

## Qualification Pack



# Office Assistant

QP Code: MEP/Q0202

Version: 5.0

NSQF Level: 3

Management & Entrepreneurship and Professional Skills Council || Management & Entrepreneurship and Professional Skills Council (MEPSC), 20th Floor, Amba Deep, 14 Kasturba Gandhi Marg New Delhi - 110001. || email:ssaxena@mepsc.in

## Qualification Pack

### Contents

MEP/Q0202: Office Assistant .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
MEP/N0711: Computer Application and Information Security Standards .....	5
MEP/N0203: Operate various office equipment .....	11
MEP/N0204: Manage routine office activities .....	15
MEP/N7308: AI enhanced office productivity management .....	20
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	24
Assessment Guidelines and Weightage .....	31
<i>Assessment Guidelines</i> .....	31
<i>Assessment Weightage</i> .....	32
Acronyms .....	33
Glossary .....	34

## Qualification Pack

### MEP/Q0202: Office Assistant

#### Brief Job Description

The Office Assistant, equipped with AI-enhanced productivity tools, assists colleagues with clerical and administrative tasks, optimizing workflows and enhancing office efficiency.

#### Personal Attributes

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

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [MEP/N0711: Computer Application and Information Security Standards](#)
2. [MEP/N0203: Operate various office equipment](#)
3. [MEP/N0204: Manage routine office activities](#)
4. [MEP/N7308: AI enhanced office productivity management](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support, Office Support
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	11
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3341.1000

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<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass OR Previous relevant Qualification of NSQF Level (2.5) with 1-2 Years of experience 1.5 years of experience
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/04/2027
<b>NSQC Approval Date</b>	30/04/2024
<b>Version</b>	5.0
<b>Reference code on NQR</b>	QG-03-OA-02520-2024-V1-MEPSC
<b>NQR Version</b>	1

**Remarks:**

NA
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## Qualification Pack

### MEP/N0711: Computer Application and Information Security Standards

#### Description

This OS unit is about using comprehensive knowledge and skills in computer hardware, software, operating systems, troubleshooting, maintenance, document creation, data analysis, database management, presentation design, access controls, data security, and information security best practices.

#### Scope

The scope covers the following :

- computer fundamentals and operating system
- computer applications and software proficiency
- information security and data management

#### Elements and Performance Criteria

##### *computer fundamentals and operating system*

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

- PC1.** demonstrate knowledge of computer hardware components, including processors, memory, storage devices, and input/output devices
- PC2.** demonstrate the ability to differentiate between various types of computers, including desktops, laptops, and servers, based on their intended use, architecture, and capabilities
- PC3.** understand the functions and features of different operating systems such as Windows, macOS, and Linux, including file management, user interface navigation, and system settings
- PC4.** troubleshoot common hardware and software issues, such as hardware malfunctions, driver conflicts, and software crashes, using diagnostic tools and troubleshooting techniques
- PC5.** apply basic computer maintenance tasks, such as disk cleanup, software updates, and antivirus scans, to ensure optimal system performance and security

##### *computer applications and software proficiency*

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

- PC6.** utilize word processing software like MS Word, Google Doc., to create, edit, and format documents with features such as fonts, styles, tables, and graphics
- PC7.** perform spreadsheet analysis using spreadsheet software like MS Excel, Google Spreadsheet, to input, organize, analyze, and visualize data through functions like SUM, Vlook Up, formulas, charts, and graphs
- PC8.** manage databases using database management like MS Access, Google Tables, software to create, query, update, and maintain databases with structured data and relational tables
- PC9.** design presentations using presentation software like MS PPT, Google Slides, to create slides, add multimedia content, apply transitions, and deliver engaging presentations to audiences

##### *information security and data management*

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

## Qualification Pack

- PC10.** implement access controls and user permissions to restrict access to sensitive information and ensure data privacy and confidentiality
- PC11.** employ encryption techniques to secure data in transit and at rest, protecting it from unauthorized access and data breaches
- PC12.** conduct regular data backups and recovery procedures to safeguard against data loss and ensure business continuity in case of system failures or disasters
- PC13.** follow best practices for information security, such as strong password policies, software patch management, and employee security awareness training, to mitigate cybersecurity risks and threats

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding the various components of computer hardware, including processors, memory, storage devices, and input/output devices, and their functions within a computer system.
- KU2.** Knowledge of the differences between desktops, laptops, and servers, including their intended uses, architectural differences, and capabilities.
- KU3.** Understanding the features and functions of different operating systems like Windows, macOS, and Linux, including file management, user interface navigation, and system settings.
- KU4.** Familiarity with common hardware and software issues, diagnostic tools, and troubleshooting techniques to resolve problems such as hardware malfunctions, driver conflicts, and software crashes.
- KU5.** Knowledge of basic computer maintenance tasks, such as disk cleanup, software updates, and antivirus scans, to ensure optimal system performance and security.
- KU6.** Understanding the use of word processing, spreadsheet, database management, and presentation software to create, edit, format, analyze, and present data and documents.
- KU7.** Knowledge of access controls, user permissions, encryption techniques, data backup and recovery procedures, and best practices for information security to protect sensitive information and ensure data privacy and confidentiality.

## Generic Skills (GS)

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

- GS1.** Ability to identify and understand computer hardware components, differentiate between various types of computers, and navigate different operating systems effectively.
- GS2.** Skill in troubleshooting hardware and software issues using diagnostic tools and techniques, and applying basic computer maintenance tasks to maintain system performance.
- GS3.** Competence in using word processing software (e.g., MS Word, Google Docs) for document creation, editing, and formatting.
- GS4.** Competence in using spreadsheet software (e.g., MS Excel, Google Sheets) for data analysis and visualization
- GS5.** Competence in using database management software (e.g., MS Access, Google Tables) for managing structured data

## Qualification Pack

- GS6.** Competence in using presentation software (e.g., MS PowerPoint, Google Slides) for designing and delivering presentations
- GS7.** Ability to implement access controls, user permissions, and encryption techniques to secure data, conduct regular data backups, and follow best practices for information security
- GS8.** Skill in performing detailed and thorough computer maintenance tasks, ensuring accurate data entry and analysis in spreadsheets, and maintaining the security of sensitive information
- GS9.** Competence in managing and organizing data, files, and systems to ensure efficiency and security, and in coordinating maintenance and troubleshooting activities

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>computer fundamentals and operating system</i>	<b>10</b>	<b>20</b>	-	-
<b>PC1.</b> demonstrate knowledge of computer hardware components, including processors, memory, storage devices, and input/output devices	-	-	-	-
<b>PC2.</b> demonstrate the ability to differentiate between various types of computers, including desktops, laptops, and servers, based on their intended use, architecture, and capabilities	-	-	-	-
<b>PC3.</b> understand the functions and features of different operating systems such as Windows, macOS, and Linux, including file management, user interface navigation, and system settings	-	-	-	-
<b>PC4.</b> troubleshoot common hardware and software issues, such as hardware malfunctions, driver conflicts, and software crashes, using diagnostic tools and troubleshooting techniques	-	-	-	-
<b>PC5.</b> apply basic computer maintenance tasks, such as disk cleanup, software updates, and antivirus scans, to ensure optimal system performance and security	-	-	-	-
<i>computer applications and software proficiency</i>	<b>20</b>	<b>20</b>	-	-
<b>PC6.</b> utilize word processing software like MS Word, Google Doc., to create, edit, and format documents with features such as fonts, styles, tables, and graphics	-	-	-	-
<b>PC7.</b> perform spreadsheet analysis using spreadsheet software like MS Excel, Google Spreadsheet, to input, organize, analyze, and visualize data through functions like SUM, Vlook Up, formulas, charts, and graphs	-	-	-	-
<b>PC8.</b> manage databases using database management like MS Access, Google Tables, software to create, query, update, and maintain databases with structured data and relational tables	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> design presentations using presentation software like MS PPT, Google Slides, to create slides, add multimedia content, apply transitions, and deliver engaging presentations to audiences	-	-	-	-
<i>information security and data management</i>	<b>10</b>	<b>20</b>	-	-
<b>PC10.</b> implement access controls and user permissions to restrict access to sensitive information and ensure data privacy and confidentiality	-	-	-	-
<b>PC11.</b> employ encryption techniques to secure data in transit and at rest, protecting it from unauthorized access and data breaches	-	-	-	-
<b>PC12.</b> conduct regular data backups and recovery procedures to safeguard against data loss and ensure business continuity in case of system failures or disasters	-	-	-	-
<b>PC13.</b> follow best practices for information security, such as strong password policies, software patch management, and employee security awareness training, to mitigate cybersecurity risks and threats	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0711
<b>NOS Name</b>	Computer Application and Information Security Standards
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	22/10/2024
<b>Next Review Date</b>	22/10/2027
<b>NSQC Clearance Date</b>	22/10/2024

## Qualification Pack

### MEP/N0203: Operate various office equipment

#### Description

This unit covers the skills and competencies that user/individual need to have in to operate office equipment to perform day-to day office activities.

#### Scope

The scope covers the following :

- Use various office equipment
- Carry out basic troubleshooting activities
- Material and energy conservation

#### Elements and Performance Criteria

##### *Use various office equipment*

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

- PC1.** identify different office equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment etc.) and their function
- PC2.** use features/ applications in different equipment to complete assigned tasks
- PC3.** maintain material/ supplies required for each equipment
- PC4.** record usage of equipment

##### *Carry out basic troubleshooting activities*

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

- PC5.** carryout minor maintenance of office equipment
- PC6.** carry out minor issues like paper jam, toner change and sound quality issues
- PC7.** coordinate with the concerned person for the resolution of equipment issues following organisational protocol
- PC8.** use alternative means for completion of tasks within stipulated time in case of major equipment breakdown, if required

##### *Material and energy conservation*

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

- PC9.** identify processes where material utilization can be optimized
- PC10.** conserve materials like paper and ink by using the available settings in the equipment
- PC11.** 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.** standards, policies and procedures followed in the company relevant to own employment and performance conditions

## Qualification Pack

- KU2.** organisations relevant departments and respective roles and responsibilities
- KU3.** organisations required authorisations procedures
- KU4.** organisational structure, hierarchy and reporting relationships
- KU5.** data security and privacy policies of the organisation
- KU6.** importance of speedy disposal of work with maximum accuracy
- KU7.** use of standard operating manuals and procedures for different office equipment
- KU8.** the process of cleaning and covering of equipment after office hours
- KU9.** the reporting procedure and follow up procedure if breakdown appears
- KU10.** action required during minor and major breakdowns
- KU11.** replenishment and accessories required for each equipment
- KU12.** procurement procedures and permissions required for procurement
- KU13.** set-up of office space to accommodate clients and colleagues with disability
- KU14.** use printers connected to computers to obtain printouts of files or information in files
- KU15.** scanning and saving files in different formats

## Generic Skills (GS)

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

- GS1.** read job sheets, company policy documents and information displayed at the workplace to interpret main points correctly
- GS2.** read notes or comments from the supervisor, other co-workers or vendors
- GS3.** decide what issues in the equipment can be handled by self and what has to be reported to superiors
- GS4.** importance of following set procedures when equipment breaks down
- GS5.** express statements, opinions or information clearly
- GS6.** communicate effectively with managers, supervisors and workers
- GS7.** communicating orally and in writing to the right department or service provider when equipment breaks down
- GS8.** recognising issues in the equipment functioning and taking timely action
- GS9.** organise checklists, documents, and time scheduling, so that work is completed on time
- GS10.** spot potential disruptions and delays and take remedial action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use various office equipment</i>	<b>10</b>	<b>27</b>	-	-
<b>PC1.</b> identify different office equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment etc.) and their function	-	-	-	-
<b>PC2.</b> use features/ applications in different equipment to complete assigned tasks	-	-	-	-
<b>PC3.</b> maintain material/ supplies required for each equipment	-	-	-	-
<b>PC4.</b> record usage of equipment	-	-	-	-
<i>Carry out basic troubleshooting activities</i>	<b>14</b>	<b>31</b>	-	-
<b>PC5.</b> carryout minor maintenance of office equipment	-	-	-	-
<b>PC6.</b> carry out minor issues like paper jam, toner change and sound quality issues	-	-	-	-
<b>PC7.</b> coordinate with the concerned person for the resolution of equipment issues following organisational protocol	-	-	-	-
<b>PC8.</b> use alternative means for completion of tasks within stipulated time in case of major equipment breakdown, if required	-	-	-	-
<i>Material and energy conservation</i>	<b>6</b>	<b>12</b>	-	-
<b>PC9.</b> identify processes where material utilization can be optimized	-	-	-	-
<b>PC10.</b> conserve materials like paper and ink by using the available settings in the equipment	-	-	-	-
<b>PC11.</b> ensure computer, printer, scanner and other appliances are switched off when not in use	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0203
<b>NOS Name</b>	Operate various office equipment
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support, Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/04/2024
<b>Next Review Date</b>	30/04/2027
<b>NSQF Clearance Date</b>	30/04/2024

## Qualification Pack

### MEP/N0204: Manage routine office activities

#### Description

This OS unit is about managing communications by receiving and directing phone calls, responding to emails, composing documents, handling visitor queries, maintaining records, organizing meetings, and ensuring accessibility and smooth post-meeting processes while adhering to organizational protocols.

#### Scope

The scope covers the following :

- manage emails, documents, phone calls and queries
- maintain records and documentation
- organize meetings

#### Elements and Performance Criteria

##### *manage emails, documents, phone calls and queries*

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

- PC1.** receive the phone calls of various stakeholders and channelize them to appropriate authority
- PC2.** provide prompt response to emails in a professional way
- PC3.** compose emails using proper email etiquette and prepare required documents in official and regional languages and with the help of tools like Grammarly, ChatGPT
- PC4.** greet callers/visitors as per organizational protocol
- PC5.** listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries
- PC6.** ask for feedback and clarifications from the clients/customers on their queries
- PC7.** summarize queries of clients/customers
- PC8.** resolve queries within the area of competence or authority and refer others to competent authority
- PC9.** access the organization's knowledge base for solutions to queries, wherever required
- PC10.** maintain a gender-neutral behaviour in interactions with internal and external stakeholders

##### *maintain records and documentation*

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

- PC11.** maintain the list of contact details of staff, service providers, suppliers, and other stakeholders
- PC12.** maintain filing of correspondence, contracts, and documentation given by the authorised persons
- PC13.** keep a track of inventory periodically
- PC14.** retrieve and replace documents from the filing system, while maintaining the proper order of the filing system
- PC15.** maintain file movement records to track movement of files/records or documents between departments or outside organisation

## Qualification Pack

### *organize meetings*

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

- PC16.** prepare the venue and table the agenda as directed by authorised person
- PC17.** set-up venue to accommodate persons with disability
- PC18.** coordinate organization of meeting
- PC19.** set-up equipment required for the meeting
- PC20.** organise other arrangements like refreshments for the meeting
- PC21.** manage post-meeting activities

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge of professional communication techniques, including proper phone etiquette and email composition, to ensure clear and effective interactions with stakeholders
- KU2.** Understanding of email etiquette and the use of tools like Grammarly and ChatGPT for composing emails and preparing documents in both official and regional languages
- KU3.** Familiarity with customer service principles, including active listening, asking appropriate questions, and summarizing queries to ensure accurate understanding and resolution
- KU4.** Awareness of organizational protocols for greeting callers/visitors, maintaining gender-neutral behavior, and managing interactions with internal and external stakeholders
- KU5.** Knowledge of maintaining and accessing organizational knowledge bases, filing systems, contact lists, and inventory tracking to support efficient operations
- KU6.** Understanding the procedures for preparing venues, setting up equipment, accommodating persons with disabilities, and organizing meeting logistics and post-meeting activities

## Generic Skills (GS)

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

- GS1.** Ability to communicate professionally via phone and email, greet callers/visitors, and interact effectively using proper etiquette and language tools
- GS2.** Skill in accurately summarizing queries, maintaining contact lists, filing documents, and tracking inventory to ensure meticulous and organized operations
- GS3.** Proficiency in listening carefully, asking relevant questions, seeking feedback, and resolving or channeling queries to appropriate authorities
- GS4.** Ability to use tools like Grammarly and ChatGPT for email and document preparation, as well as accessing knowledge bases and maintaining filing systems
- GS5.** Competence in preparing venues, setting up equipment, organizing meetings, and managing post-meeting activities, ensuring smooth event coordination
- GS6.** Capability to resolve queries within the area of competence, refer others appropriately, and access relevant information to provide accurate solutions

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>manage emails, documents, phone calls and queries</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> receive the phone calls of various stakeholders and channelize them to appropriate authority	-	-	-	-
<b>PC2.</b> provide prompt response to emails in a professional way	-	-	-	-
<b>PC3.</b> compose emails using proper email etiquette and prepare required documents in official and regional languages and with the help of tools like Grammarly, ChatGPT	-	-	-	-
<b>PC4.</b> greet callers/visitors as per organizational protocol	-	-	-	-
<b>PC5.</b> listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries	-	-	-	-
<b>PC6.</b> ask for feedback and clarifications from the clients/customers on their queries	-	-	-	-
<b>PC7.</b> summarize queries of clients/customers	-	-	-	-
<b>PC8.</b> resolve queries within the area of competence or authority and refer others to competent authority	-	-	-	-
<b>PC9.</b> access the organization's knowledge base for solutions to queries, wherever required	-	-	-	-
<b>PC10.</b> maintain a gender-neutral behaviour in interactions with internal and external stakeholders	-	-	-	-
<i>maintain records and documentation</i>	<b>10</b>	<b>20</b>	-	-
<b>PC11.</b> maintain the list of contact details of staff, service providers, suppliers, and other stakeholders	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> maintain filing of correspondence, contracts, and documentation given by the authorised persons	-	-	-	-
<b>PC13.</b> keep a track of inventory periodically	-	-	-	-
<b>PC14.</b> retrieve and replace documents from the filing system, while maintaining the proper order of the filing system	-	-	-	-
<b>PC15.</b> maintain file movement records to track movement of files/records or documents between departments or outside organisation	-	-	-	-
<i>organize meetings</i>	<b>10</b>	<b>20</b>	-	-
<b>PC16.</b> prepare the venue and table the agenda as directed by authorised person	-	-	-	-
<b>PC17.</b> set-up venue to accommodate persons with disability	-	-	-	-
<b>PC18.</b> coordinate organization of meeting	-	-	-	-
<b>PC19.</b> set-up equipment required for the meeting	-	-	-	-
<b>PC20.</b> organise other arrangements like refreshments for the meeting	-	-	-	-
<b>PC21.</b> manage post-meeting activities	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0204
<b>NOS Name</b>	Manage routine office activities
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	30/04/2024
<b>Next Review Date</b>	30/04/2027
<b>NSQC Clearance Date</b>	30/04/2024

## Qualification Pack

### MEP/N7308: AI enhanced office productivity management

#### Description

This OS unit is about using AI-driven tools to enhance communication, manage calendars, organize meetings, categorize documents, create professional documents, streamline data management, and improve search capabilities for increased efficiency and productivity.

#### Scope

The scope covers the following :

- utilizing AI tools for efficient communication and task management

#### Elements and Performance Criteria

*utilizing AI tools for efficient communication and task management*

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

- PC1.** focus on critical communication by applying Ai driven tools for email composing and management
- PC2.** effectively manage calendars and schedule meetings using AI tools like Reclaim AI, Clockwise
- PC3.** manage and organize virtual or in-person meetings using Ai drive virtual assistants in software/ apps like Teams, Google Meet, Zoom
- PC4.** categorize and organize incoming documents based on predefined criteria using Ai document/ filing management systems like Google cloud, One drive, reducing manual sorting efforts
- PC5.** ensure proficient document creation through the utilization of AI-powered tools like Winward core, Perfect Doc Studio
- PC6.** demonstrate proficiency in organizing, categorizing, and streamlining data using Ai tools
- PC7.** implement AI-driven tools like Co-pilot, ChatGPT to enhance search capabilities
- PC8.** effectively leverage AI-powered features within MS Office/ Google Office applications to enhance productivity
- PC9.** utilize AI-powered virtual assistants like Cortana, Alexa, Google Assistant, to effectively manage tasks and productive delivery of results
- PC10.** enhance customer service efficiency by utilizing AI-powered virtual assistants or chatbots

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding the application of AI-driven tools for email composing and management, including features like auto-suggestions, automated responses, and priority sorting
- KU2.** Knowledge of AI tools for managing calendars, scheduling meetings, and optimizing time management

## Qualification Pack

- KU3.** Familiarity with AI-driven virtual assistants in software/apps like Teams, Google Meet, and Zoom for organizing and managing virtual or in-person meetings efficiently
- KU4.** Understanding AI document/filing management systems like Google Cloud and OneDrive for categorizing and organizing incoming documents based on predefined criteria
- KU5.** Knowledge of AI-powered tools for proficient document creation and editing
- KU6.** Understanding AI tools for organizing, categorizing, and streamlining data, and enhancing search capabilities using tools like Co-pilot and ChatGPT

## Generic Skills (GS)

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

- GS1.** Ability to effectively use AI-driven tools for email management, calendar scheduling, and meeting organization
- GS2.** Skill in categorizing and organizing documents, data, and tasks using AI tools, reducing manual efforts and enhancing efficiency
- GS3.** Competence in utilizing AI tools to enhance search capabilities and streamline workflow processes within office applications
- GS4.** Proficiency in leveraging AI-powered virtual assistants and chatbots to manage tasks, enhance productivity, and improve customer service efficiency
- GS5.** Ability to adapt to and integrate new AI tools and technologies within existing workflows to enhance overall productivity and efficiency
- GS6.** Skill in using AI-driven features to automate routine tasks, ensuring timely and productive delivery of results

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>utilizing AI tools for efficient communication and task management</i>	<b>40</b>	<b>60</b>	-	-
<b>PC1.</b> focus on critical communication by applying Ai driven tools for email composing and management	-	-	-	-
<b>PC2.</b> effectively manage calendars and schedule meetings using AI tools like Reclaim AI, Clockwise	-	-	-	-
<b>PC3.</b> manage and organize virtual or in-person meetings using Ai drive virtual assistants in software/ apps like Teams, Google Meet, Zoom	-	-	-	-
<b>PC4.</b> categorize and organize incoming documents based on predefined criteria using Ai document/ filing management systems like Google cloud, One drive, reducing manual sorting efforts	-	-	-	-
<b>PC5.</b> ensure proficient document creation through the utilization of AI-powered tools like Winward core, Perfect Doc Studio	-	-	-	-
<b>PC6.</b> demonstrate proficiency in organizing, categorizing, and streamlining data using Ai tools	-	-	-	-
<b>PC7.</b> implement AI-driven tools like Co-pilot, ChatGPT to enhance search capabilities	-	-	-	-
<b>PC8.</b> effectively leverage AI-powered features within MS Office/ Google Office applications to enhance productivity	-	-	-	-
<b>PC9.</b> utilize AI-powered virtual assistants like Cortana, Alexa, Google Assistant, to effectively manage tasks and productive delivery of results	-	-	-	-
<b>PC10.</b> enhance customer service efficiency by utilizing AI-powered virtual assistants or chatbots	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7308
<b>NOS Name</b>	AI enhanced office productivity management
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/04/2024
<b>Next Review Date</b>	30/04/2027
<b>NSQC Clearance Date</b>	30/04/2024

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

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

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

**GS1.** read and write different types of documents/instructions/correspondence

**GS2.** communicate effectively using appropriate language in formal and informal settings

## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/04/2025
<b>Next Review Date</b>	30/04/2028
<b>NSQC Clearance Date</b>	30/04/2025

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on 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 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 the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

## Qualification Pack

**Minimum Aggregate Passing % at QP Level : 50**

(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/N0711.Computer Application and Information Security Standards	40	60	0	0	100	30
MEP/N0203.Operate various office equipment	30	70	-	-	100	20
MEP/N0204.Manage routine office activities	40	60	0	0	100	20
MEP/N7308.AI enhanced office productivity management	40	60	0	0	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>170</b>	<b>280</b>	<b>-</b>	<b>-</b>	<b>450</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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