



Model Curriculum

QP Name: Office Assistant

QP Code: MEP/Q0202

QP Version: 5.0

NSQ Level: 3

Model Curriculum Version: 5.0

Training Parameters

Sector	Management
Sub-Sector	Office Management
Occupation	Office Support
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3341.1000
Minimum Educational Qualification and Experience	Grade 10 pass OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 year relevant experience
Pre-Requisite License or Training	
Minimum Job Entry Age	18 years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	5.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	5.0
Minimum Duration of the Course	330
Maximum Duration of the Course	330

AI enhanced Office Productivity Management NOS Version 1 NSQF Level 3					
Module 5 AI enhanced office productivity management	30:00	30:00	00:00	00:00	60:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 6. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 7. Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 8. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 9. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 10. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 11. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 12. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 13. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 14. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 15. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 16. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 17. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	144:00	186:00	00:00	00:00	330:00

Module 2: Computer Application and Information Security Standards

Mapped to MEP/N0711, v 1.0

Terminal Outcomes:

- Recognize computer hardware components and their functions, aiding in basic system understanding.
- Differentiate computer types, like desktops and laptops, for appropriate use.
- Navigate operating systems such as Windows and macOS proficiently.
- Troubleshoot common hardware and software issues using basic diagnostic tools.
- Utilize word processing, spreadsheet, and presentation software effectively for document creation and data analysis.
- Implement basic security measures to safeguard sensitive information and mitigate risks.
- Engage in online security awareness training to enhance cybersecurity knowledge and response skills.
- Demonstrate preparation, storage, retrieval and communication of data/ information using computers

Duration: 26:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify common computer hardware components and their functions. • Recognize different types of computers and their uses. • Understand how to use everyday operating systems like Windows and macOS. • Troubleshoot common hardware and software issues using basic diagnostic tools. • Perform routine computer maintenance tasks to keep systems running smoothly. • Create and format documents using common word processing software like Microsoft Word or Google Docs. • Use spreadsheet software like Microsoft Excel or Google Sheets for basic data analysis. • Manage simple databases using tools like Microsoft Access or Google Tables. • Design basic presentations using software like Microsoft PowerPoint or Google Slides. • Set up user accounts and permissions to control access to files and folders. • Encrypt sensitive files and folders to protect them from unauthorized access. • Perform regular backups of important data and practice restoring files when needed. • Follow security best practices such as using strong passwords and updating software regularly. • Participate in online security awareness training to learn how to recognize and respond to cyber threats. 	<ul style="list-style-type: none"> • Point out basic computer parts like the CPU, RAM, and hard drive/ SSD, and explain their roles. • Distinguish between desktops, laptops, and servers based on their functions and appearances. • Navigate through Windows Explorer or macOS Finder to locate and manage files. • Use Task Manager or Activity Monitor to identify and resolve slow performance issues. • Diagnose and troubleshoot common hardware and software issues. • Run disk cleanup utilities and antivirus scans to keep the computer clean and protected. • Write a simple letter or memo using features like font formatting and bullet points. • Enter data into cells, apply basic formulas, and create simple charts or graphs. • Create a basic database, enter some data, and perform simple queries to retrieve information. • Create a few slides with titles, text, and images, and apply simple transitions. • Create user accounts on Windows or macOS and assign different permissions to each user. • Use built-in encryption tools like BitLocker (Windows) or FileVault (macOS) to encrypt files or folders. • Use free backup software like EaseUS Todo Backup or Macrium Reflect to create backups and restore files from them. • Create complex passwords using a free password manager like LastPass or KeePass, and update software using built-in update tools. • Complete free security awareness courses offered by platforms like Cybrary or SANS Security Awareness to improve cybersecurity knowledge.
Classroom Aids:	

Computer, projector, white board/ flip chart, marker and duster

Tools, Equipment and Other Requirements

Internet connection, Extra Computers that participants can share/use in groups of 3-5

Module 3: Operate various office equipment

Mapped to MEP/N0203, v 3.0

Terminal Outcomes:

- Identify and understand various office equipment and their functions.
- Efficiently use features and applications of office equipment for tasks.
- Manage materials and supplies necessary for equipment operation.
- Maintain accurate records of equipment usage.
- Troubleshoot and resolve minor equipment issues promptly.
- Coordinate with relevant personnel to resolve equipment problems.
- Adapt and employ alternative methods during equipment breakdowns.

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List different office equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment etc.) and their functions. • Explain the process of maintaining material and supplies required for equipment and stock taking. • Learn the process of troubleshooting of commonly used office equipment. • List the contact details of the concerned persons/ vendors supporting in the upkeep of the office equipment. • Use alternative means to complete tasks in case of breakdowns. • Identify processes for optimizing material utilization. • Conserve materials by using available settings. • Ensure appliances are switched off when not in use. 	<ul style="list-style-type: none"> • Demonstrate the use of various office equipment to complete tasks. • Operate printers, scanners, and photocopiers to execute assigned tasks. • Apply suitable steps of setting up an LCD projector for presentation. • Employ the use of computer or mobile to prepare audio or video applications. • Monitor and restock paper, toner, and other supplies as needed. • Log equipment usage and maintenance activities accurately. • Perform basic troubleshooting tasks like clearing paper jams. • Resolve common equipment issues such as poor print quality. • Communicate equipment problems to relevant personnel following protocol. • Adapt to alternative methods or equipment during malfunctions. • Implement paper and ink conservation strategies in daily tasks. • Adjust printer settings to reduce paper and ink usage. • Power down computers, printers, and other devices when idle.
Classroom Aids:	
Computer, printer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Audio visual equipment (could be computer or mobile), LCD projector	

Module 4: Manage routine office activities

Mapped to MEP/N0204, v 3.0

Terminal Outcomes:

- Manage incoming communication channels efficiently, adhering to established protocols and etiquette.
- Maintain accurate records of contacts, correspondence, and inventory for organizational efficiency.
- Organize meetings effectively, from agenda preparation to post-meeting follow-ups.
- Utilize language tools for composing professional emails and documents to enhance communication.
- Resolve queries promptly within the scope of authority and refer complex issues as needed.
- Coordinate office tasks to ensure timely completion and compliance with standards.
- Promote inclusivity by accommodating diverse needs during office interactions and events.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Apply proper email etiquette and compose emails professionally for effective communication. • Assist in composing emails and preparing documents in official and regional languages. • Greet callers and visitors according to organizational protocol to ensure a positive impression. • Listen attentively to callers/visitors and ask appropriate questions to understand the nature of queries effectively. • Resolve queries within the area of competence or authority and refer others to the competent authority when necessary. • Access the organization’s knowledge base for solutions to queries, demonstrating efficient use of available resources. • Maintain gender-neutral behaviour in interactions with internal and external stakeholders to promote inclusivity and professionalism. • Maintain accurate records of contact details, correspondence, contracts, and documentation for efficient documentation management. • Keep track of inventory periodically to ensure adequate supplies for office operations. 	<ul style="list-style-type: none"> • Channelize phone calls to appropriate authorities based on the nature of inquiries effectively. • Provide prompt and professional responses to emails, demonstrating effective email management skills using tools like Grammarly and ChatGPT. • Summarize queries from clients/customers accurately to facilitate efficient resolution. • Resolve queries within the area of competence or authority promptly to ensure timely assistance. • Coordinate the organization of meetings efficiently by preparing the venue, setting up equipment, and organizing refreshments. • Set up the venue to accommodate persons with disabilities, ensuring inclusivity in meeting arrangements. • Organize post-meeting activities effectively to ensure follow-up actions are completed as required. • Retrieve and replace documents from the filing system accurately, maintaining proper order and organization. • Coordinate meeting logistics, including agenda preparation, venue setup, and equipment arrangements, according to the authorized person’s instructions. • Maintain file movement records accurately to track the movement of files/documents between departments or outside the organization.
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Sample document with queries and its answer, Sample documents with gendered language.	

Module 5: AI enhanced office productivity management

Mapped to MEP/N7308, v 1.0

Terminal Outcomes:

- Master the utilization of AI-driven tools for communication, task management, and document organization in office environments.
- Assess and implement AI-powered features to optimize productivity and streamline workflow processes effectively.
- Seamlessly integrate AI tools into daily office routines, enhancing efficiency in email management, calendar scheduling, and meeting coordination.
- Utilize AI-powered virtual assistants and chatbots to improve customer service responsiveness and address inquiries promptly.
- Evaluate the effectiveness of AI-enhanced productivity management on time utilization and overall workflow efficiency.
- Stay abreast of technological advancements in AI tools to continually enhance office productivity and performance.
- Foster a culture of innovation and collaboration by sharing best practices and insights on leveraging AI tools for office productivity enhancement.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Recall the key features and functions of AI-driven tools for efficient communication and task management. • Explain the importance of utilizing AI tools for critical communication, calendar management, and task organization. • Utilize AI-driven tools such as virtual assistants and document management systems to streamline office tasks effectively. • Evaluate the effectiveness of AI-powered features in enhancing productivity and customer service efficiency. • Assess the impact of AI tools on workflow optimization and time management in routine office activities. • Develop strategies for integrating AI-powered virtual assistants and document management systems into daily office routines. • Combine various AI tools and features to create a comprehensive system for efficient communication and task management. 	<ul style="list-style-type: none"> • Demonstrate the use of AI-driven tools for email composing, calendar management, and document organization. • Integrate AI virtual assistants like Cortana and Google Assistant into daily office tasks to enhance efficiency. • Apply AI-powered features within MS Office and Google Office applications to streamline document creation and data management. • Manoeuvre through AI-driven software platforms such as Teams, Google Meet, and Zoom for organizing virtual meetings effectively. • Utilize AI document management systems like Google Drive and OneDrive to categorize and organize incoming documents systematically. • Identify and address any issues or inefficiencies encountered while using AI tools for office activities. • Adjust AI tool configurations and settings as needed to optimize performance and productivity in office workflows.
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Personal protective equipment (such as mask and helmet), Fire extinguishers, first aid box (Presentation for emergency and fire for role play/ demonstration. Sample things for workplace like phone, registers, pen, pencil, stapler etc.	

Module 7: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 8: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 9: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of career development plan 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication 	<ul style="list-style-type: none"> • Demonstrate how to communicate in a well-mannered way with others. • Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> • Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> • Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> • Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of dressing up neatly and maintaining hygiene for an interview • Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> • Create a biodata • Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate in any discipline		3	Office assistant, Multifunction admin, Secretary	2		

Trainer Certification	
Domain Certification	Platform Certification
MEP/Q0202, Office Assistant v5.0 Minimum accepted score is 80%	MEP/Q2601, v3.0 Trainer (VET & Skills) Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate in any discipline		3	Office assistant, Multi-function admin, Secretary	2		

Assessor Certification	
Domain Certification	Platform Certification
MEP/Q0202, Office Assistant, v5.0 Minimum accepted score is 80%	MEP/Q2701, v3.0 Assessor (VET & Skills) Minimum accepted score is 80%

Assessment Strategy

Assessment system Overview

- Assessment will be carried out by assessment partners with no link to training partners. Based on the results of assessment, MEPSC will certify the learners. Assessor has to pass online assessment of theoretical knowledge of the job role and approved by MEPSC.
- The assessment will have both theory and practical components in 40:60 ratio.
- While theory assessment is summative and a written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature.

Testing Environment

- Training partner has to share the batch start date and end date, number of trainees and the job role.
- Assessment will be fixed for a day after the end date of training. It could be next day or later. Assessment will be conducted at the training venue.
- Room where assessment is conducted will be set with proper seating arrangements with enough space to prevent copying.
- Question bank of theory and practical will be prepared by assessment agency and approved by MEPSC. From this set of questions, assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on the theoretical knowledge of the subject.
- The theory and practical assessments will be carried out on same day. If number of candidates are many, more assessors and venue will be organized on same day of the assessment.
- Presentation will be one mode of assessment and so computers and LCD projector will be available for assessment. Viva will be used to gauge trainees' confidence and correct knowledge in handling job situations like interacting with clients and colleagues.
- The question paper will be pre-loaded in the computer and it will be in the language requested by the training partner.

Assessment Quality Assurance framework

- Assessor has to go through orientation program organized by Assessment Agency. The training will give an overview to the assessors on the overall framework of QP evaluation. Assessor will also be given a NOS and PC level overview of each QP as applicable. Overall structure of assessment and objectivity of the marking scheme will be explained to them.
- The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme. The weightages given to each module will be adhered to in the question paper.
- For practical, the instructions for taking the test are clearly written on the board in the lab or shared with the candidates verbally.

Methods of Validation

- Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Adhar

card number is part of registering the candidate for training. This will form the basis of further verification during the assessment.

- Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role.
- The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment. The training partner will also intimate the time of arrival of the assessor and time of leaving the venue.
- The assessment will be video recorded and submitted to MEPSC. Video of the practical session is prepared and submitted to MEPSC.
- Random spot checks/audit is conducted by MEPSC assigned persons to check the quality of assessment.
- Assessment agency will be responsible to put details in SID.
- MEPSC will also validate the data and result received from the assessment agency.

Method of assessment documentation and access

- The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by MEPSC assessment team. After upload, only MEPSC can access this data.
- MEPSC approves the results within a week and uploads on SID.

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards