

## Qualification Pack



# Executive - Secretarial Services

QP Code: MEP/Q0201

Version: 6.0

NSQF Level: 4

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## Qualification Pack

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## Qualification Pack

### MEP/Q0201: Executive - Secretarial Services

#### Brief Job Description

A secretary is responsible for supporting managers and company directors with clerical and administrative tasks. The individual also takes dictation in shorthand and transcribes information to prepare documents.

#### Personal Attributes

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

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [MEP/N0709: Dictation processing, note taking and documenting](#)
2. [MEP/N0710: Executive support and administrative management](#)
3. [MEP/N0241: Maintain records and documentation](#)
4. [MEP/N7309: Office tools and AI technology](#)
5. [MEP/N9914: Communicating with clients, visitors and colleagues effectively](#)
6. [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
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	14
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4120.0100

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	12th grade Pass with 2 Years of experience OR 10th grade pass with 4 Years of experience OR Pursuing 2nd year of 2-year diploma after 12th OR Previous relevant Qualification of NSQF Level (3.5) with 1-2 Years of experience 1.5 years of experience OR Previous relevant Qualification of NSQF Level (3) with 3 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>NSQF Approval Date</b>	30/04/2024
<b>Version</b>	6.0
<b>Reference code on NQR</b>	QG-04-OA-02521-2024-V1-MEPSC
<b>NQR Version</b>	1

### Remarks:

NA

## Qualification Pack

### MEP/N0709: Dictation processing, note taking and documenting

#### Description

This OS unit is about using advanced transcription tools and voice note-taking apps, applying effective note-taking techniques, and leveraging AI-enhanced tools for organizing, formatting, editing, and summarizing notes into professional documents and reports according to organizational standards.

#### Scope

The scope covers the following :

- efficient dictation processing and note making
- document formatting and editing
- documenting and report generation

#### Elements and Performance Criteria

##### *efficient dictation processing and note making*

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

- PC1.** proficiently utilize advanced tools such as Dragon anywhere, Speechnotes, Apple dictation, Braina, etc. for real-time transcription of dictations/ taking dictations, ensuring accuracy and efficiency
- PC2.** proficiently operate voice note-taking apps
- PC3.** apply effective note-taking techniques to capture key information from various sources
- PC4.** organize and categorize notes systematically for easy retrieval and reference
- PC5.** utilize AI-enhanced note-taking apps to streamline the organization and management of notes

##### *document formatting and editing*

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

- PC6.** format transcribed dictations into professional documents according to organizational standards
- PC7.** edit and proofread transcribed text for accuracy, coherence, and grammar
- PC8.** utilize AI-aided tools for automatic grammar and spell-checking to ensure document quality

##### *documenting and report generation*

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

- PC9.** compile notes into comprehensive reports and documents as per organizational requirements
- PC10.** incorporate relevant details and insights from dictations into documented reports
- PC11.** utilize AI-aided tools for generating summaries and extracting key points from notes for report generation

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** Knowledge of the functionalities, features, and best practices for using advanced transcription tools
- KU2.** Understanding the capabilities and user interfaces of various voice note-taking apps to ensure efficient and accurate note capturing.
- KU3.** Familiarity with effective note-taking techniques, including shorthand, active listening
- KU4.** Awareness of organizational standards for document formatting, editing, and presentation to ensure consistency and professionalism in transcribed documents.
- KU5.** Understanding the use of AI-enhanced note-taking and document management apps, including their features for organization, formatting, and editing.
- KU6.** Knowledge of techniques for editing and proofreading documents to ensure accuracy, coherence, and grammatical correctness.

## Generic Skills (GS)

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

- GS1.** Ability to proficiently use advanced transcription tools and voice note-taking applications, ensuring accuracy and efficiency in real-time dictation and note capturing.
- GS2.** Skill in meticulously organizing and categorizing notes for easy retrieval and ensuring that transcribed documents meet organizational standards.
- GS3.** Capability to apply effective note-taking techniques to capture key information accurately and concisely from various sources.
- GS4.** Competence in utilizing AI-enhanced note-taking apps for organizing, managing, formatting, and editing notes and documents systematically.
- GS5.** Proficiency in editing and proofreading transcribed text to ensure it is accurate, coherent, and grammatically correct.
- GS6.** Ability to use AI-aided tools for generating summaries, extracting key points from notes, and compiling comprehensive reports and documents that incorporate relevant details and insights from dictations.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>efficient dictation processing and note making</i>	<b>10</b>	<b>20</b>	-	-
<b>PC1.</b> proficiently utilize advanced tools such as Dragon anywhere, Speechnotes, Apple dictation, Braina, etc. for real-time transcription of dictations/ taking dictations, ensuring accuracy and efficiency	-	-	-	-
<b>PC2.</b> proficiently operate voice note-taking apps	-	-	-	-
<b>PC3.</b> apply effective note-taking techniques to capture key information from various sources	-	-	-	-
<b>PC4.</b> organize and categorize notes systematically for easy retrieval and reference	-	-	-	-
<b>PC5.</b> utilize AI-enhanced note-taking apps to streamline the organization and management of notes	-	-	-	-
<i>document formatting and editing</i>	<b>10</b>	<b>20</b>	-	-
<b>PC6.</b> format transcribed dictations into professional documents according to organizational standards	-	-	-	-
<b>PC7.</b> edit and proofread transcribed text for accuracy, coherence, and grammar	-	-	-	-
<b>PC8.</b> utilize AI-aided tools for automatic grammar and spell-checking to ensure document quality	-	-	-	-
<i>documenting and report generation</i>	<b>20</b>	<b>20</b>	-	-
<b>PC9.</b> compile notes into comprehensive reports and documents as per organizational requirements	-	-	-	-
<b>PC10.</b> incorporate relevant details and insights from dictations into documented reports	-	-	-	-
<b>PC11.</b> utilize AI-aided tools for generating summaries and extracting key points from notes for report generation	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0709
<b>NOS Name</b>	Dictation processing, note taking and documenting
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	1.0
<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/N0710: Executive support and administrative management

#### Description

This OS unit is about managing and scheduling meetings, maintaining the senior's calendar, organizing business travel, coordinating event logistics, and handling queries using various management and AI tools to ensure smooth operations and adherence to organizational protocols.

#### Scope

The scope covers the following :

- organizing meetings and calendar management
- travel and accommodation arrangements
- event coordination and protocol management
- stakeholder engagement and management
- managing queries

#### Elements and Performance Criteria

##### *organizing meetings and calendar management*

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

- PC1.** efficiently organize and schedule meetings, ensuring availability of key stakeholders
- PC2.** maintain and update the senior's calendar with appointments, deadlines, and important events
- PC3.** utilize calendar management tools such as Google Calendar or Microsoft Outlook for scheduling and reminders
- PC4.** coordinate meeting logistics, including room bookings, agenda distribution, and attendee coordination
- PC5.** provide timely reminders and follow-up on meeting preparations and attendance

##### *travel and accommodation arrangements*

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

- PC6.** arrange transportation for the senior's business travel, including flights, trains, or car services
- PC7.** book accommodations for business trips, ensuring comfort and convenience
- PC8.** utilize travel management tools like Expedia or Booking.com for making travel arrangements
- PC9.** coordinate visa applications, travel insurance, and other travel-related documentation as required
- PC10.** provide detailed itineraries and travel packs to the senior, including important contact information and schedules

##### *event coordination and protocol management*

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

- PC11.** plan and coordinate official events, including conferences, seminars, and receptions with relevant official/ colleague

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**PC12.** manage event logistics on behalf of the senior, such as venue selection, catering, guest invitations, and audiovisual setup

**PC13.** ensure compliance with organizational protocols and etiquette guidelines during events

**PC14.** manage issues or concerns on behalf of the senior during the event

### *stakeholder engagement and management*

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

**PC15.** communicate professionally with internal and external stakeholders, both verbally and in writing

**PC16.** use official and regional languages effectively to convey information and ideas

**PC17.** respond promptly to emails, phone calls, and other correspondence on behalf of the senior

**PC18.** utilize email management tools like Gmail or Outlook to organize and prioritize incoming messages

**PC19.** maintain a professional and courteous demeanor when interacting with stakeholders

**PC20.** act as a liaison between the senior and other departments or individuals within the organization/ working environment

### *managing queries*

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

**PC21.** respond promptly to incoming queries from various channels such as email, phone calls, and in-person inquiries

**PC22.** prioritize queries based on urgency and importance, ensuring timely resolution of critical issues

**PC23.** maintain accurate records of queries received, including details such as date, nature of the query, and action taken

**PC24.** provide clear and concise responses to queries, addressing the requester's concerns effectively

**PC25.** escalate queries to appropriate individuals or departments when unable to resolve them independently

**PC26.** follow up with stakeholders to ensure satisfactory resolution of queries and maintain good communication throughout the process

**PC27.** utilize query management tools or software to streamline the process and track progress effectively

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** Understanding the principles and best practices for organizing and scheduling meetings, including prioritizing stakeholder availability and managing conflicts

**KU2.** Comprehensive knowledge of how to maintain and update calendars, manage appointments, deadlines, and important events efficiently

**KU3.** Proficiency in using tools like Google Calendar and Microsoft Outlook for scheduling, setting reminders, and managing notifications

**KU4.** Familiarity with coordinating various meeting logistics, such as room bookings, agenda preparation, and attendee coordination

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- KU5.** Understanding of how to arrange and manage business travel, including booking transportation, accommodations, and coordinating necessary travel documentation
- KU6.** Knowledge of planning and coordinating official events, including managing logistics, ensuring compliance with protocols, and handling issues on behalf of the senior
- KU7.** Understanding effective communication strategies for interacting with internal and external stakeholders, including the use of official and regional languages
- KU8.** Knowledge of email management tools and best practices for prioritizing, organizing, and responding to correspondence and queries efficiently

## Generic Skills (GS)

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

- GS1.** Ability to efficiently organize and schedule meetings, manage calendars, and ensure key stakeholders' availability
- GS2.** Skill in maintaining accurate and up-to-date calendars, coordinating logistics, and providing detailed travel itineraries and packs
- GS3.** Proficiency in using calendar management tools, travel management tools, and query management software to streamline processes and improve efficiency
- GS4.** Ability to communicate professionally and effectively with stakeholders, both verbally and in writing, and to respond promptly to queries and correspondence
- GS5.** Capability to handle issues or concerns during events, prioritize and resolve queries, and escalate when necessary to ensure satisfactory outcomes
- GS6.** Skill in managing time effectively to provide timely reminders, follow-ups, and ensuring adherence to schedules and deadlines

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>organizing meetings and calendar management</i>	<b>10</b>	<b>10</b>	-	-
<b>PC1.</b> efficiently organize and schedule meetings, ensuring availability of key stakeholders	-	-	-	-
<b>PC2.</b> maintain and update the senior's calendar with appointments, deadlines, and important events	-	-	-	-
<b>PC3.</b> utilize calendar management tools such as Google Calendar or Microsoft Outlook for scheduling and reminders	-	-	-	-
<b>PC4.</b> coordinate meeting logistics, including room bookings, agenda distribution, and attendee coordination	-	-	-	-
<b>PC5.</b> provide timely reminders and follow-up on meeting preparations and attendance	-	-	-	-
<i>travel and accommodation arrangements</i>	<b>10</b>	<b>10</b>	-	-
<b>PC6.</b> arrange transportation for the senior's business travel, including flights, trains, or car services	-	-	-	-
<b>PC7.</b> book accommodations for business trips, ensuring comfort and convenience	-	-	-	-
<b>PC8.</b> utilize travel management tools like Expedia or Booking.com for making travel arrangements	-	-	-	-
<b>PC9.</b> coordinate visa applications, travel insurance, and other travel-related documentation as required	-	-	-	-
<b>PC10.</b> provide detailed itineraries and travel packs to the senior, including important contact information and schedules	-	-	-	-
<i>event coordination and protocol management</i>	<b>4</b>	<b>10</b>	-	-
<b>PC11.</b> plan and coordinate official events, including conferences, seminars, and receptions with relevant official/ colleague	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> manage event logistics on behalf of the senior, such as venue selection, catering, guest invitations, and audiovisual setup	-	-	-	-
<b>PC13.</b> ensure compliance with organizational protocols and etiquette guidelines during events	-	-	-	-
<b>PC14.</b> manage issues or concerns on behalf of the senior during the event	-	-	-	-
<i>stakeholder engagement and management</i>	<b>6</b>	<b>20</b>	-	-
<b>PC15.</b> communicate professionally with internal and external stakeholders, both verbally and in writing	-	-	-	-
<b>PC16.</b> use official and regional languages effectively to convey information and ideas	-	-	-	-
<b>PC17.</b> respond promptly to emails, phone calls, and other correspondence on behalf of the senior	-	-	-	-
<b>PC18.</b> utilize email management tools like Gmail or Outlook to organize and prioritize incoming messages	-	-	-	-
<b>PC19.</b> maintain a professional and courteous demeanor when interacting with stakeholders	-	-	-	-
<b>PC20.</b> act as a liaison between the senior and other departments or individuals within the organization/ working environment	-	-	-	-
<i>managing queries</i>	<b>10</b>	<b>10</b>	-	-
<b>PC21.</b> respond promptly to incoming queries from various channels such as email, phone calls, and in-person inquiries	-	-	-	-
<b>PC22.</b> prioritize queries based on urgency and importance, ensuring timely resolution of critical issues	-	-	-	-
<b>PC23.</b> maintain accurate records of queries received, including details such as date, nature of the query, and action taken	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC24.</b> provide clear and concise responses to queries, addressing the requester's concerns effectively	-	-	-	-
<b>PC25.</b> escalate queries to appropriate individuals or departments when unable to resolve them independently	-	-	-	-
<b>PC26.</b> follow up with stakeholders to ensure satisfactory resolution of queries and maintain good communication throughout the process	-	-	-	-
<b>PC27.</b> utilize query management tools or software to streamline the process and track progress effectively	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0710
<b>NOS Name</b>	Executive support and administrative management
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	4
<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

### MEP/N0241: Maintain records and documentation

#### Description

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

#### Scope

The scope covers the following :

- This unit/ task covers the following:
- Maintain record and file documents
- Material and energy/electricity conservation practices

#### Elements and Performance Criteria

##### *Maintain record and file documents*

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

- PC1.** maintain the list of contact details of staff, service providers, suppliers and other stakeholders
- PC2.** file essential correspondences
- PC3.** maintain a catalogue of the files/documentation in the office
- PC4.** establish measures for smooth retrieval of documents and information from the filing system
- PC5.** perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system
- PC6.** ensure that file retention periods are adhered to
- PC7.** report any concerns to the authorised person
- PC8.** seek clarification about filing documents
- PC9.** ensure that the work is correctly documented

##### *Material and energy/electricity conservation practices*

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

- PC10.** identify processes where material utilization can be optimized
- 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.** organizational policies, procedures and guidelines in relation to own job role and responsibilities
- KU2.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU3.** organisational privacy and data security policies
- KU4.** organisational processes related to own work
- KU5.** common information and data relevant to ones job role as per the organisational context

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- KU6.** types and purpose of documents: letter, contract, report, order, notice, correspondence (official or government), curriculum vitae, tabular statement, balance sheet, salary sheet, advertisement, and envelop or mailing label
- KU7.** purpose of maintaining the privacy and confidentiality of documents
- KU8.** procedure to report any data security related issues
- KU9.** the reporting procedure and follow up procedure

## Generic Skills (GS)

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

- GS1.** use professional terms and jargon in documents and communication
- GS2.** read, understand and use various keyboard shortcuts
- GS3.** read and cross check typed matter
- GS4.** read job sheets, policy documents and information displayed at the workplace carefully for correct interpretation
- GS5.** write messages, notes and short descriptive text with reasonable accuracy
- GS6.** write clearly and effectively, and in a way that is easy to understand
- GS7.** listen and respond appropriately
- GS8.** communicate effectively with seniors and co-workers
- GS9.** pay attention to details
- GS10.** ensure that own work is complete and free from errors
- GS11.** maintain punctuality and work as per the priorities agreed with the seniors
- GS12.** plan day-to-day tasks to achieve optimum productivity
- GS13.** plan and organise official and personal work so as to have minimum downtime at work
- GS14.** keep seniors updated with the progress of your work
- GS15.** maintain concentration and patience to avoid poor quality results
- GS16.** manage distractions and maintain workplace discipline
- GS17.** organise documents in such a way that facilitates their ease of identification and retrieval, when required
- GS18.** maintain confidentiality and security of the documents

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain record and file documents</i>	<b>34</b>	<b>54</b>	-	-
<b>PC1.</b> maintain the list of contact details of staff, service providers, suppliers and other stakeholders	-	-	-	-
<b>PC2.</b> file essential correspondences	-	-	-	-
<b>PC3.</b> maintain a catalogue of the files/documentation in the office	-	-	-	-
<b>PC4.</b> establish measures for smooth retrieval of documents and information from the filing system	-	-	-	-
<b>PC5.</b> perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system	-	-	-	-
<b>PC6.</b> ensure that file retention periods are adhered to	-	-	-	-
<b>PC7.</b> report any concerns to the authorised person	-	-	-	-
<b>PC8.</b> seek clarification about filing documents	-	-	-	-
<b>PC9.</b> ensure that the work is correctly documented	-	-	-	-
<i>Material and energy/electricity conservation practices</i>	<b>6</b>	<b>6</b>	-	-
<b>PC10.</b> identify processes where material utilization can be optimized	-	-	-	-
<b>PC11.</b> ensure computer, printer, scanner and other appliances are switched off when not in use	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0241
<b>NOS Name</b>	Maintain records and documentation
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support, Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	17/11/2022
<b>Next Review Date</b>	17/11/2025
<b>NSQF Clearance Date</b>	17/11/2022

## Qualification Pack

### MEP/N7309: Office tools and AI technology

#### Description

This OS unit is about using AI-powered tools and technology to enhance productivity and accuracy in dictation, document preparation, meetings, data analysis, and communications, while staying updated with the latest software and apps.

#### Scope

The scope covers the following :

- leveraging AI Tools for Enhanced Administrative Support

#### Elements and Performance Criteria

##### *leveraging AI tools for enhanced administrative support*

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

- PC1.** utilize AI-powered speech recognition and transcription tools to enhance productivity and accuracy in dictation taking and document preparation
- PC2.** streamline meetings, transcriptions, tasks and improve responsiveness by utilizing virtual assistants such as Google Assistant, Alexa, Cortana, etc.
- PC3.** demonstrate proficiency in using MS Office, Google Office Suite, and other relevant software to efficiently prepare various types of documents
- PC4.** utilize AI tools and technology, such as ChatGPT, Cortana, and Bard, to enhance productivity and efficiency
- PC5.** organize documents using tools such as Google Drive, One Drive, Dropbox, etc.
- PC6.** use AI tools to analyze data trends, generate insights, and automate report generation such as Google Analytics, Zoho Analytics, etc.
- PC7.** write emails and documents utilizing AI features in Grammarly, Copy.ai, etc.
- PC8.** stay updated with the latest tools and technologies and adapt to new software and apps as needed

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding the basic principles of AI and how AI-powered tools function, including speech recognition, transcription, virtual assistants, and document preparation software
- KU2.** Comprehensive knowledge of MS Office and other productivity software, including their advanced features and integrations
- KU3.** Familiarity with cloud storage solutions like Google Drive, OneDrive, and Dropbox, and best practices for organizing and managing digital documents
- KU4.** Knowledge of AI tools used for data analysis and report generation, such as Google Analytics and understanding their applications in business contexts

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- KU5.** Keeping abreast of the latest developments in AI tools, virtual assistants, and other emerging technologies, and understanding their potential impact on productivity and efficiency
- KU6.** Awareness of cybersecurity principles and data privacy regulations relevant to the use of AI tools and cloud storage services

## Generic Skills (GS)

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

- GS1.** Ability to efficiently use and navigate various AI-powered tools and software, including troubleshooting common issues and optimizing their use for specific tasks
- GS2.** Capability to analyze data trends, interpret insights generated by AI tools, and apply this information to make informed decisions and automate tasks
- GS3.** Proficiency in writing clear and effective emails and documents, utilizing AI features in tools like Grammarly and Copy.ai to enhance the quality of written communication
- GS4.** Skill in managing time effectively, using virtual assistants to streamline tasks, schedule meetings, and improve overall responsiveness
- GS5.** Ability to quickly learn and adapt to new software and technological tools as they emerge, ensuring continuous improvement in productivity and efficiency
- GS6.** Competence in organizing and managing digital documents using cloud storage solutions, ensuring easy access and retrieval of information

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>leveraging AI tools for enhanced administrative support</i>	<b>40</b>	<b>60</b>	-	-
<b>PC1.</b> utilize AI-powered speech recognition and transcription tools to enhance productivity and accuracy in dictation taking and document preparation	-	-	-	-
<b>PC2.</b> streamline meetings, transcriptions, tasks and improve responsiveness by utilizing virtual assistants such as Google Assistant, Alexa, Cortana, etc.	-	-	-	-
<b>PC3.</b> demonstrate proficiency in using MS Office, Google Office Suite, and other relevant software to efficiently prepare various types of documents	-	-	-	-
<b>PC4.</b> utilize AI tools and technology, such as ChatGPT, Cortana, and Bard, to enhance productivity and efficiency	-	-	-	-
<b>PC5.</b> organize documents using tools such as Google Drive, One Drive, Dropbox, etc.	-	-	-	-
<b>PC6.</b> use AI tools to analyze data trends, generate insights, and automate report generation such Google Analytics, Zoho Analytics, etc.	-	-	-	-
<b>PC7.</b> write emails and documents utilizing AI features in Grammarly, Copy.ai, etc.	-	-	-	-
<b>PC8.</b> stay updated with the latest tools and technologies and adapt to new software and apps as needed	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7309
<b>NOS Name</b>	Office tools and AI technology
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	3
<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

### MEP/N9914: Communicating with clients, visitors and colleagues effectively

#### Description

This unit deals in detail with communicating effectively with superiors, colleagues, visitors and customers to achieve a smooth workflow.

#### Scope

The scope covers the following :

- Interact with superiors
- Communicate with colleagues
- Communicate effectively with visitors and customers

#### Elements and Performance Criteria

##### *Interact with Superiors*

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

- PC1.** seek clarification about job related requirements, performance indicators and incentives from reporting superior
- PC2.** record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements
- PC3.** escalate grievances and problems to appropriate authority
- PC4.** receive feedback on performance output and quality
- PC5.** report to appropriate authority unethical and inappropriate behaviour at the workplace

##### *Communicate with colleagues*

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

- PC6.** receive information and instructions from colleagues asking clarification where required
- PC7.** accurately pass on information to authorized persons within agreed time and confirm its receipt
- PC8.** give information to others at a pace and in a clear and specific manner
- PC9.** assist others to maximize effectiveness and efficiency in carrying out tasks
- PC10.** display appropriate communication etiquette at work (Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc.)
- PC11.** display active listening skills while interacting with others at work
- PC12.** use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism as applicable
- PC13.** demonstrate responsible and disciplined behaviours at the workplace (Disciplined behaviours: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.)
- PC14.** follow organisational protocol to resolve conflicts at the work place

## Qualification Pack

### *Communicate effectively with visitors and customers*

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

- PC15.** meet and greet visitors promptly, treating them politely and making them feel welcome
- PC16.** provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality
- PC17.** communicate with the visitors in a polite, professional and friendly manner
- PC18.** use feedback to clarify communicated message
- PC19.** communicate respecting the gender, cultural and social differences such as modes of greeting, formality, etc.
- PC20.** identify customer dissatisfaction, reason for dissatisfaction and address them as per standard procedures
- PC21.** maintain proper body language, dress code, gestures and etiquette towards customers and visitors
- PC22.** engage in active listening with visitors and customers on phone
- PC23.** avoid negative questions and statements for clear communication
- PC24.** inform the customers and visitors on delays, any issues or problems before hand and also on the developments involving them
- PC25.** respond to voice messages, e-mails, etc. of customer immediately

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organisations HR systems, policies and procedures
- KU2.** organizational hierarchy and escalation matrix
- KU3.** company policies on personnel management, effective team work at workplace
- KU4.** companys reporting structure
- KU5.** companys documentation policy
- KU6.** various categories of people that one is required to communicate and coordinate with in the organization
- KU7.** importance of teamwork in organizational and individual success
- KU8.** various components of effective communication
- KU9.** key elements of active listening
- KU10.** value and importance of active listening and assertive communication
- KU11.** KISS principle of communication
- KU12.** barriers to effective communication
- KU13.** importance of tone and pitch in effective communication
- KU14.** importance of avoiding casual expletives and unpleasant terms while communicating professional circles
- KU15.** importance of ethics for professional success
- KU16.** importance of discipline for professional success
- KU17.** what constitutes disciplined and professional behaviour

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- KU18.** common reasons for interpersonal conflict
- KU19.** importance of developing effective working relationships for professional success
- KU20.** expressing and addressing grievances appropriately and effectively
- KU21.** importance and ways of managing interpersonal conflict effectively
- KU22.** importance of dealing with grievances effectively
- KU23.** guidelines and legal requirements on disclosure and confidentiality
- KU24.** types of inappropriate behaviours at the workplace and how to recognize them  
(Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour)
- KU25.** organisational guidelines and policies on dealing with inappropriate and unethical behaviour

## Generic Skills (GS)

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

- GS1.** fill in relevant forms and formats clearly and accurately
- GS2.** write messages, notes and short descriptive text with reasonable accuracy for accurate reading comprehension and interpretation of the information text
- GS3.** write factual and quantitative information such as details of people, location or areas, dates, timelines, quantities, etc
- GS4.** write both in English and Local language to carry out work related tasks
- GS5.** write numbers in figures and words using decimal system
- GS6.** read and interpret correctly roman numerals
- GS7.** document and maintain the record as per company's policy
- GS8.** read official documents in English and local Language and interpret main points correctly
- GS9.** read job sheets, company policy documents and information displayed at the workplace
- GS10.** read notes or comments from the supervisor or customer
- GS11.** read and extract relevant information from visitor documentation including identity proofs, introductory letters, documents from or for the organisation, etc
- GS12.** interact with visitors, co-workers (seniors, peers, sub-ordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases
- GS13.** interact in English and/or the local language to respond to visitors in a language they are comfortable with
- GS14.** use effective listening and probing /questioning skills to understand requirement of the visitors
- GS15.** provide clear instructions to the visitors for where they need to go and the formalities they need to complete
- GS16.** identify category of visitor, purpose of visit and the appropriate department and personnel to serve them
- GS17.** spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth

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- GS18.** prioritise tasks while planning and assigning work based on importance and urgency
- GS19.** plan ones day-to-day tasks to achieve optimum productivity
- GS20.** plan and organise official and personal work so as to have minimum downtime at work
- GS21.** manage distractions and maintain workplace discipline
- GS22.** plan and allocate workers, time, equipment and materials
- GS23.** create basic work plans detailing tasks/activities, time allocations, materials resources, assigned responsibilities, required to achieve desired results in a time-bound manner
- GS24.** identify potential impact on customer and organisation of misinterpreting, misguiding or delayed responses to visitors
- GS25.** listen to visitors carefully and interpret their requirement and viewpoints accurately
- GS26.** maintain etiquettes such as maintaining the appropriate physical distance with visitor or co-worker during conversation
- GS27.** be patient and courteous with different types of visitors and workers under all circumstances and situations
- GS28.** apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS29.** take action as appropriate to requests or problems, based on company policy
- GS30.** escalate matters to seniors or resolve matters by oneself, based on nature of the issue and limits of authority required to address it
- GS31.** segment visitors based on various factors such as needs, age, gender, area or location, etc
- GS32.** list risks associated with various categories of visitors
- GS33.** observe, record, analyse and modify work practices to achieve productivity gains
- GS34.** breakdown relevant work process into its constituent activities for ease of analysis
- GS35.** prioritise customers and addressing their needs based on urgency and importance in various situations
- GS36.** identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success
- GS37.** explain which staff behaviours and work practices need to be encouraged or discouraged, on the basis of how they contribute to development of positive or negative organisational culture

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact with Superiors</i>	<b>10</b>	<b>14</b>	-	-
<b>PC1.</b> seek clarification about job related requirements, performance indicators and incentives from reporting superior	-	-	-	-
<b>PC2.</b> record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements	-	-	-	-
<b>PC3.</b> escalate grievances and problems to appropriate authority	-	-	-	-
<b>PC4.</b> receive feedback on performance output and quality	-	-	-	-
<b>PC5.</b> report to appropriate authority unethical and inappropriate behaviour at the workplace	-	-	-	-
<i>Communicate with colleagues</i>	<b>12</b>	<b>20</b>	-	-
<b>PC6.</b> receive information and instructions from colleagues asking clarification where required	-	-	-	-
<b>PC7.</b> accurately pass on information to authorized persons within agreed time and confirm its receipt	-	-	-	-
<b>PC8.</b> give information to others at a pace and in a clear and specific manner	-	-	-	-
<b>PC9.</b> assist others to maximize effectiveness and efficiency in carrying out tasks	-	-	-	-
<b>PC10.</b> display appropriate communication etiquette at work (Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc.)	-	-	-	-
<b>PC11.</b> display active listening skills while interacting with others at work	-	-	-	-
<b>PC12.</b> use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism as applicable	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> demonstrate responsible and disciplined behaviours at the workplace (Disciplined behaviours: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.)	-	-	-	-
<b>PC14.</b> follow organisational protocol to resolve conflicts at the work place	-	-	-	-
<i>Communicate effectively with visitors and customers</i>	<b>18</b>	<b>26</b>	-	-
<b>PC15.</b> meet and greet visitors promptly, treating them politely and making them feel welcome	-	-	-	-
<b>PC16.</b> provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality	-	-	-	-
<b>PC17.</b> communicate with the visitors in a polite, professional and friendly manner	-	-	-	-
<b>PC18.</b> use feedback to clarify communicated message	-	-	-	-
<b>PC19.</b> communicate respecting the gender, cultural and social differences such as modes of greeting, formality, etc.	-	-	-	-
<b>PC20.</b> identify customer dissatisfaction, reason for dissatisfaction and address them as per standard procedures	-	-	-	-
<b>PC21.</b> maintain proper body language, dress code, gestures and etiquette towards customers and visitors	-	-	-	-
<b>PC22.</b> engage in active listening with visitors and customers on phone	-	-	-	-
<b>PC23.</b> avoid negative questions and statements for clear communication	-	-	-	-
<b>PC24.</b> inform the customers and visitors on delays, any issues or problems before hand and also on the developments involving them	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. respond to voice messages, e-mails, etc. of customer immediately	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N9914
<b>NOS Name</b>	Communicating with clients, visitors and colleagues effectively
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	08/05/2025
<b>Next Review Date</b>	08/05/2028
<b>NSQF Clearance Date</b>	08/05/2025

## 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:

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- 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>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## 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.

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**Minimum Aggregate Passing % at QP Level : 70**

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0709.Dictation processing, note taking and documenting	40	60	0	0	100	20
MEP/N0710.Executive support and administrative management	40	60	0	0	100	20
MEP/N0241.Maintain records and documentation	40	60	-	-	100	20
MEP/N7309.Office tools and AI technology	40	60	0	0	100	20
MEP/N9914.Communicating with clients, visitors and colleagues effectively	40	60	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>220</b>	<b>330</b>	<b>-</b>	<b>-</b>	<b>550</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
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>NCO</b>	National Classification of Occupations
<b>NQR</b>	National Qualification Register

## 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.
<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