

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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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

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

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

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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>	4	8	-	-
PC1. identify various parts of computers like CPU, keyboard, monitor, etc.	2	4	-	-
PC2. 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>	6	14	-	-
PC3. plug the computer to power source and start it	2	2	-	-
PC4. install drivers and applications	2	6	-	-
PC5. access computer drives, directories, and folders	2	6	-	-
<i>Use various computer applications</i>	14	24	-	-
PC6. use different applications (e.g. Microsoft word, Excel) to maintain records and do calculations	3	6	-	-
PC7. use multimedia settings and applications to upload and download documents, audio and video files	3	6	-	-
PC8. carry out basic troubleshooting	3	4	-	-
PC9. coordinate with IT department/service provider issues not under person's purview	2	4	-	-
PC10. use e-mail to communicate and send documents following organisational access control policy	3	4	-	-
<i>Follow safety and security guidelines</i>	6	24	-	-
PC11. follow electrical safety precautions while using computers	2	4	-	-
PC12. 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
PC13. follow cyber security guidelines while storing, retrieving or communicating information online	2	10	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

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

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

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National Occupational Standards (NOS) Parameters

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

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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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

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

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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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

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

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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
Total	140	260	-	-	400	100

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Acronyms

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

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Glossary

Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	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.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	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.
Scope	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.

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Knowledge and Understanding (KU)	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.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	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.
Options	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.