

Qualification Pack



Paralegal Associate - Legal Documentation

Options: Stenography/ Application of Computers

QP Code: MEP/Q1201

Version: 1.0

NSQF Level: 4

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Qualification Pack

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MEP/Q1201: Paralegal Associate - Legal Documentation

Brief Job Description

Paralegal Associate - Legal Documentation assists in the preparation of various legal documents and its recording and documentation. The individual drafts and proofreads documentation for legal teams including notices, consents, renewal letters, Letters of Intent, Requests for Proposal (RFPs), Non-disclosure Agreements (NDAs) and the likes in accordance with existing templates. The individual also prepares the case documentation, submits the same following relevant court procedures, maintains the record of entire case proceedings and provides assistance to legal professionals and clients in documentation work.

Personal Attributes

The individual must be well groomed, attentive, comfortable with multi-tasking and disciplined. This person should respect confidentiality, have a positive attitude and be dependable.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [MEP/N1201: Develop various types of legal documents](#)
2. [MEP/N1202: Proofread legal document](#)
3. [MEP/N1203: Prepare and submit legal case files](#)
4. [MEP/N1204: Maintain records and documentation in a law firm](#)
5. [MEP/N9903: Apply health and safety practices at the workplace](#)
6. [MEP/N9912: Apply principles of professional practice at the workplace](#)

Options(Not mandatory):

Option 1: Stenography

This unit covers the skills of taking shorthand notes and producing accurate and correct text and agreed format. It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original shorthand notes safely and securely.

1. [MEP/N0201: Stenography/shorthand](#)

Option 2: Application of Computers

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

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1. [MEP/N0216: Use computers to store, retrieve and communicate information](#)

Qualification Pack (QP) Parameters

Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Legal and Compliance, Legal and Compliance
Country	India
NSQF Level	4
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3342
Minimum Educational Qualification & Experience	12th Class
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	21/01/2020
Next Review Date	25/02/2026
NSQC Approval Date	25/02/2021
Version	1.0
Reference code on NQR	2021/OAFM/MEPSC/04115
NQR Version	1

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MEP/N1201: Develop various types of legal documents

Description

This unit deals in detail with the development of various types of legal documents. The development of the legal documents may be done manually or by using computers

Scope

The scope covers the following :

- Establish document purpose, design and procedures
- Select the precedents for the document
- Produce legal documents

Elements and Performance Criteria

Establish document purpose, design and procedures

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

- PC1.** establish the objective of preparing the document (e.g. tribunal, civil or criminal case, registration of company or partners, insolvency and recoveries)
- PC2.** identify the design, procedures and required documents
- PC3.** select the software appropriate for the task if using computers
- PC4.** identify the template/sample of the document received from the advocate to meet the legislative requirements
- PC5.** identify documents to be uploaded with e-forms

Select the precedents for the document

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

- PC6.** identify precedents to be included or referred to in the document
- PC7.** inspect the templates to ensure document requirements can be met

Produce legal documents

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

- PC8.** prepare legal documents based on approved existing precedent documents with relevant data edits as per the purpose of legal document
- PC9.** review standardised or negotiated agreements and extract relevant clauses
- PC10.** interpret information from dictated notes, notes provided and audio recordings and use as instructed
- PC11.** use a range of advanced software functions to ensure accurate completion of the task
- PC12.** prepare the documents within the agreed timelines
- PC13.** utilize feedback from the designated person on the drafted documents and modify as suggested
- PC14.** perform final printing of documents, and save and store the document in the appropriate folder and if required, manually in files
- PC15.** prepare back-up copies of the file according to the specified procedures

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PC16. prepare documents for companies, partner or document registration

PC17. prepare necessary documents for insolvency and bankruptcy

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.** processes to be followed in the organisation
- KU6.** data security and privacy policies of the organisation
- KU7.** organisational processes
- KU8.** common legal terminologies including specialised words and phrases unique to law, ordinary words with different meanings in law, legal maxims, foreign legal words, pronominal adverbs, doublets and triplets, idioms, legal phrases etc. their meaning and differences (e.g. litigation, lawsuit, writ, appeal)
- KU9.** assessment process of legal documents and precedents
- KU10.** general principles of drafting and relevant substantive rules
- KU11.** various software used for preparation of legal documents,(e.g. LexisNexis Suite, Net Lawman, Westlaw, Jurisnet, and others) and electronic transcription management softwares (e.g. ScribeManager, VoiceSys, ScribeRite and others)
- KU12.** types of drafting and conveyancing relating to various deeds and agreements(sale agreements, e-contracts, leave and license, IPR agreements, promissory note, power of attorney- general and special will, relinquishment deed, deed of dissolution of partnership, hire-purchase agreement, deed of sale of land/building, mortgage, license, lease, assignment, trust, gift, partnership, drafting of writs, collaboration agreements, hypothecation agreements, drafting of legal opinion, shareholders agreement etc.)
- KU13.** importance, functions and particulars of pleading, signing and verification.
- KU14.** civil pleadings and criminal pleadings
- KU15.** principles of legal writing & paraphrasing
- KU16.** sources to access analytical, logical and investigative articles, reviews and dissertations on current legal issues and amendments
- KU17.** importance of ensuring that legal documents are properly backed up with relevant precedents, assertions and statements with citations to the authority
- KU18.** procedures and formalities for registration of companies, partner registration, updating of partner details, digital signature, obtaining director identification number, corporate identity number etc.
- KU19.** limited liability partnership
- KU20.** insolvency and bankruptcy code
- KU21.** registration of documents
- KU22.** laws, legal rights and entitlements/ privileges. Schemes for persons with disabilities

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Generic Skills (GS)

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

- GS1.** draft legal documents
- GS2.** use professional terms and jargons in documents and communication
- GS3.** apply precedents accurately
- GS4.** read and interpret forms and formats in English and local language and extract information as required
- GS5.** read precedents and legal documents for relevant information
- GS6.** respond to queries clearly and with required detail
- GS7.** speak in English and local business language with clients and court staff
- GS8.** explain legalities and other necessary information at the pace and level suitable for persons with disability
- GS9.** ensure if all information and necessary documents are provided by the client and decide what additional documents are required
- GS10.** decide what queries of the client can be answered and what should be referred to supervisors
- GS11.** organise checklists, documents, and time scheduling, so that work is completed on time
- GS12.** collect and present relevant data in a professionally acceptable manner and adapt it as per clients requirements
- GS13.** use negotiation techniques to resolve problems of a difficult nature within organisation protocols
- GS14.** breakdown relevant work process into its constituent activities for ease of analysis
- GS15.** spot potential disruptions and delays, identify actions that can be taken to prevent and handle such matters

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establish document purpose, design and procedures</i>	13	23	-	-
PC1. establish the objective of preparing the document (e.g. tribunal, civil or criminal case, registration of company or partners, insolvency and recoveries)	3	5	-	-
PC2. identify the design, procedures and required documents	3	4	-	-
PC3. select the software appropriate for the task if using computers	3	5	-	-
PC4. identify the template/sample of the document received from the advocate to meet the legislative requirements	2	5	-	-
PC5. identify documents to be uploaded with e-forms	2	4	-	-
<i>Select the precedents for the document</i>	4	6	-	-
PC6. identify precedents to be included or referred to in the document	2	3	-	-
PC7. inspect the templates to ensure document requirements can be met	2	3	-	-
<i>Produce legal documents</i>	23	31	-	-
PC8. prepare legal documents based on approved existing precedent documents with relevant data edits as per the purpose of legal document	3	4	-	-
PC9. review standardised or negotiated agreements and extract relevant clauses	3	4	-	-
PC10. interpret information from dictated notes, notes provided and audio recordings and use as instructed	2	4	-	-
PC11. use a range of advanced software functions to ensure accurate completion of the task	3	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. prepare the documents within the agreed timelines	3	4	-	-
PC13. utilize feedback from the designated person on the drafted documents and modify as suggested	3	3	-	-
PC14. perform final printing of documents, and save and store the document in the appropriate folder and if required, manually in files	2	3	-	-
PC15. prepare back-up copies of the file according to the specified procedures	1	2	-	-
PC16. prepare documents for companies, partner or document registration	2	2	-	-
PC17. prepare necessary documents for insolvency and bankruptcy	1	1	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	MEP/N1201
NOS Name	Develop various types of legal documents
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Legal and Compliance, , Legal and Compliance
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQF Clearance Date	NA

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MEP/N1202: Proofread legal document

Description

This unit is about proofreading of various legal documents to ensure accuracy of the information and layout.

Scope

The scope covers the following :

- Check and correct the language and content of legal documents
- Check and correct the format of legal documents

Elements and Performance Criteria

Check and correct the language and content of legal documents

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

- PC1.** evaluate the given text for any spelling, grammatical and typographical errors
- PC2.** flag errors and track changes
- PC3.** correct the identified errors
- PC4.** determine that the tone and language are in sync with the context of the legal document
- PC5.** compare the typed proofs against the original copy to identify errors or omissions
- PC6.** identify accepted and unaccepted copying and mark unaccepted copying for amendment or insertion of credits. Acceptable copying: using language from a form book, boilerplate language from a contract, language from pleadings written by attorneys within your firm or referring to pleadings from other organization's attorneys who handle similar issue.
- PC7.** inspect the given text and ensure that the use of legal terms is consistent throughout the text, and that definition of the terms are given where necessary
- PC8.** review all titles, headings, the case caption, and the client's name and correct any errors or omissions identified
- PC9.** review use of abbreviations and explanation of complex ideas with suitable examples for correctness and appropriateness and correct any errors or omissions identified

Check and correct the format of legal documents

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

- PC10.** determine that the rules about presentation of images and maps/drawings are correctly followed
- PC11.** organise page numbers, captions and headings correctly and in order while taking care that they are not repeated or omitted
- PC12.** perform proofreading for consistency of layout and style

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- 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.** data security and privacy policies of the organisation
- KU7.** organisational processes
- KU8.** general principles of drafting and its relevant rules: drafting and conveyancing relating to various deeds and agreements (sale agreements, e-contracts, leave and license, IPR agreements, promissory note, power of attorney- general and special, will, relinquishment deed, deed of dissolution of partnership, hire-purchase agreement, deed of sale of land/building, mortgage, license, lease, assignment, trust, gift, partnership, drafting of writs, collaboration agreements, hypothecation agreements, drafting of legal opinion, shareholder's agreement etc.)
- KU9.** legal writing and paraphrasing
- KU10.** a comprehensive vocabulary of legal terms including specialised words and phrases unique to law, legal maxims, foreign legal words, pronominal adverbs, doublets and triplets, idioms, legal phrases etc.
- KU11.** punctuation marks and their correct use
- KU12.** styles of formatting used in the legal documents
- KU13.** citation protocols and styles of writing for courts and tribunals, registrar of companies, insolvency and recoveries

Generic Skills (GS)

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

- GS1.** use professional terms and jargons in documents and communication
- GS2.** apply precedents accurately
- GS3.** read forms and documents in English and local language to correctly interpret the information provided
- GS4.** read and cross check typed matter
- GS5.** respond to queries clearly and with required detail
- GS6.** clarify doubts in documents
- GS7.** organise checklists, documents, and time scheduling, so that work is completed on time
- GS8.** present the text in a professionally acceptable manner and adapt it as per standards specified by the client/customer
- GS9.** identify critical points, mismatch issues, concerns and problems
- GS10.** spot potential disruptions and delays, identify actions that can be taken to prevent and handle such matters

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check and correct the language and content of legal documents</i>	30	48	-	-
PC1. evaluate the given text for any spelling, grammatical and typographical errors	3	5	-	-
PC2. flag errors and track changes	3	4	-	-
PC3. correct the identified errors	3	5	-	-
PC4. determine that the tone and language are in sync with the context of the legal document	2	5	-	-
PC5. compare the typed proofs against the original copy to identify errors or omissions	2	7	-	-
PC6. identify accepted and unaccepted copying and mark unaccepted copying for amendment or insertion of credits. Acceptable copying: using language from a form book, boilerplate language from a contract, language from pleadings written by attorneys within your firm or referring to pleadings from other organization's attorneys who handle similar issue.	7	9	-	-
PC7. inspect the given text and ensure that the use of legal terms is consistent throughout the text, and that definition of the terms are given where necessary	3	4	-	-
PC8. review all titles, headings, the case caption, and the client's name and correct any errors or omissions identified	3	4	-	-
PC9. review use of abbreviations and explanation of complex ideas with suitable examples for correctness and appropriateness and correct any errors or omissions identified	4	5	-	-
<i>Check and correct the format of legal documents</i>	10	12	-	-
PC10. determine that the rules about presentation of images and maps/drawings are correctly followed	3	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. organise page numbers, captions and headings correctly and in order while taking care that they are not repeated or omitted	3	4	-	-
PC12. perform proofreading for consistency of layout and style	4	4	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	MEP/N1202
NOS Name	Proofread legal document
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Legal and Compliance, Legal and Compliance
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQF Clearance Date	NA

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MEP/N1203: Prepare and submit legal case files

Description

This unit is about the preparation of files for submission to courts/tribunals and registrar of companies.

Scope

The scope covers the following :

- Prepare legal case files for submission
- Use appropriate procedures for submission of files to the various courts
- Ensure gender mainstreaming and inclusivity

Elements and Performance Criteria

Prepare legal case files for submission

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

- PC1.** identify documents required for the courts/tribunals
- PC2.** prepare/arrange the documents according to the court requirements and firm's policies and procedures
- PC3.** identify document/form used, and the stage of the legal process to which it relates
- PC4.** access relevant information from the client's file
- PC5.** access precedent from the firm's existing documentation or library of documents according to the firm's procedures
- PC6.** organise files and clusters of documents and the right number of copies as per the requirements of the court procedures
- PC7.** establish the time of delivery to ensure court/tribunal timelines are met
- PC8.** examine the document/form for accuracy and present it to the legal practitioner, within the agreed timelines
- PC9.** select appropriate delivery/submission method of legal file in court
- PC10.** arrange funds from client for court filing fee and record disbursement appropriately
- PC11.** arrange for transport of documents securely to the court/tribunal
- PC12.** resolve objections with respect to lodgement or refer to the designated person, as appropriate
- PC13.** access and communicate to clients about judgments or rulings regarding their case
- PC14.** manage courts and court websites w.r.t. lodgement and rulings
- PC15.** arrange/prepare appropriate forms and formats and necessary documents for registration of companies, partner registration, updating of partner details, digital signature, obtaining director identification number, corporate identity number, limited liability partnership (LLP), document registration, insolvency and recoveries

Use appropriate procedures for submission of files to the various courts

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

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- PC16.** hand over the documents and money, if necessary for court filing to the appropriate court official as per the established process
- PC17.** use the appropriate manner of entering into and departing from the courts/tribunals
- PC18.** use the appropriate manner of addressing the courts/tribunals' personnel
- PC19.** record all activities, actions and outcomes and document the time as required
- PC20.** record information regarding deficiency from court official if documents are deficient and cannot be lodged
- PC21.** collect and file proof of lodgements and any associated documents appropriately

Ensure gender mainstreaming and inclusivity

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

- PC22.** ensure gender egalitarianism in preparation and submission of documents
- PC23.** identify processes to promote gender egalitarianism in different processes of submission of legal documents. For example, be unbiased in communication and behaviour while discussing the case with the client or while collecting documents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational offerings and related capabilities
- KU2.** job roles and responsibilities
- KU3.** organisational structure, hierarchy and reporting relationships
- KU4.** performance metrics related to own performance
- KU5.** data security and privacy policies of the organisation
- KU6.** firm's policies and procedures in relation to handling of court documentation
- KU7.** methods of charging clients and rates applicable for services
- KU8.** scope of own responsibilities and obligations
- KU9.** various types of courts and their procedures related to case documentation
- KU10.** names of various frequently used documents in legal cases
- KU11.** purpose of a range of certificates, documents and forms in relation to the area of law
- KU12.** authorised signing parties and necessary seals/stamps
- KU13.** importance, functions and particulars of pleading, signing and verification.
- KU14.** civil pleadings and criminal pleadings
- KU15.** registrar of companies, chartered and cost accountant
- KU16.** procedures and formalities for registration of companies, partner registration, updating of partner details, digital signature, obtaining director identification number, corporate identity number etc.
- KU17.** limited liability partnership and filing e-forms
- KU18.** insolvency and bankruptcy framework and resolution process
- KU19.** procedures for registration of documents
- KU20.** laws, legal rights, entitlements/ privileges and schemes for persons with disabilities

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Generic Skills (GS)

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

- GS1.** use professional terms and jargon in documents and communication
- GS2.** apply precedents accurately
- GS3.** fill appropriate documents for submission
- GS4.** read and interpret forms and formats in English and local language and extract information as required
- GS5.** respond to queries clearly and with required detail
- GS6.** explain legalities and other necessary information at the pace and level suitable for persons with disability
- GS7.** list various types of information that may be required and their verified sources that assist in decision making
- GS8.** organise checklists, documents, and time scheduling, so that work is completed on time
- GS9.** perform all activities keeping the welfare of the customer/client in mind
- GS10.** discuss issues related to work with higher authorities and resolve them
- GS11.** breakdown relevant work process into its constituent activities for ease of analysis
- GS12.** spot potential disruptions and delays, identify actions that can be taken to prevent and handle such matters

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare legal case files for submission</i>	26	42	-	-
PC1. identify documents required for the courts/tribunals	2	3	-	-
PC2. prepare/arrange the documents according to the court requirements and firm's policies and procedures	1	3	-	-
PC3. identify document/form used, and the stage of the legal process to which it relates	2	3	-	-
PC4. access relevant information from the client's file	2	3	-	-
PC5. access precedent from the firm's existing documentation or library of documents according to the firm's procedures	1	2	-	-
PC6. organise files and clusters of documents and the right number of copies as per the requirements of the court procedures	2	2	-	-
PC7. establish the time of delivery to ensure court/tribunal timelines are met	2	3	-	-
PC8. examine the document/form for accuracy and present it to the legal practitioner, within the agreed timelines	1	3	-	-
PC9. select appropriate delivery/submission method of legal file in court	2	3	-	-
PC10. arrange funds from client for court filing fee and record disbursement appropriately	1	3	-	-
PC11. arrange for transport of documents securely to the court/tribunal	2	3	-	-
PC12. resolve objections with respect to lodgement or refer to the designated person, as appropriate	2	3	-	-
PC13. access and communicate to clients about judgments or rulings regarding their case	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. manage courts and court websites w.r.t. lodgement and rulings	2	3	-	-
PC15. arrange/prepare appropriate forms and formats and necessary documents for registration of companies, partner registration, updating of partner details, digital signature, obtaining director identification number, corporate identity number, limited liability partnership (LLP), document registration, insolvency and recoveries	2	2	-	-
<i>Use appropriate procedures for submission of files to the various courts</i>	10	14	-	-
PC16. hand over the documents and money, if necessary for court filing to the appropriate court official as per the established process	2	3	-	-
PC17. use the appropriate manner of entering into and departing from the courts/tribunals	2	3	-	-
PC18. use the appropriate manner of addressing the courts/tribunals' personnel	1	1	-	-
PC19. record all activities, actions and outcomes and document the time as required	1	2	-	-
PC20. record information regarding deficiency from court official if documents are deficient and cannot be lodged	2	2	-	-
PC21. collect and file proof of lodgements and any associated documents appropriately	2	3	-	-
<i>Ensure gender mainstreaming and inclusivity</i>	4	4	-	-
PC22. ensure gender egalitarianism in preparation and submission of documents	2	2	-	-
PC23. identify processes to promote gender egalitarianism in different processes of submission of legal documents. For example, be unbiased in communication and behaviour while discussing the case with the client or while collecting documents	2	2	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	MEP/N1203
NOS Name	Prepare and submit legal case files
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Legal and Compliance, , Legal and Compliance
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQF Clearance Date	NA

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MEP/N1204: Maintain records and documentation in a law firm

Description

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

Scope

The scope covers the following :

- Maintain records and documentation
- Material and energy/electricity conservation practices

Elements and Performance Criteria

Maintain records and documentation

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

- PC1.** maintain the list of contact details of staff, service providers, suppliers, courts, clients and other stakeholders
- PC2.** maintain important dates and provide due reminders to the staff
- PC3.** maintain filing system for essential correspondences, contracts, case-related documents and specific documentation given by the authorised persons for filing
- PC4.** maintain a catalogue of the files/documentation in the office and take inventory periodically
- PC5.** establish measures for smooth retrieval of documents and information from the filing system
- PC6.** perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system
- PC7.** ensure that safety and security measures are in place as per the organisational procedure
- PC8.** report any concerns to the authorised person, to seek clarification and ensure that the work is correctly documented
- PC9.** document billings and recoveries

Material and energy/electricity conservation practices

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

- PC10.** identify processes where material utilization can be optimized like sharing, using, storing soft copies and taking print outs only where it is required by court etc.
- PC11.** ensure the usage of energy efficient equipments like computer, printer, scanner and other appliances for maintaining and storing the documents
- PC12.** ensure computer, printer, scanner and other appliances are switched off when not in use

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisations access control policy, data security policy and confidentiality policy
- KU2.** organisational policy for naming stored files, maintaining backups and version control

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- 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.** information systems used for recording and managing data and information
- KU6.** various software applications used for the storage, retrieval and communication of data and information
- KU7.** importance of maintaining the privacy and confidentiality of legal documents
- KU8.** legal terminologies specific to the area of law
- KU9.** archiving procedures and appropriate file retention periods
- KU10.** relevant court processes, current legislation, legal processes and the required documentation
- KU11.** importance of preparing backup of various legal documents
- KU12.** the protocol with reference to retrieval of legal documents
- KU13.** safe handling and disposal methods for legal documents

Generic Skills (GS)

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

- GS1.** fill in relevant forms clearly and accurately
- GS2.** write messages, notes and short descriptive text with reasonable accuracy
- GS3.** write both in English and local language to carry out work related tasks
- GS4.** document and maintain the records as per the companys policy
- GS5.** read official documents in English and local language to interpret main points correctly
- GS6.** read job sheets, policy documents and information displayed at the workplace carefully for correct interpretation
- GS7.** read notes or comments from the supervisor and clients
- GS8.** read and extract the relevant information from legal documents
- GS9.** communicate effectively with seniors, peers, clients and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases
- GS10.** interact in English or the local language according to the comfort of the other person(s) in the conversation
- GS11.** use effective listening and probing /questioning skills to understand the requirement of the clients
- GS12.** identify category of documentation, purpose of it and the appropriate storage facility to be used accordingly
- GS13.** establish level of confidentiality and security requirements of various categories of documents and store them accordingly as per the company procedure
- GS14.** establish authorisation requirements as per the company policy before passing on the information in order to maintain data protection and prevent unauthorised access
- GS15.** plan daily tasks to achieve maximum productivity
- GS16.** maintain punctuality and work as per the priorities agreed with the supervisor and clients
- GS17.** establish balance between official and personal work

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- GS18.** organise documents in such a way that facilitates their ease of identification and retrieval , when required
- GS19.** treat all the internal and external customers with respect
- GS20.** demonstrate appropriate etiquette such as maintaining the appropriate physical distance with visitors or co-workers during conversation
- GS21.** be patient and courteous with co-workers and clients under all circumstances and situations
- GS22.** apply problem solving skills, negotiating the best possible solution for the problems within the organisations protocols
- GS23.** discuss the matters promptly with the relevant authority in case it is out of ones purview
- GS24.** analyse the client records to identify areas for better organisation of data
- GS25.** breakdown relevant work process into its constituent activities for ease of analysis
- GS26.** assess impact of data theft for various types of data and potential misuse
- GS27.** identify relevant actions to address any data security loopholes
- GS28.** identify the impact of own behaviour and actions on the organisational success

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain records and documentation</i>	32	48	-	-
PC1. maintain the list of contact details of staff, service providers, suppliers, courts, clients and other stakeholders	3	7	-	-
PC2. maintain important dates and provide due reminders to the staff	4	6	-	-
PC3. maintain filing system for essential correspondences, contracts, case-related documents and specific documentation given by the authorised persons for filing	3	7	-	-
PC4. maintain a catalogue of the files/documentation in the office and take inventory periodically	8	7	-	-
PC5. establish measures for smooth retrieval of documents and information from the filing system	6	4	-	-
PC6. perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system	2	5	-	-
PC7. ensure that safety and security measures are in place as per the organisational procedure	2	4	-	-
PC8. report any concerns to the authorised person, to seek clarification and ensure that the work is correctly documented	2	4	-	-
PC9. document billings and recoveries	2	4	-	-
<i>Material and energy/electricity conservation practices</i>	8	12	-	-
PC10. identify processes where material utilization can be optimized like sharing, using, storing soft copies and taking print outs only where it is required by court etc.	2	4	-	-
PC11. ensure the usage of energy efficient equipments like computer, printer, scanner and other appliances for maintaining and storing the documents	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure computer, printer, scanner and other appliances are switched off when not in use	4	4	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	MEP/N1204
NOS Name	Maintain records and documentation in a law firm
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Legal and Compliance, , Legal and Compliance
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	NA

Qualification Pack

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

Description

This unit deals in detail with application of health and safety practices in the workplace

Scope

The scope covers the following :

- Apply relevant health and safety practices at the workplace
- Maintain a healthy and hygienic environment
- Deal with emergency situations
- Follow fire safety requirements

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.** follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies
- PC3.** document and report all hazards, accidents and near-miss incidents as per set process
- PC4.** 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:

- PC5.** maintain the work area in a clean and tidy condition
- PC6.** ensure that the work area is sanitised as and when required
- PC7.** maintain personal hygiene
- PC8.** use appropriate personal protective equipment (PPE) where required
- PC9.** wash hands using soap and water or alcohol based sanitiser
- PC10.** 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:

- PC11.** administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments
- PC13.** perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)

Follow fire safety requirements

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

- PC14.** follow fire safety practices
- PC15.** identify the type of fire and its stage

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PC16. use the various appropriate fire extinguishers on different types of fires correctly

PC17. follow procedures to rescue victim of fire without endangering self

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Health Safety and Environment (HSE) practices
- KU2.** relevant Occupational Health and Safety (OHS) regulations
- KU3.** enterprise /site emergency procedures and techniques
- KU4.** waste and dangerous materials disposal procedures and practices
- KU5.** procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU6.** meaning of hazards and risks
- KU7.** health and safety hazards commonly present in the work environment and related precautions
- KU8.** possible causes of risk, hazard or accident in the workplace
- KU9.** where to find all the general health and safety equipment in the workplace
- KU10.** various dangers associated with the use of electrical equipment
- KU11.** preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU12.** importance of using protective clothing/equipment while working
- KU13.** precautionary activities to prevent the fire accident
- KU14.** various causes of fire
- KU15.** techniques of using the different fire extinguishers
- KU16.** different methods of extinguishing fire
- KU17.** different materials used for extinguishing fire
- KU18.** rescue techniques applied during a fire hazard
- KU19.** various types of safety signs and their meaning
- KU20.** appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries
- KU21.** safe lifting and carrying practices

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 co workers
- GS4.** take decision about the corrective action to be taken in case of any potential hazards

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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>	13	16	-	-
PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures	4	3	-	-
PC2. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	4	4	-	-
PC3. document and report all hazards, accidents and near-miss incidents as per set process	2	3	-	-
PC4. document safety records according to organisational policies	3	6	-	-
<i>Maintain a healthy and hygienic environment</i>	8	21	-	-
PC5. maintain the work area in a clean and tidy condition	1	5	-	-
PC6. ensure that the work area is sanitised as and when required	2	5	-	-
PC7. maintain personal hygiene	1	4	-	-
PC8. use appropriate personal protective equipment (PPE) where required	-	-	-	-
PC9. wash hands using soap and water or alcohol based sanitiser	2	3	-	-
PC10. report hygiene related concerns promptly to the relevant authority	2	4	-	-
<i>Emergencies, rescue and first-aid procedures</i>	6	9	-	-
PC11. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	-
PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)	2	3	-	-
<i>Follow fire safety requirements</i>	13	14	-	-
PC14. follow fire safety practices	4	3	-	-
PC15. identify the type of fire and its stage	2	4	-	-
PC16. use the various appropriate fire extinguishers on different types of fires correctly	4	4	-	-
PC17. follow procedures to rescue victim of fire without endangering self	3	3	-	-
NOS Total	40	60	-	-

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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	4.0
Last Reviewed Date	30/06/2022
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

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:

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- 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

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- 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

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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	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work in a disciplined and ethical manner</i>	12	20	-	-
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	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes	2	2	-	-
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	-	-

Qualification Pack

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

Qualification Pack

MEP/N0201: Stenography/shorthand

Description

This unit covers the skills of taking shorthand notes and producing accurate and correct text and agreed format. It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original shorthand notes safely and securely.

Scope

This unit/tasks covers the following:

- shorthand skills
- taking dictation & recording shorthand
- documentation from transcript
- knowledge & use of appropriate symbols

Elements and Performance Criteria

Taking dictation/writing in short hand

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

- PC1.** Take dictation using shorthand
- PC2.** Input and format the text from shorthand notes
- PC3.** Check content for accuracy, editing and correcting the text

Transcribing shorthand documents

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

- PC4.** use of logograms ,grammalogues & contraction, with the use of tick The and punctuation marks and dictation use different input/output devices
- PC5.** use alternative forms of R & L, use of thick R And L
- PC6.** use of vowels: long & short vowels, dot & dash vowels, places of vowel, following & preceding vowel and intermediate vowel
- PC7.** use of phraseography, logograms, grammalogues & contractions
- PC8.** present the text in the required format within agreed deadlines

Knowledge & use of appropriate symbols

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

- PC9.** use of abbreviated W, Semicircle Y, and Diaphone U
- PC10.** use of downward H, Tick H and Dot H and upward SH
- PC11.** use of small circle for S & Z, use of S & Z with other stroke consonants
- PC12.** use of large circle for SW and their medially
- PC13.** use of initial small hooks (double consonants) R & L hooks, SHR & SHL hooked strokes ,vowels and double consonants
- PC14.** use of curved hooked strokes i.e. F/V/TH
- PC15.** use of N & F/V small hooks, hooks And vowels ,circles and loop with finally hooked strokes
- PC16.** use of prefixes/suffixes

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** your organizations policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work
- KU2.** the reporting procedure and follow up procedure if breakdown appears
- KU3.** importance of speedy disposal of work with maximum accuracy
- KU4.** the purpose of confidentiality and data protection
- KU5.** compliance to statutory requirements expected from employees
- KU6.** use different types of documents that may be produced from shorthand and the formats they should follow
- KU7.** the benefits of agreeing the purpose, format and deadline for the text
- KU8.** different types of breaches of safety and security and how and when to report these
- KU9.** check for accuracy and correctness including spelling, grammar and punctuation and the purpose of doing this
- KU10.** the different formats in which the text may be presented

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** read, understand and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources
- GS3.** prepare proposals, feedback to higher authorities
- GS4.** correspond with other institutions/department
- GS5.** comprehend written instructions
- GS6.** summarize information so to communicate it clearly, concisely and accurately
- GS7.** express statements, opinions or information clearly so that the receiver can hear and understand
- GS8.** express ideas clearly through written document
- GS9.** respond appropriately to queries
- GS10.** communicate effectively to manager, supervisor and workers
- GS11.** make decisions on the resources to be used for work
- GS12.** type of situations which require to be tackled by the individual or need to pass on to the superiors
- GS13.** what sort of work decisions can be taken within the job responsibilities
- GS14.** how to accurately estimate time and effort required to complete a task
- GS15.** identify and organize systems and required resources
- GS16.** maintain adequate preparation time for scheduled meetings/deadlines
- GS17.** develop schedules and timetables with clear, specific milestones and deadlines
- GS18.** identify critical tasks

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- GS19.** establish priorities systematically, differentiating between urgent, important and unimportant tasks
- GS20.** monitor & adjust priorities and/or eliminate tasks on an on-going basis
- GS21.** importance of being patient and courteous with clients and vendors
- GS22.** being polite and courteous under all circumstances
- GS23.** how to avoid conflicts and solve them amicably
- GS24.** breakdowns and malfunction of equipment
- GS25.** to estimate the time taken to complete a work
- GS26.** to assess effort required to complete a work effectively
- GS27.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Taking dictation/writing in short hand</i>	5	18	-	-
PC1. Take dictation using shorthand	1	10	-	-
PC2. Input and format the text from shorthand notes	2	5	-	-
PC3. Check content for accuracy, editing and correcting the text	2	3	-	-
<i>Transcribing shorthand documents</i>	7	25	-	-
PC4. use of logograms ,grammalogues & contraction, with the use of tick The and punctuation marks and dictation use different input/output devices	2	5	-	-
PC5. use alternative forms of R & L, use of thick R And L	2	5	-	-
PC6. use of vowels: long & short vowels, dot & dash vowels, places of vowel, following & preceding vowel and intermediate vowel	1	5	-	-
PC7. use of phraseography, logograms, grammalogues & contractions	1	5	-	-
PC8. present the text in the required format within agreed deadlines	1	5	-	-
<i>Knowledge & use of appropriate symbols</i>	8	37	-	-
PC9. use of abbreviated W, Semicircle Y, and Diaphone U	1	5	-	-
PC10. use of downward H, Tick H and Dot H and upward SH	1	5	-	-
PC11. use of small circle for S & Z, use of S & Z with other stroke consonants	1	5	-	-
PC12. use of large circle for SW and their medially	1	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. use of initial small hooks (double consonants) R & L hooks, SHR & SHL hooked strokes ,vowels and double consonants	1	5	-	-
PC14. use of curved hooked strokes i.e. F/V/TH	1	5	-	-
PC15. use of N & F/V small hooks, hooks And vowels ,circles and loop with finally hooked strokes	1	5	-	-
PC16. use of prefixes/suffixes	1	2	-	-
NOS Total	20	80	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0201
NOS Name	Stenography/shorthand
Sector	Management
Sub-Sector	Office Management
Occupation	Secretarial
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	01/11/2017
Next Review Date	01/11/2020
NSQC Clearance Date	03/08/2018

Qualification Pack

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

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- 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

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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

Qualification Pack

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	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application	1	3	-	-
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	-	-

Qualification Pack

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

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) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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7. 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/N1201.Develop various types of legal documents	40	60	-	-	100	20
MEP/N1202.Proofread legal document	40	60	-	-	100	20
MEP/N1203.Prepare and submit legal case files	40	60	-	-	100	20
MEP/N1204.Maintain records and documentation in a law firm	40	60	-	-	100	20
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	10
MEP/N9912.Apply principles of professional practice at the workplace	36	64	-	-	100	10
Total	236	364	-	-	600	100

Optional: 1 Stenography

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0201.Stenography/shorthand	20	80	-	-	100	25
Total	20	80	0	0	100	25

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Optional: 2 Application of Computers

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	25
Total	40	60	0	0	100	25

Qualification Pack

Acronyms

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

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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.

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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.