client agreement</i>	<b>4</b>	<b>5</b>	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC11.</b> shortlist suitable candidates for the next stage of the recruitment and selection process	2	3	-	-
<b>PC12.</b> prioritise shortlisted candidates and send their required information to the client for approval to proceed to next stage of recruitment and selection	2	2	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0706
<b>NOS Name</b>	Source candidates for recruitment based on client agreement
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Human Resource Management
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/01/2019
<b>Next Review Date</b>	16/01/2023
<b>NSQC Clearance Date</b>	22/08/2019

## **MEP/N0707: Coordinate between candidates and employer organisations for the selection process**

### **Description**

This unit is about coordinating between shortlisted candidates and employer organisations regarding the selection process.

### **Scope**

This unit/ task covers the following:

- Set-up interactions between candidate and employer organisations
- Modify the screening criteria based on client input
- Seek feedback from client and candidate

### **Elements and Performance Criteria**

#### *Set-up interactions between candidate and employer organisations*

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

- PC1.** seek feedback from employer organisations regarding suitability of shortlisted candidates
- PC2.** confirm schedule of next steps for the recruitment and selection process to be undertaken
- PC3.** connect with candidates shortlisted and approved by the employer organisation and communicate requirements for next steps
- PC4.** ensure only candidates who comply with documentation requirements detailed by the employer are processed further
- PC5.** provide guidance and instructions to the candidate on preparation for undertaking next steps in the recruitment and selection process
- PC6.** follow-up with candidates for execution of next steps with timely reminders

#### *Modify the screening criteria based on client input*

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

- PC7.** adjust screening and short listing process based on employer feedback, when candidates are not found suitable for selection
- PC8.** seek clarifications from client organisation for further streamlining the selection criteria
- PC9.** apply modified criteria for selection to candidates already shortlisted to prune/modify the list
- PC10.** inform all candidates promptly and accurately of selection decisions

#### *Seek feedback from client and candidate*

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

- PC11.** seek and provide feedback to candidates and clients regarding their experiences in a constructive manner

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

The individual on the job needs to know and understand:

- KU1.** organisational offerings and related capabilities
- KU2.** customer and business target segments
- KU3.** job roles and responsibilities in the organisation
- KU4.** organisational structure, hierarchy and reporting relationships
- KU5.** performance metrics related to own performance
- KU6.** health and safety processes to be followed in the organisation
- KU7.** data security and privacy policies of the organisation
- KU8.** organisation processes related to own work
- KU9.** methods of charging clients and rates applicable for products and services
- KU10.** importance of timely communication to all in the recruitment process
- KU11.** key information required by both parties for effective scheduling of recruitment processes
- KU12.** common recruitment processes followed in organisations
- KU13.** guidance that can be provided to candidates to conduct themselves well in recruitment scenarios
- KU14.** documentation required of candidates for recruitment and selection processes
- KU15.** importance for seeking effective feedback from both recruiters and candidates regarding their experience during their meeting
- KU16.** key recruitment parameters for employer organisations
- KU17.** various modes of communication that can be used to connect with candidates and employers, the advantages, disadvantages, risks and related considerations
- KU18.** importance of reviewing the screening criteria continuously based on employer and candidate experiences and results of the recruitment efforts
- KU19.** challenges and risks in recruitment and selections
- KU20.** key success factors in recruitment and selection

## **Generic Skills (GS)**

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

- GS1.** develop tools/ instruments for data collection using grammatically correct English and local business language
- GS2.** use terms and jargon used in recruitment and selection processes
- GS3.** develop a Curriculum Vitae
- GS4.** produce written public notices for candidates stating instructions and job related information
- GS5.** read forms and formats in English and local business language to interpret correctly information sought and provided
- GS6.** ask questions in a clear manner in order to elicit information
- GS7.** follow communication etiquettes while interacting with clients/visitors/staff
- GS8.** speak in English and local business language to national and international clients and other contacts
- GS9.** verify adequacy and relevancy of information available to the task at hand
- GS10.** organise information for easy access, retrieval and sharing

- GS11.** maintain privacy and dignity of the people while seeking personal information
- GS12.** obtain consent from target audience before recording and sharing personal information
- GS13.** collect and present information based on customer preferences and specifications
- GS14.** apply negotiation skills to resolve problems of a difficult nature following organisation protocols
- GS15.** analyse information based on data collected to identify trends
- GS16.** breakdown work process into its constituent activities for ease of analysis
- GS17.** identify potential disruptions and delays and what can be done to prevent the same as well as handle the same if it occurs



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set-up interactions between candidate and employer organisations</i>	<b>28</b>	<b>34</b>	-	-
<b>PC1.</b> seek feedback from employer organisations regarding suitability of shortlisted candidates	5	6	-	-
<b>PC2.</b> confirm schedule of next steps for the recruitment and selection process to be undertaken	4	4	-	-
<b>PC3.</b> connect with candidates shortlisted and approved by the employer organisation and communicate requirements for next steps	5	6	-	-
<b>PC4.</b> ensure only candidates who comply with documentation requirements detailed by the employer are processed further	5	6	-	-
<b>PC5.</b> provide guidance and instructions to the candidate on preparation for undertaking next steps in the recruitment and selection process	5	7	-	-
<b>PC6.</b> follow-up with candidates for execution of next steps with timely reminders	4	5	-	-
<i>Modify the screening criteria based on client input</i>	<b>14</b>	<b>17</b>	-	-
<b>PC7.</b> adjust screening and short listing process based on employer feedback, when candidates are not found suitable for selection	4	5	-	-
<b>PC8.</b> seek clarifications from client organisation for further streamlining the selection criteria	3	4	-	-
<b>PC9.</b> apply modified criteria for selection to candidates already shortlisted to prune/modify the list	4	4	-	-
<b>PC10.</b> inform all candidates promptly and accurately of selection decisions	3	4	-	-
<i>Seek feedback from client and candidate</i>	<b>3</b>	<b>4</b>	-	-
<b>PC11.</b> seek and provide feedback to candidates and clients regarding their experiences in a constructive manner	3	4	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>NOS Total</b>	<b>45</b>	<b>55</b>	<b>-</b>	<b>-</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0707
<b>NOS Name</b>	Coordinate between candidates and employer organisations for the selection process
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Human Resource Management
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/01/2019
<b>Next Review Date</b>	16/01/2023
<b>NSQC Clearance Date</b>	22/08/2019

## **MEP/N0708: Execute post-selection recruitment processes and reviews**

### **Description**

This unit is about completing recruitment documentation and other processes such as onboarding of selected candidates while closing recruitment for job positions.

### **Scope**

This unit/ task covers the following:

- Carry out processes to complete recruitment service for selected candidates
- Complete records and documentation related to the recruitment activity
- Review records and performance

### **Elements and Performance Criteria**

#### *Carry out processes to complete recruitment service for selected candidates*

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

- PC1.** conduct necessary checks as required by employer organisation on the candidates finalised for selection Necessary checks: e.g. background verification, police verification, reference checks, social media checks, etc.
- PC2.** verify candidate documentation as required for submission to the employer organisation
- PC3.** provide the candidate necessary documentation from the employer and answer queries and provide clarification where required
- PC4.** ensure delivery of onboarding services as per agreement with the client Onboarding services: e.g. sharing offer letter, organising for opening of bank account, organising for medical check up, providing an induction program, etc.

#### *Complete records and documentation related to the recruitment activity*

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

- PC5.** record candidate and client information and feedback in the recruitment database accurately
- PC6.** complete records required by own and client organisation regarding the recruitment process accurately and in a timely manner
- PC7.** update records of recruitment results and performance accurately Results and performance: e.g. successfully closed/failed, time to closure, salary level, client, number positions, of etc.
- PC8.** submit documentation with required details to accounts, etc. for further processing as per organisation procedures

#### *Review records and performance*

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

- PC9.** record service reviews with both clients and candidates to ensure continuous improvement
- PC10.** review the recruitment assignment performance to assess effectiveness and productivity based on established metrics. Metrics: e.g. hit-miss ratio, calls made, CVs sourced per job, time metrics, feedback metrics, etc.,
- PC11.** identify areas of improvement through comparing performance with organisational and industry standards, previous performance and peers

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

The individual on the job needs to know and understand:

- KU1.** organisational offerings and related capabilities
- KU2.** customer and business target segments
- KU3.** job roles and responsibilities
- KU4.** organisational structure, hierarchy and reporting relationships
- KU5.** performance metrics related to own performance
- KU6.** health and safety processes to be followed in the organisation
- KU7.** data security and privacy policies of the organisation
- KU8.** organisation processes related to own work
- KU9.** methods of charging clients and rates applicable for products and services
- KU10.** various background and documentation checks conducted during recruitment
- KU11.** processes to conduct the various checks on candidates
- KU12.** recruitment and employment related documentation
- KU13.** employer and employee responsibilities to complete documentation and contracts related to recruitment
- KU14.** various onboarding services provided by recruiters
- KU15.** common recruitment processes followed in organisations
- KU16.** components and common types of compensation, rewards and benefits
- KU17.** common recruitment terms and conditions
- KU18.** industry and sector specific practices, working conditions and terms of employment
- KU19.** components of salary, related legislation and statutory provisions and guidelines
- KU20.** key success factors in recruitment and selection
- KU21.** importance and process of conducting reviews
- KU22.** performance metrics for recruitment executives
- KU23.** importance of reviewing and improving performance
- KU24.** employer and candidate information required in relation to the recruitment and selection process, and importance of recording it
- KU25.** organisation processes for follow-up documentation for processing payments and account updating, etc.

## **Generic Skills (GS)**

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

- GS1.** develop tools/instruments for data collection using grammatically correct English and local business language
- GS2.** use terms and jargon used in recruitment and selection processes
- GS3.** produce written public notices for candidates stating instructions and job related information
- GS4.** read forms and formats in English and local business language to interpret correctly information sought and provided

- GS5.** respond to queries clearly and with required detail
- GS6.** evaluate candidates suitability for onward recommendation for recruitment and selection by matching their achievements and attributes against employer specifications
- GS7.** use planning tools/techniques like checklists, goal setting, time scheduling, for ensuring work activities are completed on time
- GS8.** collect and present information based on customer preferences and specifications
- GS9.** escalate issues with work to higher authorities where own efforts to secure results is not effective
- GS10.** breakdown work process into its constituent activities for ease of analysis
- GS11.** identify potential disruptions and delays, identify actions that can be taken to prevent and handle such matters

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out processes to complete recruitment service for selected candidates</i>	<b>17</b>	<b>26</b>	-	-
<b>PC1.</b> conduct necessary checks as required by employer organisation on the candidates finalised for selection Necessary checks: e.g. background verification, police verification, reference checks, social media checks, etc.	4	6	-	-
<b>PC2.</b> verify candidate documentation as required for submission to the employer organisation	4	6	-	-
<b>PC3.</b> provide the candidate necessary documentation from the employer and answer queries and provide clarification where required	4	6	-	-
<b>PC4.</b> ensure delivery of onboarding services as per agreement with the client Onboarding services: e.g. sharing offer letter, organising for opening of bank account, organising for medical check up, providing an induction program, etc.	5	8	-	-
<i>Complete records and documentation related to the recruitment activity</i>	<b>12</b>	<b>21</b>	-	-
<b>PC5.</b> record candidate and client information and feedback in the recruitment database accurately	3	5	-	-
<b>PC6.</b> complete records required by own and client organisation regarding the recruitment process accurately and in a timely manner	3	6	-	-
<b>PC7.</b> update records of recruitment results and performance accurately Results and performance: e.g. successfully closed/failed, time to closure, salary level, client, number positions, of etc.	3	5	-	-
<b>PC8.</b> submit documentation with required details to accounts, etc. for further processing as per organisation procedures	3	5	-	-
<i>Review records and performance</i>	<b>11</b>	<b>13</b>	-	-
<b>PC9.</b> record service reviews with both clients and candidates to ensure continuous improvement	3	5	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC10.</b> review the recruitment assignment performance to assess effectiveness and productivity based on established metrics. Metrics: e.g. hit-miss ratio, calls made, CVs sourced per job, time metrics, feedback metrics, etc.,	4	4	-	-
<b>PC11.</b> identify areas of improvement through comparing performance with organisational and industry standards, previous performance and peers	4	4	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0708
<b>NOS Name</b>	Execute post-selection recruitment processes and reviews
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Human Resource Management
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/01/2019
<b>Next Review Date</b>	16/01/2023
<b>NSQC Clearance Date</b>	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>	<b>9</b>	<b>11</b>	-	-
<b>PC1.</b> identify, control and report health and safety issues relating to immediate work environment according to procedures	2	2	-	-
<b>PC2.</b> work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required	2	2	-	-
<b>PC3.</b> follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	2	2	-	-
<b>PC4.</b> document and report all hazards, accidents and near-miss incidents as per set process	2	2	-	-
<b>PC5.</b> document safety records according to organisational policies	1	3	-	-
<i>Maintain a healthy and hygienic environment</i>	<b>4</b>	<b>8</b>	-	-
<b>PC6.</b> maintain the work area in a clean and tidy condition	1	3	-	-
<b>PC7.</b> maintain personal hygiene	1	3	-	-
<b>PC8.</b> report hygiene related concerns promptly to the relevant authority	2	2	-	-
<i>Emergencies, rescue and first-aid procedures</i>	<b>19</b>	<b>29</b>	-	-
<b>PC9.</b> demonstrate how to free a person from electrocution	2	2	-	-
<b>PC10.</b> administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	-
<b>PC11.</b> demonstrate basic techniques of bandaging	1	3	-	-
<b>PC12.</b> respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	2	3	-	-

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

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

## National Occupational Standards (NOS) Parameters

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



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

### **Description**

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

### **Elements and Performance Criteria**

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

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

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

#### *Maintain and enhance professional competence*

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

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

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

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

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

#### *Work effectively with all stakeholders*

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

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

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

The individual on the job needs to know and understand:

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

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

## **Generic Skills (GS)**

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

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

## Assessment Criteria

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

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

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

## National Occupational Standards (NOS) Parameters

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

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

### **Description**

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

### **Scope**

This unit/ task covers the following:

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

### **Elements and Performance Criteria**

#### *Interact with Superiors*

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

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

#### *Communicate with colleagues*

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

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



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

*Communicate effectively with customers*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The individual on the job needs to know and understand:

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

**KU2.** companys Human Resources policies

**KU3.** companys reporting structure

**KU4.** companys documentation policy

**KU5.** companys customer profile

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

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

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

**KU9.** various components of effective communication

**KU10.** key elements of active listening

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

**KU12.** barriers to effective communication

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

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

### **Generic Skills (GS)**

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

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

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

## Assessment Criteria

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

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

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

## National Occupational Standards (NOS) Parameters

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

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

### Minimum Aggregate Passing % at QP Level : 70

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

## Assessment Weightage

### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0216.Use computers to store, retrieve and communicate information	40	60	-	-	100	12
MEP/N0705.Gather job related information from employer organizations	40	60	-	-	100	15
MEP/N0706.Source candidates for recruitment based on client agreement	40	60	-	-	100	20
MEP/N0707.Coordinate between candidates and employer organisations for the selection process	45	55	-	-	100	10
MEP/N0708.Execute post-selection recruitment processes and reviews	40	60	-	-	100	15
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	7
MEP/N9912.Apply principles of professional practice at the workplace	36	64	-	-	100	8
MEP/N9914.Communicate with clients, visitors and colleagues effectively	40	60	-	-	100	13
<b>Total</b>	<b>321</b>	<b>479</b>	<b>-</b>	<b>-</b>	<b>800</b>	<b>100</b>



### Acronyms

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

## Glossary

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

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