Model Curriculum

QP Name: Executive - Secretarial Services

QP Code: MEP/Q0201

QP Version: 6.0

NSQF Level: 4

Model Curriculum Version: 6.0

Table of Contents

Training Parameters

Sector	Management
Sub-Sector	Office Management
Occupation	Office Support
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4120.9900
Minimum Educational Qualification and Experience	12th Grade pass with 2 years of relevant experience OR 10th Grade pass with 4 years of relevant experience OR Pursuing 2nd year of 2-year diploma after 12th OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience OR Previous relevant Qualification of NSQF Level 3 with 3 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	6.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	6.0
Minimum Duration of the Course	420
Maximum Duration of the Course	420

Program Overview

Training Outcomes

At the end of the program, the learner will be able to:

- Apply advanced dictation processing tools effectively to transcribe dictations and streamline document preparation processes.
- Organize and manage executive calendars, meetings, and travel arrangements efficiently using appropriate software and tools.
- Demonstrate proficiency in note-taking techniques and document formatting to ensure accuracy and coherence in documentation.
- Utilize AI-powered tools for speech recognition, transcription, and document generation to enhance productivity and accuracy.
- Coordinate official events and meetings, ensuring compliance with organizational protocols and etiquette guidelines.
- Respond promptly and professionally to incoming queries and requests, prioritizing them based on urgency and importance.
- Maintain accurate records and file documents systematically, adhering to industry standards and retention periods.
- Practice environmentally sustainable practices and energy conservation measures in office operations.
- Utilize AI-driven features within MS Office applications to streamline tasks, improve document formatting, and enhance productivity.
- Communicate effectively with colleagues and external stakeholders.
- Develop career development plans and set short- and long-term goals based on aptitude and industry requirements.
- Demonstrate basic English skills for effective communication and correspondence in various contexts.
- Analyse industry standards and requirements relevant to administrative practices and align them with organizational standards.
- Practice 21st-century skills such as critical thinking, problem-solving, and collaboration in personal and professional life.
- Utilize digital devices and internet operations securely for personal and professional tasks.
- Identify and respond to customer needs professionally, practicing appropriate hygiene and grooming standards.

Compulsory Modules

NOS and Module Details	Theory Duration (Hours)	Practical Duration (Hours)	On-the-Job Training Duration (Mandatory) (Hours)	On-the-Job Training Duration (Recommended) (Hours)	Total Duration (Hours)
MEP/N0709 **Dictation processing, note-taking and documenting** **NOS Version No.1** **NSQF Level 4**	**30:00**	**60:00**	**00:00**	**00:00**	**90:00**
Module 1 Introduction to Skill India Mission and job role of Executive – Secretarial Services	04:00	00:00	00:00	00:00	04:00
Module 2 Dictation processing, note taking and documenting	26:00	60:00	00:00	00:00	86:00
MEP/N0710 Executive support and administrative management **NOS Version No.1** **NSQF Level 4**	**40:00**	**80:00**	**00:00**	**00:00**	**120:00**
Module 3 Executive support and administrative management	40:00	80:00	00:00	00:00	120:00
MEP/N0241 **Maintain records and documentation** **NOS Version No.2** **NSQF Level 4**	**10:00**	**20:00**	**00:00**	**00:00**	**30:00**
Module 4 Maintain records and documentation	10:00	20:00	00:00	00:00	30:00
MEP/N7309 **Office tools and AI technology** **NOS Version No. 1** **NSQF Level 4**	**30:00**	**60:00**	**00:00**	**00:00**	**90:00**
Module 5 Office tools and AI technology	30:00	60:00	00:00	00:00	90:00
MEP/N9914 **Communicate with clients, visitors and colleagues effectively** **NOS Version No.3** **NSQF Level 4**	**10:00**	**20:00**	**00:00**	**00:00**	**30:00**
Module 6 Communicate with clients, visitors and colleagues effectively	10:00	20:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	**24:00**	**36:00**	**00:00**	**00:00**	**60:00**
Module 7. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 8. Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 9. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 10. Basic English Skills	04:00	06:00	00:00	00:00	10:00

Module 11. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 12. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 13. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 14. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 15. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 16. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 17. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 18. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	**144:00**	**276:00**	**00:00**	**00:00**	**420:00**

Module Details

Module 1: Introduction to Skill India Mission and Job Role of Executive - Secretarial Services
Mapped to MEP/N0709, v1.0

Terminal Outcomes:
- Discuss the Skill India Mission.
- Explain the role and responsibilities of Executive–Secretarial Services.
- Discuss the scope of the sector, sub-sector, and the available employment opportunities.

Duration: *04:00*	Duration: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the role of Skill India Mission. - Discuss the scope of the sector and the sub-sector. - Discuss Employment opportunities in various settings and scope of work therein. - State the role and responsibilities of Office Secretary. - Discuss the importance of organizational structure, hierarchy and reporting relationships.	
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
NA	

Module 2: Dictation processing, note taking and documenting
Mapped to MEP/N0709, v1.0

Terminal Outcomes:

- Apply advanced dictation processing tools effectively to transcribe dictations and streamline document preparation processes.
- Demonstrate proficiency in note-taking techniques and document formatting to ensure accuracy and coherence in documentation.
- Utilize AI-powered tools for speech recognition, transcription, and document generation to enhance productivity and accuracy.
- Develop skills in organizing and categorizing notes systematically for easy retrieval and reference.
- Demonstrate effective file management and organization using AI-enhanced note-taking apps and document management systems.

Duration: *26:00*	Duration*: 60:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Understand the significance of efficient dictation processing and note-making in administrative tasks. - Explain the role of advanced tools in real-time transcription and note-taking. - Discuss effective note-taking techniques for capturing key information. - Analyse strategies for organizing and categorizing notes systematically. - Describe the benefits of AI-enhanced note-taking apps in information management.	- Utilize advanced tools like Dragon Anywhere and Speech notes for accurate and efficient dictation processing. - Operate voice note-taking apps proficiently for capturing important information. - Apply effective note-taking techniques to capture key information from various sources. - Organize and categorize notes systematically for easy retrieval and reference. - Utilize AI-enhanced note-taking apps to streamline note organization and management.
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Shorthand machine/ typewriter/ computer	

Module 3: Executive support and administrative management
Mapped to MEP/N0710, v 1.0

Terminal Outcomes:

- Discuss how to organize meetings and manage calendar.

Duration: *40:00*	Duration: *80:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Understand the importance of executive support in organizational management. - Describe the functions of calendar management and meeting coordination in executive support. - Explain the importance of compliance with organizational protocols and guidelines in administrative management. - Identify industry standards and requirements relevant to administrative practices. - Discuss the significance of stakeholder engagement and management in executive support.	- Schedule meetings and maintain calendars using tools like Google Calendar or Microsoft Outlook. - Arrange transportation and accommodations for business travel using platforms like Expedia or Booking.com. - Plan and coordinate official events, including logistics and protocol management. - Respond promptly to incoming queries and prioritize them based on urgency and importance. - Maintain records and file documents according to organizational standards and procedures. - Demonstrate the use of travel management apps like Expedia, Booking.com, etc.
Classroom Aids:	
Computer, printer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Soft copy of a document for editing and formatting. Details of chairs and speakers to prepare a meeting agenda. Computers for trainees to carry out the practical work.	

Module 4: Maintain records and documentation
Mapped to MEP/N0241, v 2.0

Terminal Outcomes:

- Demonstrate the steps of filing and retrieving of documents from the filing system.
- Apply appropriate steps to save and archive files safely and securely.

Duration: *10:00*	Duration: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the importance of maintaining accurate records and documentation in organizational settings. - Discuss the procedures for maintaining contact details, correspondence, and file catalogues. - Analyse measures for smooth retrieval and replacement of documents within filing systems. - Describe practices for material and energy conservation in office environments.	- Maintain contact lists, file correspondences, and catalogues of office documents systematically. - Organize and file documents according to retention periods and organizational protocols. - Demonstrate few environmentally sustainable practices and energy conservation measures in office operations. - Identify processes for material optimization and ensure responsible usage of office resources. - Ensure compliance with legal and regulatory standards in document maintenance and management.
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	

Module 5: Office tools and AI technology
Mapped to MEP/N7309, v1.0

Terminal Outcomes:

- Implement AI-powered tools for enhanced productivity and efficiency in office tasks.
- Demonstrate proficiency in utilizing virtual assistants for meeting and task management.
- Utilize AI-driven software such as MS Office and Google Suite for efficient document creation and editing.
- Analyse data trends and generate insights using AI analytics tools to support decision-making processes.
- Apply advanced writing techniques and AI features for effective communication in written documents and emails.
- Stay updated with the latest advancements in AI technology and adapt to new software for improved productivity.
- Optimize document organization and management using cloud-based tools like Google Drive, OneDrive, and Dropbox.

Duration: *30:00*	Duration: *60:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Understand principles behind AI speech recognition. Utilize tools like Dragon NaturallySpeaking and Braina for transcription. - Analyse functionalities of virtual assistants. - Apply Google Assistant, Alexa, or Cortana for meeting and task management. - Evaluate usage of MS Office and Google Suite. Demonstrate proficiency in document creation using MS Office and Google Suite. - Examine AI tools for productivity enhancement. Utilize ChatGPT, Cortana, and Bard for optimizing office tasks. - Interpret data trends using AI analytics tools. - Analyse data insights using Google Analytics and Zoho Analytics. - Explore advanced writing techniques with AI features. - Apply features of Grammarly and Copy.ai for effective written communication. - Stay updated on advancements in AI and productivity tools. - Adapt to new software like the latest productivity apps for improved efficiency. - Describe the features of AI-driven email management tools.	- Utilize tools like Dragon NaturallySpeaking and Braina for transcription. - Apply Google Assistant, Alexa, or Cortana for meeting and task management. - Demonstrate proficiency in document creation using MS Office and Google Suite. - Utilize ChatGPT, Cortana, and Bard for optimizing office tasks. - Analyse data insights using Google Analytics and Zoho Analytics. - Apply features of Grammarly and Copy.ai for effective written communication. - Adapt to new software like the latest productivity apps for improved efficiency. - Apply AI-driven email management tools to compose and manage emails efficiently.
Classroom Aids:	
Computer, printer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Sample situations of inappropriate behaviour, and conflict of interest.	

Module 6: Communicate with clients, visitors and colleagues effectively
Mapped to MEP/N9914, v3.0

Terminal Outcome:

- Explain and demonstrate effective communication with clients and colleagues.

Duration: *10:00*	Duration: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- State the various stakeholders that one is required to communicate and coordinate with, at the workplace. - Discuss the importance of communicating job-related requirements, performance indicators, work output, and anticipated delays with internal and external stakeholders. - Explain the ways of communicating while working in a team and working independently. - Elucidate the importance of recording and reporting grievances and delays. - Outline the importance of responding to customer dissatisfaction and complaints and resolving them on time, complying with the norms. - List the barriers to effective communication. - Elaborate the importance of communication etiquette at workplace and in dealing with clients.	- Dramatize communication etiquette in dealing with clients. - Role-play a situation on how to respond to queries and complaints verbally and in writing. - Demonstrate ways to communicate with people with disability. - Prepare a sample mail to communicate with clients using appropriate language.#
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	

Module 7: Introduction to Employability Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the Employability Skills required for jobs in various industries.	• List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 8: 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**
• 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	• 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 9: 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**
• Discuss importance of relevant 21st century skills	• 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 10: 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**
• Discuss need of basic English skills	• 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 11: 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**
• Discuss need of career development plan	• 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 12: 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**
Explain the importance of active listening for effective communication	- 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 13: 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**
• Discuss the significance of reporting sexual harassment issues in time	• 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 14: 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**
- 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	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 15: 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**
• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely	• 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 16: 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**
• Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges	• 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	

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: *02:00*	Duration*: 03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Differentiate between types of customers - Explain the significance of identifying customer needs and addressing them - Discuss the significance of maintaining hygiene and dressing appropriately	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 18: Getting ready for Apprenticeship & jobs
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeships & Jobs appropriately.

Duration: *03:00*	Duration: *05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of dressing up neatly and maintaining hygiene for an interview • Discuss how to search and register for apprenticeship opportunities	• 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

<table>
<tr><th colspan="6">Trainer Prerequisites</th></tr>
<tr><th rowspan="2">Minimum Educational Qualification</th><th rowspan="2">Specialization</th><th colspan="2">Relevant Industry Experience</th><th colspan="2">Training Experience</th><th rowspan="2">Remarks</th></tr>
<tr><th>Years</th><th>Specialization</th><th>Years</th><th>Specialization</th></tr>
<tr><td>Graduate in any discipline</td><td></td><td>3</td><td>Personal Assistant, Executive Secretary, Administrative assistant</td><td>2</td><td></td><td></td></tr>
</table>

Trainer Certification	
Domain Certification	**Platform Certification**
MEP/Q0201, v6.0, Executive – Secretarial Services 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	Personal Assistant, Executive secretary, administrative assistant	2		

Assessor Certification	
Domain Certification	**Platform Certification**
MEP/Q0201, v 6.0, Executive – Secretarial Services 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.

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