

## Qualification Pack



# Office Assistant

QP Code: MEP/Q0202

Version: 2.0

NSQF Level: 3

Management & Entrepreneurship and Professional Skills Council || F-04, Plot No. 212, Okhla Industrial Estate, Phase III  
New Delhi -110020

## Qualification Pack

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## Qualification Pack

### MEP/Q0202: Office Assistant

#### Brief Job Description

Office Assistant is responsible for assisting colleagues with clerical and administrative tasks. The person may work separately with a particular department or a group of departments.

#### Personal Attributes

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

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [MEP/N0202: Application of computers](#)
2. [MEP/N0203: Operate various office equipment](#)
3. [MEP/N0204: Managing routine office activities](#)
4. [MEP/N0207: Maintain a healthy, safe and secure working environment](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Office Support, Office Support
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3341.1000
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class
<b>Minimum Level of Education for Training in School</b>	8th Class
<b>Pre-Requisite License or Training</b>	NA

## Qualification Pack

<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	29/04/2020
<b>Next Review Date</b>	25/02/2026
<b>NSQC Approval Date</b>	25/02/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/OAFM/MEPSC/04117
<b>NQR Version</b>	1

## Qualification Pack

### MEP/N0202: Application of computers

#### Description

This unit covers the skills and competencies that user/individual need to operate a computer and office software packages to perform day- to- day activities at workplace.

#### Scope

The scope covers the following :

- Identify parts of computer and storage devices
- Operate computer
- Use various computer applications
- Follow safety and security guidelines

#### Elements and Performance Criteria

##### *Identify parts of computer and storage devices*

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

- PC1.** identify various parts of computers like CPU, keyboard, monitor, etc.
- PC2.** identify different types of storage devices e.g. portable hard disks, flash drives, digital memory card and CDs/DVDs (latest removable devices)

##### *Operate computer*

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

- PC3.** plug the computer to power source and start it
- PC4.** install drivers and applications
- PC5.** access computer drives, directories, and folders

##### *Use various computer applications*

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

- PC6.** use different applications (e.g. Microsoft word, Excel) to maintain records and do calculations
- PC7.** use multimedia settings and applications to upload and download documents, audio and video files
- PC8.** carry out basic troubleshooting
- PC9.** coordinate with IT department/service provider issues not under person's purview
- PC10.** use e-mail to communicate and send documents following organisational access control policy

##### *Follow safety and security guidelines*

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

- PC11.** follow electrical safety precautions while using computers
- PC12.** follow the organisational access control and data security policies
- PC13.** follow cyber security guidelines while storing, retrieving or communicating information online

#### Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** standards, policies and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organisations relevant departments and respective roles and responsibilities
- KU3.** organisations required authorisation procedures
- KU4.** organisational structure, hierarchy and reporting relationships
- KU5.** organisational policy for naming stored files, maintaining backups and version control
- KU6.** data security and privacy policies of the organisation
- KU7.** difference between computer hardware and software
- KU8.** difference between computer software and applications
- KU9.** information systems used in the organisation for recording and managing data and information
- KU10.** various search options for seeking information using the internet
- KU11.** various keyboard shortcuts
- KU12.** professional email etiquette and their importance
- KU13.** ergonomic posture while working on computers
- KU14.** cyber security guidelines while storing, retrieving or communicating information online (through the internet)
- KU15.** methods to deal with computer related problems

## Generic Skills (GS)

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

- GS1.** fill in forms in different formats using computers
- GS2.** document and maintain records as per company policy
- GS3.** read company policy documents and information displayed at the workplace to interpret main points correctly
- GS4.** read notes or comments from the supervisor, other co-workers or vendors
- GS5.** estimate time and effort required to complete a task
- GS6.** decide what queries of the client can be answered and what should be referred to supervisors
- GS7.** determine authorisation requirements as per company policy before passing on information
- GS8.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS9.** use effective listening and probing/questioning skills to understand requirement of the user/ coordinating departments
- GS10.** communicate effectively with managers, supervisors and colleagues
- GS11.** organise checklists, documents, and time scheduling, so that work is completed on time
- GS12.** manage distractions and maintain workplace discipline
- GS13.** plan and organise documentation and device storage for ease of retrieval
- GS14.** breakdown relevant work process into its constituent activities for ease of analysis

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- GS15.** identify potential sources and motives of data theft relevant to various types of information
- GS16.** maintain appropriate physical distance with visitors or co-workers during conversation

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify parts of computer and storage devices</i>	<b>4</b>	<b>8</b>	-	-
<b>PC1.</b> identify various parts of computers like CPU, keyboard, monitor, etc.	2	4	-	-
<b>PC2.</b> identify different types of storage devices e.g. portable hard disks, flash drives, digital memory card and CDs/DVDs (latest removable devices)	2	4	-	-
<i>Operate computer</i>	<b>6</b>	<b>14</b>	-	-
<b>PC3.</b> plug the computer to power source and start it	2	2	-	-
<b>PC4.</b> install drivers and applications	2	6	-	-
<b>PC5.</b> access computer drives, directories, and folders	2	6	-	-
<i>Use various computer applications</i>	<b>14</b>	<b>24</b>	-	-
<b>PC6.</b> use different applications (e.g. Microsoft word, Excel) to maintain records and do calculations	3	6	-	-
<b>PC7.</b> use multimedia settings and applications to upload and download documents, audio and video files	3	6	-	-
<b>PC8.</b> carry out basic troubleshooting	3	4	-	-
<b>PC9.</b> coordinate with IT department/service provider issues not under person's purview	2	4	-	-
<b>PC10.</b> use e-mail to communicate and send documents following organisational access control policy	3	4	-	-
<i>Follow safety and security guidelines</i>	<b>6</b>	<b>24</b>	-	-
<b>PC11.</b> follow electrical safety precautions while using computers	2	4	-	-
<b>PC12.</b> follow the organisational access control and data security policies	2	10	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> follow cyber security guidelines while storing, retrieving or communicating information online	2	10	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0202
<b>NOS Name</b>	Application of computers
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support, Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2027
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### MEP/N0203: Operate various office equipment

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Use various office equipment*

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

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

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

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

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

##### *Material and energy conservation*

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

- PC9.** identify processes where material utilization can be optimized
- PC10.** conserve materials like paper and ink by using the available settings in the equipment
- PC11.** ensure computer, printer, scanner and other appliances are switched off when not in use

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standards, policies and procedures followed in the company relevant to own employment and performance conditions

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

## Generic Skills (GS)

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

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

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use various office equipment</i>	<b>10</b>	<b>27</b>	-	-
<b>PC1.</b> identify different office equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment etc.) and their function	2	6	-	-
<b>PC2.</b> use features/ applications in different equipment to complete assigned tasks	3	8	-	-
<b>PC3.</b> maintain material/ supplies required for each equipment	2	6	-	-
<b>PC4.</b> record usage of equipment	3	7	-	-
<i>Carry out basic troubleshooting activities</i>	<b>14</b>	<b>31</b>	-	-
<b>PC5.</b> carryout minor maintenance of office equipment	4	9	-	-
<b>PC6.</b> carry out minor issues like paper jam, toner change and sound quality issues	4	8	-	-
<b>PC7.</b> coordinate with the concerned person for the resolution of equipment issues following organisational protocol	3	7	-	-
<b>PC8.</b> use alternative means for completion of tasks within stipulated time in case of major equipment breakdown, if required	3	7	-	-
<i>Material and energy conservation</i>	<b>6</b>	<b>12</b>	-	-
<b>PC9.</b> identify processes where material utilization can be optimized	2	4	-	-
<b>PC10.</b> conserve materials like paper and ink by using the available settings in the equipment	2	4	-	-
<b>PC11.</b> ensure computer, printer, scanner and other appliances are switched off when not in use	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0203
<b>NOS Name</b>	Operate various office equipment
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support, Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Next Review Date</b>	NA

## Qualification Pack

### MEP/N0204: Managing routine office activities

#### Description

This unit is about managing day to day activities of the organization.

#### Scope

The scope covers the following :

- Manage phone calls and queries
- Maintain records and documentation
- Organise meeting
- Ensure gender mainstreaming and inclusivity

#### Elements and Performance Criteria

##### *Manage phone calls and queries*

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

- PC1.** receive the phone calls of various stakeholders and channelize them to appropriate authority
- PC2.** greet callers/visitors as per organisational protocol
- PC3.** listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries
- PC4.** ask for feedback and clarifications from the clients/customers on their queries
- PC5.** summarise queries of the clients/customers
- PC6.** resolve queries within the area of competence or authority and refer others to competent authority
- PC7.** access the organization's knowledge base for solutions to queries, wherever required

##### *Maintain records and documentation*

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

- PC8.** maintain list of contact details of staff, service providers, suppliers, and other stakeholders
- PC9.** maintain filing of correspondence, contracts, and documents given by authorised persons
- PC10.** maintain a catalogue of the files/documentation in the office and take inventory periodically
- PC11.** retrieve and replace documents from the filing system, while maintaining the proper order of the filing system
- PC12.** maintain file movement records to track movement of files/records or documents between departments or outside organisation

##### *Organise meetings*

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

- PC13.** prepare the venue, table the agenda as directed by authorised person
- PC14.** coordinate organization of meetings
- PC15.** set-up equipment required for the meeting
- PC16.** organise other arrangements like refreshments required for the meeting

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**PC17.** manage post-meeting activities

*Ensure gender mainstreaming and inclusivity*

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

**PC18.** maintain gender neutral behaviour in communications with colleagues

**PC19.** use non-gendered statements in communication, viz. phone calls, clients

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizations profile, its area of operation, and organizations statute

**KU2.** organizations management tools and systems for recording, categorizing and resolving queries

**KU3.** standard tools, templates and scripts available for dealing with customer queries

**KU4.** the importance of keeping customers informed about timescales for progress and resolution of customer queries

**KU5.** organizations access control policy, data security policy and confidentiality policy

**KU6.** organisational policy for naming stored files, maintaining backups and version control/archiving

**KU7.** organisational hierarchy, various departments, reporting structure and escalation matrix

**KU8.** authorisation requirements as per the company policy for passing on information to others

**KU9.** common information and data relevant to one's job role as per the organisational context

**KU10.** information systems used for recording and managing data and information

**KU11.** various software applications used for the storage, retrieval and communication of data and information

**KU12.** importance of maintaining the privacy and confidentiality of documents

**KU13.** archiving procedures and appropriate file retention periods

**KU14.** different styles and approaches when working with customers

**KU15.** techniques for conveying concern and commitment

**KU16.** gender egalitarian communication

**KU17.** rights of women and persons with disability

## Generic Skills (GS)

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

**GS1.** read and interpret instructions, procedures, information and signs at the workplace

**GS2.** read, understand and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources

**GS3.** write messages, notes and short descriptive text with reasonable accuracy

**GS4.** write both in English and local language to carry out work-related tasks

**GS5.** document and maintain the records as per the company's policy

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- GS6.** communicate effectively with seniors, peers, clients and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases
- GS7.** interact in English or the local language according to the comfort of the other person(s) in the conversation
- GS8.** use effective listening and probing /questioning skills to understand the requirement of the clients
- GS9.** documentation categories, and the appropriate storage facility to be used
- GS10.** plan daily tasks to achieve maximum productivity
- GS11.** organise documents in such a way that facilitates their ease of identification and retrieval, when required
- GS12.** treat all the internal and external customers with respect
- GS13.** demonstrate appropriate etiquette such as maintaining the appropriate physical distance with visitors or co-workers during conversation
- GS14.** be patient and courteous with co-workers and clients under all circumstances and situations
- GS15.** apply problem solving skills, to resolve problems from clients and colleagues
- GS16.** discuss the matters promptly with the relevant authority in case of conflicts or grievances from clients that cannot be redressed by self
- GS17.** breakdown relevant work process into its constituent activities for ease of analysis

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage phone calls and queries</i>	<b>15</b>	<b>23</b>	-	-
<b>PC1.</b> receive the phone calls of various stakeholders and channelize them to appropriate authority	3	4	-	-
<b>PC2.</b> greet callers/visitors as per organisational protocol	2	3	-	-
<b>PC3.</b> listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries	2	3	-	-
<b>PC4.</b> ask for feedback and clarifications from the clients/customers on their queries	2	4	-	-
<b>PC5.</b> summarise queries of the clients/customers	2	3	-	-
<b>PC6.</b> resolve queries within the area of competence or authority and refer others to competent authority	2	3	-	-
<b>PC7.</b> access the organization's knowledge base for solutions to queries, wherever required	2	3	-	-
<i>Maintain records and documentation</i>	<b>12</b>	<b>19</b>	-	-
<b>PC8.</b> maintain list of contact details of staff, service providers, suppliers, and other stakeholders	3	5	-	-
<b>PC9.</b> maintain filing of correspondence, contracts, and documents given by authorised persons	3	4	-	-
<b>PC10.</b> maintain a catalogue of the files/documentation in the office and take inventory periodically	2	4	-	-
<b>PC11.</b> retrieve and replace documents from the filing system, while maintaining the proper order of the filing system	2	3	-	-
<b>PC12.</b> maintain file movement records to track movement of files/records or documents between departments or outside organisation	2	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organise meetings</i>	<b>11</b>	<b>15</b>	-	-
<b>PC13.</b> prepare the venue, table the agenda as directed by authorised person	3	3	-	-
<b>PC14.</b> coordinate organization of meetings	2	3	-	-
<b>PC15.</b> set-up equipment required for the meeting	2	3	-	-
<b>PC16.</b> organise other arrangements like refreshments required for the meeting	2	3	-	-
<b>PC17.</b> manage post-meeting activities	2	3	-	-
<i>Ensure gender mainstreaming and inclusivity</i>	<b>2</b>	<b>3</b>	-	-
<b>PC18.</b> maintain gender neutral behaviour in communications with colleagues	1	2	-	-
<b>PC19.</b> use non- gendered statements in communication, viz. phone calls, clients	1	1	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0204
<b>NOS Name</b>	Managing routine office activities
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support, Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Next Review Date</b>	NA

## Qualification Pack

### MEP/N0207: Maintain a healthy, safe and secure working environment

#### Description

This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.

#### Scope

The scope covers the following :

- Maintain a healthy and hygienic environment
- Follow safety practices at the workplace
- Deal with emergency situations

#### Elements and Performance Criteria

##### *Maintain a healthy and hygienic environment*

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

- PC1.** keep the work area clean and tidy
- PC2.** maintain personal hygiene
- PC3.** report hygiene related concerns (e.g. presence of cockroaches, rats or mosquitos) promptly to the relevant authority

##### *Follow safety practices at the workplace*

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

- PC4.** comply with organization's safety and security policies and procedures
- PC5.** report any identified breaches in safety, and security policies and procedures to the designated persons
- PC6.** complete safety records legibly and accurately

##### *Deal with emergency situations*

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

- PC7.** provide appropriate first-aid to victims in different situations (e.g. heart attack, electric shock, burns, injury from falls)
- PC8.** follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies
- PC9.** follow emergency procedures during accidents or emergency situations
- PC10.** use appropriate fire extinguishers on different types of fires
- PC11.** document and report all hazards, accidents and near-miss incidents as per organisational protocol

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** health Safety and Environment (HSE) practices including the appropriate use of personal protective equipment- hand gloves, safety shoes, safety goggles, masks, apron, Safe use of tools and equipment
- KU2.** constitutes hazardous events and emergency situations
- KU3.** communication protocols for reporting hazardous events
- KU4.** relevant Occupational Health and Safety (OHS) regulations
- KU5.** relevant statutory legislation
- KU6.** relevant enterprise/site safety procedures
- KU7.** enterprise /site emergency procedures and techniques
- KU8.** waste and dangerous materials disposal procedures and practices
- KU9.** procedures for the recording, reporting and maintenance of workplace safety and hygiene
- KU10.** health and safety hazards commonly present in the work environment and related precautions
- KU11.** possible causes of risk, hazard or accident in the workplace
- KU12.** methods of accident prevention - training in health and safety procedures - using health and safety procedures - use of equipment and working practices (such as safe carrying procedures) - safety notices, advice - instruction from colleagues and supervisors
- KU13.** location of health and safety equipment in the workplace
- KU14.** various dangers associated with the use of electrical equipment
- KU15.** precautionary measures to prevent the fire accident

## Generic Skills (GS)

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

- GS1.** write health and safety compliance records
- GS2.** interpret general health and safety guidelines
- GS3.** read and interpret instructions, procedures, information and signs at the workplace
- GS4.** read, understand and interpret various mails/memo/office orders/circulars /letters and office instructions received from various sources
- GS5.** organize, structure and present information
- GS6.** take sound decisions based upon a valid analysis of emergency situations
- GS7.** identify and tackle situations individually or inform the seniors about the same
- GS8.** plan and organize the work to meet health, safety and security requirements

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain a healthy and hygienic environment</i>	<b>7</b>	<b>10</b>	-	-
<b>PC1.</b> keep the work area clean and tidy	2	3	-	-
<b>PC2.</b> maintain personal hygiene	2	3	-	-
<b>PC3.</b> report hygiene related concerns (e.g. presence of cockroaches, rats or mosquitos) promptly to the relevant authority	3	4	-	-
<i>Follow safety practices at the workplace</i>	<b>13</b>	<b>21</b>	-	-
<b>PC4.</b> comply with organization's safety and security policies and procedures	4	6	-	-
<b>PC5.</b> report any identified breaches in safety, and security policies and procedures to the designated persons	5	7	-	-
<b>PC6.</b> complete safety records legibly and accurately	4	8	-	-
<i>Deal with emergency situations</i>	<b>20</b>	<b>29</b>	-	-
<b>PC7.</b> provide appropriate first-aid to victims in different situations (e.g. heart attack, electric shock, burns, injury from falls)	4	6	-	-
<b>PC8.</b> follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	4	4	-	-
<b>PC9.</b> follow emergency procedures during accidents or emergency situations	4	7	-	-
<b>PC10.</b> use appropriate fire extinguishers on different types of fires	5	7	-	-
<b>PC11.</b> document and report all hazards, accidents and near-miss incidents as per organisational protocol	3	5	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0207
<b>NOS Name</b>	Maintain a healthy, safe and secure working environment
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support, Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Next Review Date</b>	NA

### 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.

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

**(Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to

## Qualification Pack

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/N0202.Application of computers	30	70	-	-	100	15
MEP/N0203.Operate various office equipment	30	70	-	-	100	30
MEP/N0204.Managing routine office activities	40	60	-	-	100	30
MEP/N0207.Maintain a healthy, safe and secure working environment	40	60	-	-	100	25
<b>Total</b>	<b>140</b>	<b>260</b>	<b>-</b>	<b>-</b>	<b>400</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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