



QUALIFICATION FILE

Office Assistant

Short Term Training (STT) Long Term Training (LTT) Apprenticeship

Upskilling Dual/Flexi Qualification For ToT For ToA

General Multi-skill (MS) Cross-Sectoral (CS) Future Skills OEM

NCrF/NSQF Level: 3

Submitted By:

Management & Entrepreneurship and Professional Skills Council (MEPSC)
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Section 1: Basic Details

Qualification Name	Office Assistant										
Sector/s	Management										
Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2021/OAFM/MEPSC/04117, v 1.0	Qualification Name of existing/previous version: Office Assistant, v 4.0									
a. OEM Name b. Qualification Name	Office Assistant										
National Qualification Register (NQR) Code &Version	QG-03-OA-02520-2024-V1-MEPSC, v5.0	1. NCrf/NSQF Level: 3									
Award (Certificate/Diploma/Advance Diploma/ Any Other	Certificate										
Brief Description of the Qualification	The Office Assistant, equipped with AI-enhanced productivity tools, assists colleagues with clerical and administrative tasks, optimizing workflows and enhancing office efficiency.										
Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Grade 10 pass</td> <td></td> </tr> <tr> <td>2</td> <td>Previous relevant Qualification of NSQF Level 2.5</td> <td>1.5 years of relevant experience</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	Grade 10 pass		2	Previous relevant Qualification of NSQF Level 2.5	1.5 years of relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)									
1	Grade 10 pass										
2	Previous relevant Qualification of NSQF Level 2.5	1.5 years of relevant experience									
Credits Assigned to this Qualification, Subject to Assessment	11	2. Common Cost Norm Category (I/II/III): III									
Any Licensing requirements for Undertaking Training on This Qualification											
Training Duration by Modes of Training Delivery	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended										

	<table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>72</td> <td>93</td> <td>-</td> <td>-</td> <td>165</td> </tr> <tr> <td>Online</td> <td>72</td> <td>93</td> <td>-</td> <td>-</td> <td>165</td> </tr> </tbody> </table>						Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	72	93	-	-	165	Online	72	93	-	-	165
	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																		
	Classroom (offline)	72	93	-	-	165																		
Online	72	93	-	-	165																			
	<i>Total hours = 330</i>																							
Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/3341.1000																							
Progression path after attaining the qualification	Secretary/ Office Executive																							
Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																							
Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																							
Is the Job Role Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability:																							
How Participation of Women will be Encouraged	Both men and women can equally participate																							
Are Greening/ Environment Sustainability Aspects Covered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																							
Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																							
Name and Contact Details of Submitting / Awarding Body SPOC	Name: Col. Anil Kumar Pokhriyal Email: ceo@mepsc.in Contact No.: 011-24645100 Website: https://www.mepsc.in/																							
Final Approval Date by NSQC: 30/04/2024	Validity Duration: 36 Months			Next Review Date: 30/04/2027																				

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No	NOS/Module Name	NOS/Module Code & Version	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%)
1.	Computer application and information security standards	MEP/N0711, v1.0	Core	3	2	30	30			60	40	60			100	30
2.	Operate various office equipment	MEP/N0203, v3.0	Core	3	3	30	60			90	30	70			100	20
3.	Manage routine office activities	MEP/N0204, v4.0	Core	3	2	30	30			60	40	60			100	20
4.	AI enhanced office productivity management	MEP/N7308, v1.0	Core	3	2	30	30			60	40	60			100	20
5.	Employability Skills	DGT/VSQ/N0102, v1.0	Non-Core	4	2	24	36			60	20	30			50	10
Duration (in Hours) / Total Marks					11	144	186			330	170	280			450	100

Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 50 % (Every Trainee should score a specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: % (Every Trainee should score a specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Graduate with 3 years of experience in relevant sector(s) as Office Assistant, Multifunction admin, Secretary, and 2 years of experience in training.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Graduate with 4 years of experience in relevant sector(s) as Office Assistant, Multifunction admin, Secretary, and 3 years of experience in training.
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Graduate with 3 years of experience in relevant sector(s) as Office Assistant, Multifunction admin, Secretary, and 2 years of experience in training and assessment.
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Graduate with 3 years of experience
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)	Graduate with 4 years of experience in relevant sector(s) as Office Assistant, Multifunction admin, Secretary, and 3 years of experience in training and assessment.
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 30
5.	Estimated nos. of persons to be trained and employed: Approx. 30000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: If “No”, why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrF/NSQF level justification based on NCrF level/NSQF descriptors (<i>Mandatory</i>)	<i>Mentioned below</i>
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	<i>Mentioned below</i>
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	<i>Mentioned below</i>
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	<i>Mentioned below</i>
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is “Blended Learning”</i>)	<i>Mentioned below</i>
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	NA
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Yes
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Yes
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Yes
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Yes
12.	Any other document you wish to submit:	NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	<p>Work in familiar, predictable, routine, situation of clear choice The incumbent works in familiar and predictable routine of handling the reception desk. The situation of close supervision (descriptor of level 3) is evident through the following examples:</p> <ul style="list-style-type: none"> •verify Visitor’s queries using defined organisational requirements •Understand the requirements of the inquiry and then direct it to the department/person required. •Issue visitor badges and maintain record of visitors. 	Work in familiar, predictable, routine, and under close supervision.	3
Professional and Technical Skills/ Expertise/ Professional Knowledge	<p>Factual knowledge of field of knowledge or study The incumbent has factual knowledge of field of knowledge or study (managing visitors, calls, and emails)</p> <ul style="list-style-type: none"> •Understand different departments within an organization and their relevant functions •how to answer phone calls and emails and to forward the same to the relevant authorities •understanding comments made by supervisors and responding to the same 	The job holder is expected to exhibit factual knowledge of the office premises Hence, she/he can be placed at Level 3	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<p>Recall and Demonstrate practical skill, routine and repetitive using rule and tool and quality concepts Most of the work involves recall and demonstration of practical skill, is routine and repetitive and in a narrow range of application. The incumbent also uses appropriate company legislation and codes of conduct to complete their work. This is evident through:</p> <ul style="list-style-type: none"> •use permits and checks required for working on the premises •deploy rules and regulations of the office that may apply to visitors •Follow the reporting structure, inter-dependent functions, lines and procedures in the work area •Understand standards, policies, and procedures followed in the company relevant to own employment and performance conditions 	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate concepts Hence, the role qualifies for level 3	3
Broad Learning Outcomes/Core Skill	<p>The incumbent needs language to communicate written or oral, with required clarity, to interact with customers, various supervisors, personnel and teams, confirm requirements and communicate the same for shared understanding. Also prepare a range of routine documentation.</p> <ul style="list-style-type: none"> •use Internet to gather work related information •take notes/instructions related to work •interact in language the visitor is comfortable •provide visitor with all relevant information and direct them in the best way possible 	Language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment.	3

Responsibility	The incumbent works with responsibility for own work under close supervision and which is evident from the incumbent's deliverables For example: Connect with the colleague/ department that the visitor has a meeting with or wants to meet with over internal phone-line respond to the queries of the visitor and provide info about office and its products as per standard guidelines of the organization	Responsibility for own work and learning	3
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Video Conferencing Software	Supports live virtual training sessions, webinars, and discussions	1 (per trainer)
2.	Screen Recording Software	Captures screen activities for creating video tutorials	1 (per trainer)
3.	Webinar Software	Hosts interactive online presentations and workshops	1 (per trainer)
4.	Document Sharing and Collaboration Tools	Allows sharing of course materials, assignments, and collaboration online	1 (per trainer)
5.	Online Assessment Platforms	Conducts quizzes, tests, and assessments online	1 (per trainer)
6.	Communication and Messaging Apps	Facilitates real-time communication between trainers and trainees	As needed
7.	Training Materials (Printed or Digital)	Handouts, manuals, and guides for offline reference	As needed
8.	Projectors or Interactive Whiteboards	Displays slides, videos, and interactive content during in-person sessions	1 (per trainer)
9.	Flipcharts or Whiteboards	Used for brainstorming and visual aids during face-to-face training	1 (per trainer)
10.	Training Rooms or Spaces	Equipped with desks, chairs, and adequate lighting for in-person sessions	As needed
11.	Computers or Laptops	Access digital resources, complete assignments, and practice skills	1 (per trainee)
12.	Printers and Photocopiers	Produces hard copies of training materials and handouts	1 (per trainer)
13.	Stationery and Supplies	Pens, paper, markers, and other materials for note-taking and activities	As needed
14.	Evaluation Forms or Feedback Surveys	Gathers feedback from trainees on the effectiveness of the training program	As needed

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. White/Black Board, Duster, Marker etc.
2. LCD projector, Laptop/desktop

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1				Attached separately			
2							

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023	10000					
2024	10000					
2025	10000					

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: NA

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
	2020-21	6730	5012	4487									
	2021-22	1652	1497	1385									
	2022-23	2403	2013	1871									

List Schemes in which the previous version of Qualification was implemented: NA

- 1.
- 2.

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input checked="" type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	50:50
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	50:50
3	<input checked="" type="checkbox"/> Showing Practical Demonstrations to the learners	LCD, Projector, Laptop, MSOffice Suite, various tools and software, computer camera, computer speakers, wi-fi connectivity	50:50
4	<input checked="" type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Computer systems for all students, printers, wi-fi connectivity	50:50
5	<input checked="" type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	Learning management system	0:100
6	<input checked="" type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Online assessment portals, tablet for each student	0:100
7	<input checked="" type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Access to industry partner in relevant field	100:0

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
MEP/N0711, v1: Computer Application and Information Security Standards	Computer fundamentals and operating system	10	20		
	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	20	20		
	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	10	20			
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.					

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	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.				
	NOS Total	40	60		
	Use various office equipment	10	27		
	PC1. Identify different office equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment etc.) and their functions				
	PC2. use features/ applications of different equipment to complete assigned tasks				
	PC3. maintain material/ supplies required for each equipment				
	PC4. record usage of equipment				
	Carry out basic troubleshooting activities	14	31		
	PC5. carry out minor maintenance of office equipment				
	PC6. rectify minor issues like paper jam, toner change and sound quality				
	PC7. coordinate with 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				
	PC9. identify processes where material utilization can be optimized				
	PC10. conserve materials like paper and ink by using the available settings in the equipment	6	12		
	PC11. ensure computer, printer, scanner and other appliances are switched off when not in use				
	Total Marks	30	70		
	Manage emails, documents, phone calls and queries	20	20		
	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				

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
MEP/N7308, v1: AI-Enhanced Office Productivity Management	PC8. resolve queries within the area of competence or authority and refer others to competent authority	10	20		
	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				
	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				
	Organise meetings				
	PC16. prepare the venue and table the agenda as directed by authorised person	10	20		
	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				
	Total Marks				
	Utilizing AI Tools for Efficient Communication and Task Management	40	60		
	PC1. Focus on critical communication by applying Ai driven tools for email composing and management.	40	60		
	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.					

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	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.				
	Total Marks	40	60		
DGT/VSQ/N0102, v1: Employability Skills (60 Hours)	<i>Introduction to Employability Skills</i>	1	1		
	PC1 identify employability skills required for jobs in various industries				
	PC2 identify and explore learning and employability portals				
	<i>Constitutional values – Citizenship</i>	1	1		
	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				
	<i>Becoming a Professional in the 21st Century</i>	2	4		
	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				
	<i>Basic English Skills</i>	2	3		
	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				
	<i>Career Development & Goal Setting</i>	1	2		
	PC10 understand the difference between job and career				
	PC11 prepare a career development plan with short- and long-term goals, based on aptitude				
	<i>Communication Skills</i>	2	2		
PC12 follow verbal and non-verbal communication etiquette and active listening techniques in various settings					
PC13 work collaboratively with others in a team					
<i>Diversity & Inclusion</i>	1	2			
PC14 communicate and behave appropriately with all genders and PwD					

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC15 escalate any issues related to sexual harassment at workplace according to POSH Act				
	<i>Financial and Legal Literacy</i>	2	3		
	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				
	<i>Essential Digital Skills</i>	3	4		
	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				
	<i>Entrepreneurship</i>	2	3		
	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				
	<i>Customer Service</i>	1	2		
	PC26 identify different types of customers				
	PC27 identify and respond to customer requests and needs in a professional manner.				
	PC28 follow appropriate hygiene and grooming standards				
	<i>Getting ready for apprenticeship & Jobs</i>	2	3		
	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				
	Total Marks	20	30		

Annexure: Assessment Strategy

1. 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. The assessor has to pass an online assessment of theoretical knowledge of the job role and be 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.

2. Testing Environment:

- Training partner must 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.

3. Assessment Quality Assurance levels/Framework:

- Assessor must 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.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or 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.

6. Method for assessment documentation, archiving, 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.

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above.