



QUALIFICATION FILE

Office Assistant

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

☐ Upskilling ☐ Dual/Flexi Qualification ☒ For ToT ☒ For ToA

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

NCrF/NSQF Level: 3

Submitted By:

Management & Entrepreneurship and Professional Skills Council (MEPSC)

F-04, Plot No. 212, Okhla Industrial Estate, Phase III, New Delhi -110020

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Section 1: Basic Details

Qualification Name	Office Assistant																			
Sector/s	Management & Entrepreneurship and Professional Skills Council																			
Type of Qualification: ☒ New ☐ Revised ☒ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: 2021/OAFM/MEPSC/04117, v 1.0	Qualification Name of existing/previous version: MEP/Q0202: Office Assistant, v 2.0																		
a. OEM Name b. Qualification Name (Wherever applicable)	Office Assistant																			
National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	NQR code: 2021/OAFM/MEPSC/04117, v 1.0	1. NCrf/NSQF Level: 3																		
Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure))	Certificate																			
Brief Description of the Qualification	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.																			
Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5th grade pass</td> <td>with 5 year relevant experience</td> </tr> <tr> <td>2</td> <td>8th grade pass</td> <td>with 2 year relevant experience</td> </tr> <tr> <td>3</td> <td>9th grade pass</td> <td>with 1 year relevant experience</td> </tr> <tr> <td>4</td> <td>Grade 10 pass</td> <td></td> </tr> <tr> <td>5</td> <td>Previous relevant Qualification of NSQF Level 1</td> <td>with 1.5 year relevant experience</td> </tr> </tbody> </table> b. Age: 18		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	5th grade pass	with 5 year relevant experience	2	8th grade pass	with 2 year relevant experience	3	9th grade pass	with 1 year relevant experience	4	Grade 10 pass		5	Previous relevant Qualification of NSQF Level 1	with 1.5 year relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																		
1	5th grade pass	with 5 year relevant experience																		
2	8th grade pass	with 2 year relevant experience																		
3	9th grade pass	with 1 year relevant experience																		
4	Grade 10 pass																			
5	Previous relevant Qualification of NSQF Level 1	with 1.5 year relevant experience																		
Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	9	2. Common Cost Norm Category (I/II/III) (wherever applicable): III																		
Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																			

Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☐ Offline ☐ Online ☒ Blended Minimum Duration with one elective						
	Training Delivery Modes	Theor y (Hours)	Practic al (Hours)	ES	OJT Mandator y (Hours)	OJT Recommende d (Hours)	Total (Hours)
	Classroom (offline)	60	60		-	-	120
	Online, Blended	60	60	30	-	-	150
Total hours = 270							
Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/3341.1000						
Progression path after attaining the qualification (Please show Professional and Academic progression)	Secretary/ Office Executive						
Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi						
Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:						
Is the Job Role Amenable to Persons with Disability	☒ Yes ☐ No If "Yes", specify applicable type of Disability:						
How Participation of Women will be Encouraged	Both men and women can equally participate						
Are Greening/ Environment Sustainability Aspects Covered	☒ Yes ☐ No						
Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☒ Yes ☐ No Colleges ☒ Yes ☐ No						
Name and Contact Details of Submitting / Awarding Body SPOC	Name: Col. Anil Kumar Pokhriyal Email: ceo@mepsc.in Contact No.: 011-24645100 Website: https://www.mepsc.in/						
Final Approval Date by NSQC: 25/02/2021	3. Validity Duration: 36 Months			4. Next Review Date: 24/02/2024			

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

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

S . N o	NOS/Module Name	NOS/ Modul e Code & Versio n (if applic able)	Core / Non- Core	NC rF/ NS QF Lev el	Cre dits as per NCr F	Training Duration (Hours)						Assessment Marks					
						Th.	Pr.	E S	O J T - M a n.	O J T - R e c .	Tot al	Th.	Pr.	P r o j .	V o l u n t e e r	Tota l	Wei ghta ge (%) (if appli cabl e)
1.	Application of computers	MEP/ N0202 , v3.0	Core	3	2	30	30		-	-	60	30	70			100	25
2.	Operate various office equipment	MEP/ N0203 , v3.0	Core	3	3	45	45		-	-	90	30	70			100	25
3.	Manage routine office activities	MEP/ N0204 , v3.0	Core	3	2	30	30		-	-	60	40	60			100	20
4.	Maintain a healthy, safe and secure working environment	MEP/ N0207 , v3.0	Non- Core	3	1	15	15		-	-	30	40	60			100	15
5.	Employability Skills	DGT/ VSQ/ N0101 , v1.0	Non- Core	2	1			3 0	-	-	30	20	30	-	-	50	15
Duration (in Hours) / Total Marks					9	120	120	3 0	-	-	270	160	290			450	100

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJ T-M.n.	OJ T-Re.c.	Total	Th.	Pr.	Pr o j .	V i v a	Total	Weightage (%) (if applicable)
1.																
2.																
3.																
Duration (in Hours) / Total Marks																

Optional NOS/s:NA

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	P r.	OJ T-M.n.	OJ T-Re.c.	Total	Th.	P r.	Pr o j .	V i v a	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																

Assessment - Minimum Qualifying Percentage

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

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

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

Section 3: Training Related

Trainer's Qualification and experience in the relevant sector (in years) (as	Trainer Prerequisites									
	Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks			
			Years	Specialization	Years	Specialization				

per NCVET guidelines)	Graduate		3	Office assistant, Multifunction admin, Secretary	2	Office assistant, Multifunction admin, Secretary		
	Trainer Certification							
	Domain Certification	Platform Certification						
	MEP/Q0202 Office Assistant, v4.0 Minimum accepted score is 80%.	MEP/Q2601, v3.0 Trainer (VET& Skills) Minimum accepted score is 80%.						

Section 4: Assessment Related

Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Assessor Prerequisites						
	Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
			Years	Specialization	Years	Specialization	
	Graduate		3	Office assistant, Multifunction admin, Secretary	2	Office assistant, Multifunction admin, Secretary	
	Assessor Certification						
	Domain Certification			Platform Certification			
	MEP/Q0202 V 4.0 Office Assistant Minimum accepted score is 80%.			MEP/Q2701, V3.0, Assessor (VET & Skills) Minimum accepted score is 80%.			

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

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

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Work in familiar, predictable, routine, situation of clear choice The incumbent works in familiar and predictable routine of handling the reception desk. The situation of close supervision (descriptor of level 3) is evident through the following examples: •verify Visitor's queries using defined organisational requirements •Understand the requirements of the inquiry and then direct it to the department/person required. •Issue visitor badges and maintain record of visitors.	Work in familiar, predictable, routine, and under close supervision.	3
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual knowledge of field of knowledge or study The incumbent has factual knowledge of field of knowledge or study (managing visitors, calls, and emails) •Understand different departments within an organization and their relevant functions •how to answer phone calls and emails and to forward the same to the relevant authorities •understanding comments made by supervisors and responding to the same	The job holder is expected to exhibit factual knowledge of the office premises Hence, she/he can be placed at Level 3	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Recall and Demonstrate practical skill, routine and repetitive using rule and tool and quality concepts Most of the work involves recall and demonstration of practical skill, is routine and repetitive and in a narrow range of application. The incumbent also uses appropriate company legislation and codes of conduct to complete their work. This is evident through: •use permits and checks required for working on the premises •deploy rules and regulations of the office that may apply to visitors •Follow the reporting structure, inter-dependent functions, lines and procedures in the work area •Understand standards, policies, and procedures followed in the company relevant to own employment and performance conditions	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate concepts Hence, the role qualifies for level 3	3
Broad Learning Outcomes/Core Skill	The incumbent needs language to communicate written or oral, with required clarity, to interact with	Language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic	3

	customers, various supervisors, personnel and teams, confirm requirements and communicate the same for shared understanding. Also prepare a range of routine documentation. •use Internet to gather work related information •take notes/instructions related to work •interact in language the visitor is comfortable •provide visitor with all relevant information and direct them in the best way possible	principles, basic understanding of social political and natural environment.	
Responsibility	The incumbent works with responsibility for own work under close supervision and which is evident from the incumbent's deliverables For example: Connect with the colleague/ department that the visitor has a meeting with or wants to meet with over internal phone-line respond to the queries of the visitor and provide info about office and its products as per standard guidelines of the organization	Responsibility for own work and learning	3

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Internet connection		
2	Training app		
3	Computer or mobile		

Classroom Aids

The aids required to conduct sessions in the classroom are:

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

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

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

Annexure: Training & Employment Details

Training and Employment Projections:

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

Data to be provided year-wise for next 3 years

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

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

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

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

- 1.
- 2.

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

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

Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
MEP/N0201: Application of Computers, v3.0	<i>Identify parts of computer and storage devices</i>	4	8		
	PC1. identify and describe 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).				
	<i>Operate computer</i>	6	14		
	PC3. plug the computer to power source and start it				
	PC4. install drivers and applications				
	PC5. access computer drives, directories, and folders				
	<i>Use various computer applications</i>	14	24		
	PC6. use different applications to maintain records and do calculations			-	-
	PC7. use multimedia settings and applications to upload and download documents, audio and video files	19	27	-	-
	PC8. carry out basic troubleshooting	-	-	-	-
	PC9. coordinate with IT department/service provider for issues not under his/her purview	-	-	-	-

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC10. use e-mail to communicate and send documents	-	-	-	-
	<i>Follow safety and security guidelines</i>	6	24	-	-
	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			-	-
	NOS Total	30	70	-	-
MEP/N0203 Operate various office equipment v3.0	<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 functions				
	PC2. use features/ applications of different equipment to complete assigned tasks				
	PC3. maintain material/ supplies required for each equipment				
	PC4. record usage of equipment				
	<i>Carry out basic troubleshooting activities</i>	14	31		
	PC5. carry out minor maintenance of office equipment				
	PC6. rectify minor issues like paper jam, toner change and sound quality				
	PC7. coordinate with concerned person for the resolution of equipment issues following organisational protocol				
	PC8. use alternative means for completion of tasks within stipulated time in case of major equipment breakdown. If required				
	<i>Material and energy conservation</i>	6	12		
	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				
	Total Marks	30	70		
MEP/N0204 Manage routine office activities, V3.0	<i>Manage phone calls and queries</i>				
	receive the phone calls of various stakeholders and channelize them to appropriate authority	15	23		
	greet callers/visitors as per organisational protocol				
	listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries				
	ask for feedback and clarifications from the clients/customers on their queries				
	summarise queries of clients/customers				
	resolve queries within the area of competence or authority and refer others to competent authority				
	access the organization's knowledge base for solutions to queries, wherever required				

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC8. maintain a gender-neutral behaviour in interactions with internal and external stakeholders				
	<i>Maintain records and documentation</i>	12	19		
	PC9. maintain the list of contact details of staff, service providers, suppliers, and other stakeholders				
	PC10. maintain filing of correspondences, contracts, and documentation given by the authorised persons				
	PC11. keep a track of inventory periodically				
	PC12. retrieve and replace documents from the filing system, while maintaining the proper order of the filing system				
	PC13. maintain file movement records to track movement of files/records or documents between departments or outside organisation				
	<i>Organise meetings</i>	11	15		
	PC14. prepare the venue and table the agenda as directed by authorised person				
	PC15. set-up venue to accommodate persons with disability				
	PC 16. coordinate organization of meeting				
	PC17. set-up equipment required for the meeting				
	PC18. organise other arrangements like refreshments for the meeting				
	PC19. manage post-meeting activities				
	Total Marks	40	60		
MEP/N0207 Maintain a healthy, safe and secure working environment, V3.0	<i>Maintain a healthy and hygienic environment</i>			-	-
	PC1. keep the work area clean and tidy	-	-	-	-
	PC2. maintain personal hygiene	-	-	-	-
	PC3. report hygiene related concerns (e.g. presence of cockroaches, rats, mosquitos) promptly to the relevant authority	-	-	-	-
	<i>Apply relevant health and safety practices at the workplace</i>	-	-	-	-
	PC4. comply with organization's safety and security policies and procedures	8	21	-	-
	PC5. report any identified breaches in safety, security policies and procedures to the designated persons	-	-	-	-
	PC6. complete safety records legibly and accurately	-	-	-	-
	<i>Deal with emergency situations</i>	-	-	-	-
	PC7. provide appropriate first-aid to victims in various 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	-	-	-	-

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC10. use appropriate fire extinguishers on different types of fires correctly	6	9	-	-
	PC11. document and report all hazards, accidents and near-miss incidents as per organisational protocol	-	-	-	-
	Total Marks	40	60	-	-
DGT/VSQ/N0101: Employability Skills (30 Hours), V1.0	Introduction to Employability Skills	1	1		
	PC1.Understand the significance of employability skills in meeting the current job market requirement and future of work				
	Constitutional values – Citizenship PC2.identify constitutional values, including civic rights and duties, ethics and environmentally sustainable practices	1	1	-	-
	Becoming a Professional in the 21st Century PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self - motivation, problem solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	1	1		-
	Basic English Skills PC4. speak with others using some basic English phrases or sentences	2	3		-
	Communication Skills PC5. follow good manners while communicating with others	1	1		-
	PC6. work with others in a team				-
	Diversity and Inclusion PC7. communicate and behave appropriately with all genders and PwD	1	1		-
	PC8. report any issues related to sexual harassment				-
	Financial and Legal Literacy PC9. use various financial products and services safely and securely	3	4	-	-
	PC10. calculate income, expenses, savings etc.			-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws			-	-
	Essential Digital Skills PC12. operate digital devices and use its features and applications securely and safely	4	6	-	-
	PC13. use internet and social media platforms securely and safely			-	-
	Entrepreneurship PC14. identify and assess opportunities for potential business	3	5	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges			-	-
	Customer Service PC16. identify different types of customers	2	2	-	-
	PC17. identify customer needs and address them appropriately			-	-
	PC18. follow appropriate hygiene and grooming standards			-	-

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Getting ready for apprenticeship & Jobs	1	3	-	-
	PC19. create a basic biodata			-	-
	PC20. search for suitable jobs and apply			-	-
	PC21. identify and register apprenticeship opportunities as per requirement				
	Total Marks	20	30		

Annexure: Assessment Strategy

1. Assessment System Overview:

Assessment will be carried out by assessment partners with no link to training partners. Based on the results of assessment, MEPSC will certify the learners. Assessor has to pass online assessment of theoretical knowledge of the job role and approved by MEPSC.

The assessment will have both theory and practical components in 40:60 ratio.

While theory assessment is summative and a written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature

2 Testing Environment:

Training partner has to share the batch start date and end date, number of trainees and the job role.

Assessment will be fixed for a day after the end date of training. It could be next day or later. Assessment will be conducted at the training venue.

Room where assessment is conducted will be set with proper seating arrangements with enough space to prevent copying.

Question bank of theory and practical will be prepared by assessment agency and approved by MEPSC. From this set of questions, assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on the theoretical knowledge of the subject.

The theory and practical assessments will be carried out on same day. If number of candidates are many, more assessors and venue will be organized on same day of the assessment.

Presentation will be one mode of assessment and so computers and LCD projector will be available for assessment. Viva will be used to gauge trainees' confidence and correct knowledge in handling job situations like interacting with clients and colleagues.

The question paper will be pre-loaded in the computer and it will be in the language requested by the training partner.

3. Assessment Quality Assurance levels/Framework:

Assessor has to go through orientation program organized by Assessment Agency. The training will give an overview to the assessors on the overall framework of QP evaluation. Assessor will also be given a NOS and PC level overview of each QP as applicable. Overall structure of assessment and objectivity of the marking scheme will be explained to them.

The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme. The weightages given to each module will be adhered to in the question paper.

For practical, the instructions for taking the test are clearly written on the board in the lab or shared with the candidates verbally.

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Adhar card number is part of registering the candidate for training. This will form the basis of further verification during the assessment.

Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role.

The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment. The training partner will also intimate the time of arrival of the assessor and time of leaving the venue.

The assessment will be video recorded and submitted to MEPSC. Video of the practical session is prepared and submitted to MEPSC.

Random spot checks/audit is conducted by MEPSC assigned persons to check the quality of assessment.

Assessment agency will be responsible to put details in SIP.

MEPSC will also validate the data and result received from the assessment agency.

6. Method for assessment documentation, archiving, and access

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by MEPSC assessment team. After upload, only MEPSC can access this data.

MEPSC approves the results within a week and uploads on SIP.

Annexure: Acronym and Glossary

Acronym

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

Glossary

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