

NSQC QUALIFICATION FILE

Approved in 22nd NSQC Meeting, 19th December 2018

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

MEPSC,
Management & Entrepreneurship and Professional Skills Council,
14 Management House, Institutional Area,
Lodhi Road, New Delhi-110003

Name and contact details of individual dealing with the submission

Name: Col. Anil Kumar Pokhriyal

Position in the organisation: Chief Executive Officer

Address if different from above: Same as above

Tel number(s): 011- 24645100,

E-mail address: ceo@mepsc.in

List of documents submitted in support of the Qualifications File

- Qualification Pack with National Occupational Standards
- Occupational Map
- Summary of Industry validations
- Survey Report by ILO Supporting Quality Teaching, Training and Assessing for Skills Development: India

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- SUMMARY

1	Qualification Title: Multifunctional Administration Executive
2	Qualification Code, if any: MEP/Q0205
3	NCO code and occupation: NCO-2015/NIL
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term): This is a Qualification Pack (QP) containing National Occupational Standards for the job role –Multifunctional Administrative Executive The main purpose of the qualification and the target learners is to get unemployed people into work and to upgrade the skills of people already in work.
5	Body/bodies which will award the qualification: Management &Entrepreneurship and Professional Skills Council (MEPSC)
6	Body which will accredit providers to offer courses leading to the qualification: Management &Entrepreneurship and Professional Skills Council (MEPSC)
7	Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy) : Under development
8	Occupation(s) to which the qualification gives access: Office Support
9	Job description of the occupation: An Administration Executive performs administrative and office support activities. The work could involve upkeep and maintenance of office premises; book-keeping and filing; purchases and vendor management for office supplies, stationery and up-keep; ensuring comfort of staff and visitors; receiving and forwarding calls; co-ordination of incoming and outgoing mail as well as organizing meeting rooms and travel for staff.
10	Licensing requirements: N/A
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided) : N/A
12	Level of the qualification in the NSQF: Level 5
13	Anticipated volume of training/learning required to complete the qualification: 250 Hours
14	Indicative list of training tools required to deliver this qualification: Training Kit (PowerPoint, Trainer Guide), housekeeping equipment, health and safety guidelines, sample quotations, sample vendor agreements, sample stock register, inventory register, travel plan format, ICT equipment, identity cards, proof documents, visitor's register, VIP movement register, incoming and outgoing mail register, small weighing machine, safety instructions charts, charts for safe working practices, Fire safety chart, Fire extinguisher
15	Entry requirements and/or recommendations and minimum age: 12th standard passed or equivalent, 2 years experience in any office, 20 Years old
16	Progression from the qualification (Please show Professional and

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	academic progression) : Admin Manager		
17	Arrangements for the Recognition of Prior learning (RPL) : RPL arrangements and policies are under development. The guidelines should be ready in 2-3 months		
18	International comparability where known (research evidence to be provided) : Comparability not yet established, however we have referred to UK and Australian NOS while developing the qualification		
19	Date of planned review of the qualification: 04/07/2022		
21	Formal structure of the qualification		
	Mandatory components		
(i)	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours)	Level
	MEP/N0217 Ensure up-keep of office premises and office facilities	30	5
	MEP/N0218 Manage vendors for procurement of office supplies and services	30	5
	MEP/N0219 Maintain and issue office stationary and supplies	15	5
	MEP/N0220 Maintain office related records and documentation	15	4
	MEP/N0221 Organise for local transport and out-station ticketing for staff in co-ordination with travel vendor	30	5
	MEP/N0222 Organize for readiness of meeting rooms and venues for office meetings and events	25	5
	MEP/N0215 Co-ordinate incoming and outgoing mail	15	3
	MEP/N0216 Use computers to store, retrieve and	30	3

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	communicate information		
	MEP/N9903 Apply health and safety practices at the workplace	30	4
	MEP/N9914 Communicate with clients, visitors and colleagues effectively	30	4
	Sub Total (A)		
	Optional components (N/A)		
	Total (A+B)		

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SECTION 1 ASSESSMENT

21	Body/Bodies which will carry out assessment: Assessments agencies empanelled with MEPSC to carry out assessment: <ul style="list-style-type: none">- Aspiring Minds Assessments Pvt Ltd- Co Cubes Technologies Pvt Ltd- India Skills Pvt Ltd- Induslynk Training Services Pvt Ltd (METTL)- Skill Training Assessment Management Partners Ltd (STAMP)- Trendsetters Skill Assessors Pvt Ltd
22	How will RPL assessment be managed and who will carry it out? RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack. RPL assessment is carried out in the same way as the assessment for fresh training.
23	Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF. Annexure attached (Assessment Matrix is mentioned at the end of the Model Curriculum)

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component: Multifunctional Administrative Executive

Criteria For Assessment Of Trainees

Job Role: Multifunctional Administrative Executive

Qualification Pack: MEP/Q0205

Sector Skill Council: Management & Entrepreneurship and Professional Skills Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below.)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

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Compulsory NOS				Marks Allocation	
Total Marks: 1000					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
MEP/N0217 Ensure up-keep of office premises and facilities	PC1. identify workplace procedures for up-keep for the allocated area	100	5	2	3
	PC2. ensure cleanliness of office premises by co-ordinating with housekeeping staff		6	2	4
	PC3. identify specific requirements for housekeeping activities in different parts of the office area		6	2	4
	PC4. identify housekeeping staff requirement based on the office infrastructure as well as in discussion with management and organise for the same		6	2	4
	PC5. complete verification, on-boarding and orientation formalities for housekeeping staff		6	2	4
	PC6. provide instructions to housekeeping staff with regards to work as well acceptable behaviour standards in the organisation		6	2	4
	PC7. allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines		6	2	4
	PC8. conduct checks to ensure housekeeping requirements of the office are met		6	2	4
	PC9. provide feedback to housekeeping staff for areas of improvement		5	2	3
	PC10. ensure adequate stock of housekeeping supplies as per organisational procedures		5	2	3
	PC11. maintain attendance and leave records of the housekeeping staff		5	2	3
	PC12. identify various office facilities under own responsibility		5	2	3
	PC13. obtain office norms for up-time and up-keep requirements for various facilities		5	2	3

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	PC14. conduct check in entire office premises to identify any facility that is not working as it should as per office norms		6	2	4
	PC15. organise and commission repair or maintenance works to address requirements in the office with respect to electric works, plumbing, masonry work, carpentry, etc.		6	2	4
	PC16. log all maintenance requirements as per organisational procedures		5	2	3
	PC17. co-ordinate with the service provider for repair or maintenance work to ensure minimum downtime		6	2	4
	PC18. ensure availability and replenishment of adequate consumables for various office facilities as per organisational procedures		5	2	3
		Total	100	36	64
MEP/N0218 Manage vendors for procurement of office supplies and services	PC1. obtain requisition for goods or services from authorised persons as per organisational requisitioning process with details of goods or services required including quantity, quality and delivery schedule related specifications	100	5	2	3
	PC2. obtain organisational norms for vendor evaluation and selection		5	2	3
	PC3. source and collect information about suppliers providing the desired supplies and materials in the market through secondary research and contacts		6	2	4
	PC4. select right supplier(s) for required supplies and materials as per organisational policy using various criteria for selection		6	2	4
	PC5. obtain quotations from supplier(s) after providing them quality / brand specifications and quantity requirements of the desired materials		6	2	4
	PC6. negotiate with supplier(s) on prices and supply time of materials to get the best deal for the organisation		6	2	4

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	PC7. evaluate suppliers using organisational criteria in order to identify supplier(s) that best meet requirements by preparing a comparative costing and terms and conditions of the vendors		6	2	4
	PC8. complete documentation for selection for the supplier including contracts, internal approvals, etc.		6	2	4
	PC9. register the vendor in co-ordination with finance team as per organisational norms after sourcing vendor registration information and documentation from the vendor		6	2	4
	PC10. release purchase order for procurement of the required goods or services to the supplier in co-ordination with the finance department		5	2	3
	PC11. assess the quality of goods and services supplied against specifications		5	2	3
	PC12. chase up late or incorrect orders with suppliers		5	2	3
	PC13. determine and document non-compliance and implement corrective action within the terms of contractual arrangements		5	2	3
	PC14. manage relationships with suppliers to support effective delivery according to workplace procedures		5	2	3
	PC15. review and renegotiate vendor agreements as required to ensure timely delivery and cost-effective supply of quality goods and services		5	2	3
	PC16. obtain and check invoice or bill of purchases from vendor after the delivery of goods or services, check to ensure it is correct as per the agreed terms of contract		5	2	3
	PC17. complete and forward documentation for processing payments, while and co-ordinate between vendor and finance department for timely release of payment to the vendor		5	2	3
		Total	92	34	58
MEP/N0219 Maintain and issue	PC1. receive and store stationary and supplies in a safe, secure hygienic		8	3	5

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office stationery and supplies	manner				
	PC2. organise the stored supplies to ensure that they are easily retrievable and can be withdrawn on a first in- first out basis	8	3	5	
	PC3. make accurate entries of stock received and stored in the stock register maintained physically as well as using computer applications	8	3	5	
	PC4. maintain the requirements of storage and security	8	3	5	
	PC5. carry out stock checks, including physical and document verification	8	3	5	
	PC6. receive and record request for issuing of stationery and supplies	8	3	5	
	PC7. issue stationery and supplies in accordance with requirements	8	3	5	
	PC8. maintain up-to-date records of stock issued, against available in storage in the stock register	8	3	5	
	PC9. file acknowledgement of receipt of stationery or supply issues securely	9	4	5	
	PC10. monitor stocks of stationery and supplies levels to identify when to re-order as per re-order levels established by organisation	9	4	5	
	PC11. raise requisition promptly when re-order levels are reached following organisational process laid out for the same	9	4	5	
	PC12. deal with unwanted or damaged stationery and supplies safely and as per organisational guidelines	9	4	5	
	Total	100	40	60	
MEP/N0220 Maintain office related records and documentation	PC1. maintain list of contact details of staff, service providers, suppliers and emergency services	100	12	5	7
	PC2. maintain staff birthday's, list of holidays as well as important dates for the whole organisation and share with staff		12	4	8

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	PC3. maintain filing system for essential correspondences, vendor rate cards/contracts, office administration related documents and specific documentation given by authorised persons for filing		13	5	8
	PC4. seek clarification, guidance and confirmation from work supervisor at the appropriate time, to ensure the work is documented correctly and efficiently		13	5	8
	PC5. store documents in a manner that ensures information and the documents can be retrieved from the filing system easily		13	5	8
	PC6. retrieve and replace documents from the files when required without disturbing the proper order of the filing system		13	5	8
	PC7. maintain a record of all the files being maintained and take inventory periodically to ensure that all the files are accounted for		12	6	6
	PC8. take measures to ensure that the documents are safety stored and secured in a risk-free environment		12	5	7
		Total	100	40	60
MEP/N0221 Organise for local transport and out-station ticketing for staff in co-ordination with travel vendor	PC1. confirm purpose and requirements of local or outstation travel including planned itinerary, budget, meeting requirements and traveller preferences	100	10	4	6
	PC2. prepare travel plan and schedule in the format agreed on with the approved travel agent or vendor and share the information		10	4	6
	PC3. receive travel mode options along with detailed schedule and costing for each from the travel agent or vendor		10	4	6
	PC4. share the travel mode options, schedule and costing with authorised personnel for approval		10	4	6
	PC5. make bookings in accordance with organisational policies and procedures for business travel		10	4	6
	PC6. identify and arrange for travel documents in accordance with itinerary		10	4	6

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	and individual requirements				
	PC7. confirm and check travel arrangements and dispatch confirmation documents to the traveller within designated timelines	10	4	6	
	PC8. negotiate and confirm alternative arrangements in response to changed requirements	10	4	6	
	PC9. record travel details and itinerary in accordance with organisational requirements	10	4	6	
	PC10. tally invoiced items for payment received from travel agent or vendor with actual travel request records and approve for payment	10	4	6	
		Total	100	40	60
MEP/N0222 Organise for meeting rooms and venues for office meetings and events	PC1. identify meeting related specifications such as location, no. of participants expected, budget available, seating arrangements, facilities required from the authorised personnel	100	8	3	5
	PC2. identify venues available that match the specifications	8	3	5	
	PC3. share venue options that meet specifications with authorised person for selection and approval	8	3	5	
	PC4. follow organisation protocol for registering and engaging vendor for the venue	8	3	5	
	PC5. book venue in advance and send venue conformation and details to invitees	8	3	5	
	PC6. provide instructions to vendor for facilities required for the meeting such a ICT equipment, party services, seating arrangement, etc.	8	3	5	
	PC7. contact various service providers like pantry service, logistic service, IT service, electrician for lights/AC, etc. about the program schedule and let them know requirements for meeting in advance	8	3	5	
	PC8. organise for stationary and documents needed for the meeting in	8	3	5	

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	time as per instructions received				
	PC9. inspect the meeting venue before the start of the meeting to ensure at the requirements as specified are available	8	3	5	
	PC10. ensure meeting venue is risk free and equipped with necessary health and safety resources like fire extinguishers, safety signage, clean toilets, security arrangements, etc.	6	2	4	
	PC11. confirm overall arrangements with relevant personnel co-ordinating the meeting	6	3	3	
	PC12. co-ordinate between meeting personnel and supervise service providers to ensure smooth delivery of all facilities as required and organising of additional requirements that arise	8	4	4	
	PC13. obtain feedback from the relevant personnel co-ordinating the meeting after the meeting is completed	8	4	4	
		Total	100	40	60
MEP/N0215 Co-ordinate incoming and outgoing mail	PC1.ensure receipt of incoming mail by completing the necessary procedure of the mail deliverer in line with organisational guidelines	100	5	2	3
	PC2.identify which department or personnel the mail is for	5	2	3	
	PC3.record details of the incoming mail as per organisational procedure in a register or using a computer	5	2	3	
	PC4.segregate incoming mail or packages based on which department or personnel it is for and other details like weight, type if package, etc.	5	2	3	
	PC5.identify and dispose of unwanted 'junk' mail after taking necessary approvals as per organisational guidelines	5	2	3	
	PC6.organise for the distribution or handover of the incoming mail or packages as per organisational process	5	2	3	
	PC7.check for confirmation of receipt as per organisational guidelines via registers or through computer systems	5	2	3	

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	PC8.follow the correct procedures of escalation when there are problems with incoming mail		5	2	3
	PC9.collect and sort outgoing mail or packages as per urgency, local/outstation, weight and type or packet, etc.		5	2	3
	PC10.identify best options for dispatching mail in line with organisational process		5	2	3
	PC11.arrange for courier service to collect outgoing mail or packages where requested		5	2	3
	PC12.prepare items for urgent or special delivery		5	2	3
	PC13.calculate correct postage charges for outgoing mail or packages		5	2	3
	PC14.record details of the outgoing mail as per organisational process in a register or using a computer		5	2	3
	PC15.ensure despatch outgoing mail or packages on time		5	2	3
	PC16.follow the correct procedures when there are problems with outgoing mail		5	2	3
	PC17.ensure that mail is protected from any potentially harmful conditions		5	2	3
	PC18.maintain the required levels of confidentiality of people sending or receiving mail items		5	2	3
	PC19.identify and respond appropriately to any handling problems with the mail		5	2	3
	PC20.identify, report and take appropriate action for any suspicious or dangerous mail items in line with organisational guidelines		5	2	3
		Total	100	40	60
MEP/N0216 Use computers to store, retrieve and communicate information	PC1.setup main components of a computer correctly and start it correctly, in a safe	100	4	2	2
	PC2.operate the computer to access data and information on it and through it as per authorised privileges		4	2	2
	PC3.identify the operating system, information storage system and		4	2	2

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	applications/software used for data storage and retrieval			
	PC4.navigate computer drives, directories, folders and software applications to access specified file locations	4	2	2
	PC5.search for specified file types, files and data within the files using “search” option	4	1	3
	PC6.access specified data or information using specified organisational application software	4	1	3
	PC7.follow the organisational access control and data security policies to access data and information	4	1	3
	PC8.input, edit and save specified data or information in the form of letter, report or table using word-processor application	4	2	2
	PC9.perform basic designing, formatting, referencing and reviewing activities in a word-processor application as specified for the presentation of information	4	2	2
	PC10.input, edit and save specified data or information using spreadsheet application	5	2	3
	PC11.use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application	4	1	3
	PC12.search for information using the internet and save in the computer following organisational guidelines and data security norms	5	2	3
	PC13.follow organisational policy for naming stored files, maintaining backups and version control	5	2	3
	PC14.share information as per organisational data security and confidentiality policy	5	2	3
	PC15.share information using presentation software as per specifications	5	2	3
	PC16.share information from computers using printed letters, reports or data	5	2	3

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	sheets as specified				
	PC17.communicate information using email applications as per organisational access control policy while following data security norms	5	2	3	
	PC18.write emails following professional email etiquettes and organisational guidelines	5	2	3	
	PC19.follow electrical safety precautions while using computers which use electricity to run	5	2	3	
	PC20.follow ergonomic guidelines specified for working on computers	5	2	3	
	PC21.follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)	5	2	3	
	PC22.seek assistance of IT helpdesk available as per organisational policy in case of computer related problems	5	2	3	
		Total	100	40	60
MEP/N9903 Apply health and safety practices at the workplace	PC1.identify, control and report health and safety issues relating to immediate work environment according to procedures	100	4	2	2
	PC2.work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required	4	2	2	
	PC3.follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	4	2	2	
	PC4.document and report all hazards, accidents and near-miss incidents as per set process	4	2	2	
	PC5.document safety records according to organisational policies	4	1	3	
	PC6.maintain the work area in a clean and tidy condition	4	1	3	
	PC7.maintain personal hygiene	4	1	3	
	PC8.report hygiene related concerns	4	2	2	

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	promptly to the relevant authority			
	PC9.demonstrate how to free a person from electrocution	4	2	2
	PC10.administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	5	2	3
	PC11.demonstrate basic techniques of bandaging	4	1	3
	PC12.respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	5	2	3
	PC13.perform and organize loss minimization or rescue activity during an accident in real or simulated environments	5	2	3
	PC14.administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	5	2	3
	PC15.demonstrate the artificial respiration and the CPR Process	5	2	3
	PC16.participate in emergency procedures	5	2	3
	PC17.complete a written accident/incident report or dictate a report to another person, and send report to person responsible	5	2	3
	PC18.demonstrate correct method to move injured people and others during an emergency	5	2	3
	PC19.use the various appropriate fire extinguishers on different types of fires correctly	5	2	3
	PC20.demonstrate rescue techniques applied during fire hazard	5	2	3
	PC21.demonstrate good housekeeping in order to prevent fire hazards	5	2	3
	PC22.demonstrate the correct use of a fire extinguisher	5	2	3
	Total	100	40	60

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MEP/N9914 Communicate with visitors and colleagues effectively	PC1.seek and obtain clarification about job related requirements, performance indicators and incentives from reporting superior	100	4	2	2
	PC2.record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements		4	2	2
	PC3.escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		4	2	2
	PC4.seek and receive feedback on performance output and quality		4	2	2
	PC5.accurately receive information and instructions from colleagues getting clarification where required		4	2	2
	PC6.accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		4	2	2
	PC7.give information to others clearly, at a pace and in a manner that helps them to understand		4	2	2
	PC8.display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible		4	2	2
	PC9.consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		4	2	2
	PC10.display appropriate communication etiquette while working		4	2	2
	PC11.display active listening skills while interacting with others at work		4	2	2
	PC12.use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		4	2	2
	PC13.demonstrate responsible and disciplined behaviours at the workplace		4	2	2
	PC14. nteract with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		3	1	2
	PC15.meet and greet visitors promptly,		4	1	3

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	treating them politely and making them feel welcome			
	PC16.ask questions politely to the visitors in order to identify them and their needs	4	1	3
	PC17.provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality	4	1	3
	PC18.communicate with the visitors in a polite, professional and friendly manner	3	1	2
	PC19.listen actively in a two-way communication	4	1	3
	PC20.be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.	3	1	2
	PC21.identify customer dissatisfaction, reason for dissatisfaction and address to their complaints effectively	3	1	2
	PC22.ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers	3	1	2
	PC23.allow the visitors to complete what they have to say without interrupting them while they talk	4	1	3
	PC24.ensure to avoid negative questions and statements to the customers	3	1	2
	PC25.inform the customers on any issues or problems before hand and also on the developments involving them	4	1	3
	PC26.ensure to respond back to the customer immediately for their voice messages, e-mails, etc.	3	1	2
	PC27.seek feedback from the visitor son their experience	3	1	2
		Total	100	40
				60

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Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Provided in the above section	
Means of assessment 1	
Means of assessment 2 Add boxes as required.	
Pass/Fail	

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Enter the title here number			Level: Add level
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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OPTION B

Title/Name of qualification/component: Multifunctional Administration Executive			Level: 5
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>Well-developed skill</p> <ul style="list-style-type: none"> organise for adequate housekeeping staff in line with organisational policy for housekeeping staff complete verification, on-boarding and orientation formalities for housekeeping staff provide instructions to housekeeping staff with regards to work as well acceptable behaviour standards in the organisation allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines conduct checks for repair or maintenance requirements in the office with respect to electric works, plumbing, masonry work, carpentry, etc. negotiate rates to ensure best price for 	<p>The job holder is expected to exhibit well developed skills with a clear choice of procedures in familiar context such as complete verification, on-boarding and orientation formalities for housekeeping staff, allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines, negotiate rates to ensure best price for required specification of goods or services, check the invoice or bill to ensure it is correct as per the agreed terms of contract, maintain up-to-date records of stock issued, against available in storage in the stock register, maintain a record of all the files being maintained and take inventory periodically to ensure that all the files are accounted for, select right supplier(s) for required supplies and materials as per organisational policy, obtain approval for selected supplier from authorised signatory, etc.</p> <p>Thus, considering the scope of work, the job</p>	5

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Title/Name of qualification/component: Multifunctional Administration Executive		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>required specification of goods or services</p> <ul style="list-style-type: none"> • obtain vendor registration information and documentation from the vendor as per organisational norms • release purchase order for procurement of the required goods or services to the supplier in co-ordination with the finance department • check the invoice or bill to ensure it is correct as per the agreed terms of contract • maintain up-to-date records of stock issued, against available in storage in the stock register • maintain filing system for essential correspondences, vendor rate cards/contracts, office administration related documents and specific documentation given by authorised persons for filing • tally invoiced items for payment received 	holder can be placed at Level 5.	

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	<p>from travel agent or vendor with actual travel request records and approve for payment</p> <p>Clear choice of procedures in familiar context</p> <ul style="list-style-type: none"> • prepare a comparative costing and terms and conditions of the vendors • maintain a record of all the files being maintained and take inventory periodically to ensure that all the files are accounted for • confirm purpose and requirements of local or outstation travel including planned itinerary, budget, meeting requirements and traveller preferences • confirm and check travel arrangements and dispatch confirmation documents to the traveller within designated timelines • contact various service providers like pantry service, logistic service, IT service, electrician for lights/AC, etc. about the program schedule and let them know requirements for meeting in advance 		

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	<ul style="list-style-type: none"> provide access to the visitor to that area that they need to visit after obtaining necessary approvals, as per organisational process select right supplier(s) for required supplies and materials as per organisational policy obtain approval for selected supplier from authorised signatory select the method(s) of saving that best suits personal needs 		
Professional knowledge	<p>Knowledge of facts</p> <ul style="list-style-type: none"> various types of housekeeping requirements of the office on-boarding and orientation formalities for housekeeping staff legislative and organisational procurement guidelines suppliers in the marketplace common use arrangements 	<p>The job holder is expected to exhibit the knowledge of facts such as procurement approval procedures, common use arrangements, Importance of savings, basics of financial markets, mutual funds, insurance, legislative and organisational procurement guidelines, knowledge of principles the factors to take into account when ordering stationery, data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word-processor application, knowledge of and general concepts of the purpose of distributing and dispatching mail to the correct recipient</p>	5

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	<ul style="list-style-type: none"> • banking Procedures • Importance of savings • accounting and taxation essentials • basics of financial markets, mutual funds, insurance • basic financial transactions and financial planning • procedures for receipt and payment of goods and services • procurement approval procedures • guidelines for safe, secure and hygienic storage • concept of first-in, first-out and its importance <p>Principles, general concepts</p> <ul style="list-style-type: none"> • types of problems that may occur with deliveries and stock items • how to deal with problems that occur with deliveries and stock items 	<p>within agreed timescales, storage conditions for mail, types of problems that may occur with deliveries and stock items.</p> <p>Since all the above mentioned professional skills are related to facts, principles, processes and general concepts necessary for a Multifunctional Administrative Executive, the role qualifies for Level 5.</p>	

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	<ul style="list-style-type: none"> the factors to take into account when ordering stationery benefits and limitations of different potential suppliers, against organisational requirements data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word-processor application the purpose of distributing and dispatching mail to the correct recipient within agreed timescales methods of calculating postage charges for mail or packages, e.g. franking, stamping, using on- line postage system storage conditions for mail potentially harmful conditions for storage of mail 		
Professional skill	<p>Cognitive and practical skills</p> <ul style="list-style-type: none"> identify category of visitor, purpose of visit and the appropriate department and 	The Job holder is expected to exhibit a range of practical and cognitive skills required to accomplish tasks and solve problems like identify potential impact on customer, identify	5

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	<p>personnel to serve them</p> <ul style="list-style-type: none"> • identify potential impact on customer and organisation of malfunctioning or out-of-order equipment and facilities • identify causes for defects, damage and malfunction by analysing nature and frequency of issues • identify actions or conditions that may prevent or reduce chances of defects, damage and malfunction of products and/or facilities • identify discrepancies between ordered and received materials, on the basis of documentation and physical verification, that may be classified as non-compliance • identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success • identify category of documentation, purpose of it and the appropriate storage facility to be used accordingly • identify potential sources and motives of 	<p>causes for defects, damage, identify discrepancies between ordered and received materials, identify category of documentation, purpose of it, apply problem solving skills that require negotiation to resolve problems of a difficult nature, take action as appropriate, spot and communicate potential areas of disruptions to work process, manage distractions and maintain workplace discipline, etc.</p> <p>Hence, the job role to be placed at level 5.</p>	

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	<p>data theft relevant to various types of information</p> <p>Solve problems</p> <ul style="list-style-type: none"> • apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols • take action as appropriate to requests or problems, based on company policy • escalate matters to seniors or resolve matters by oneself, based on nature of the issue and limits of authority required to address it • spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth • plan and organise official and personal work so as to have minimum downtime at work • manage distractions and maintain workplace discipline • identify actions or conditions that may 		

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	prevent or reduce chances of defects, damage and malfunction of products and/or facilities		
Core skill	<p>Desired mathematical skill</p> <ul style="list-style-type: none"> • write factual and quantitative information such as details of people, areas, equipment, dates, timelines, nature of stock and quantities correctly • express monetary value in words and figures with appropriate currency units accurately • document and maintain the record as per company's policy • read and extract relevant information from contracts/purchase/receiving documentation including material specifications, vendor details, delivery details, quantities, status, etc. • interpret quotations accurately to identify if it meets requirements and specifications of user department requisitions/indents • observe, record, analyse and modify work practices to achieve productivity gains 	<p>The Job holder is expected to be possess desired mathematical skills to write factual and quantitative information such as details of people, areas, equipment, dates, timelines, nature of stock and quantities correctly, interpret quotations accurately to identify if it meets requirements and specifications, identify discrepancies between ordered, received, recorded and physical stock of materials/ supplies by various means, understanding of social, political environment so as to know the importance of teamwork in organizational and individual success and segment visitors based on various factors such as needs, age, gender, area or location, etc, and some skill of collecting and organizing information by the means of reading the documentation including purpose, nature of document, also, gather information regarding minimum health and safety standards to be maintained in the organisation from reliable sources and possess fair communication skills so as the job holder can provide clear instructions to the visitors and the</p>	5

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	<ul style="list-style-type: none"> identify discrepancies between ordered, received, recorded and physical stock of materials/supplies, on the basis of documentation and physical verification, to uncover errors or potential theft, address matters accordingly read and interpret correctly roman numerals <p>Understanding of social, political</p> <ul style="list-style-type: none"> importance of teamwork in organizational and individual success segment visitors based on various factors such as needs, age, gender, area or location, etc. <p>Some skill of collecting and organising information, communication</p> <ul style="list-style-type: none"> provide clear instructions to the visitors for where they need to go and the formalities they need to complete 	<p>colleagues.</p> <p>Thus considering the core skills, s/he can be placed at Level 5.</p> <p>The Job holder is expected to exhibit core skills more than just communication skills in written & oral form with required clarity but also some skill of collecting & organizing information, hence s/he can't be placed at Level 4.</p>	

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	<ul style="list-style-type: none"> • read and extract relevant information from contracts/meeting agendas/planning documentation including number of attendees, seating type, facilities and equipment requirements, time, transport details, vendor details, rates, quantities, status, etc. • write messages, notes and short descriptive text with reasonable accuracy for accurate reading comprehension and interpretation of the information text • write factual and quantitative information such as details of people, areas, equipment, dates, timelines, nature of incident and quantities correctly • read and extract relevant information from documentation including purpose, nature of document, etc. • gather information regarding minimum health and safety standards to be maintained in the organisation from reliable sources • list reliable sources of information of actual health and safety parameters, of prevailing practice and environmental work conditions within the organisation to compare against 		

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	desired standards		
Responsibility	<p>Responsibility for own work and learning</p> <ul style="list-style-type: none"> • read official documents in English and Local Language to interpret main points correctly • use basic technology aids such as calculators, and office applications (Calendar/Word Processors/Notes/Spreadsheets) on computers to facilitate planning • write both in English and Local language to carry out work related tasks • write numbers in figures and words using decimal system • read and interpret correctly roman numerals • plan one's day to day tasks to achieve optimum productivity • be punctual and work as per priorities agreed with supervisors • plan and organise official and personal work so as to have minimum downtime at work 	<p>The individual is responsible to increase his/her own learning and productivity by using basic technology aids such as calculators, and office applications, plan one's day to day tasks to achieve optimum productivity, write both in English and Local language to carry out work related tasks.</p> <p>Since the Job holders responsibility is not limited to his/her own work & learning but also encompasses some responsibilities for others work & learning as s/he is expected to provide clear instructions to the co-workers, explain which staff behaviours and work practices need to be encouraged or discouraged, communicate effectively with co-workers, use effective listening and probing /questioning skills, hence placed at level 5 and not level 4.</p>	5

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	<p>Responsibility for others' works and learning</p> <ul style="list-style-type: none"> • provide clear instructions to the co-workers for where they need to go and the formalities they need to complete for various travel requirements • explain which staff behaviours and work practices need to be encouraged or discouraged, on the basis of how they contribute to development of positive or negative organisational culture • communicate effectively with co-workers (seniors, peers, sub-ordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases • interact in English and/or the local language to respond to co-workers in a language they are comfortable with • use effective listening and probing /questioning skills to understand requirement of the visitors, vendors and user/coordinating departments • provide clear instructions to the co-workers for the formalities they need to complete for 		

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	<p>submitting or retrieving documents and other information</p> <ul style="list-style-type: none">• identify and classify impact of various worker behaviour and practices as beneficial or damaging to organisational success		

SECTION 3

EVIDENCE OF NEED

<p>26</p>	<p>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <p>Most organizations, across all sectors, whether they are large medium or small have some roles which are common. The following QPs are 2 such roles:</p> <ul style="list-style-type: none"> • Receptionist • Multifunctional Admin Executive <p>There are no Qualifications available for Multi-functional Admin Executive or Receptionist for sectors other than the specialized front office executives required in Tourism & Hospitality, Healthcare and Automotive.</p> <p>Information received from 20 industry members regarding need and uptake for qualification. Please find attached the excel.</p> <p>Validations for this QP received from various companies across the country.</p> <p>Small-11 Medium-04 Large-03 Total- 18</p>
<p>27</p>	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</p> <p>N/A</p>
<p>28</p>	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>All the existing trainer qualifications in the NQR are sector specific and do not cater to the entire skill training delivery related skill set that will be required to be competent trainer. Other existing courses in the country are not NSQF aligned. Hence it is a unique qualification.</p>
<p>29</p>	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p> <ul style="list-style-type: none"> • Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.

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	<ul style="list-style-type: none">• Monitoring of results of assessments• Employer feedback will be sought post-placement• A formal review is scheduled in two-year time i.e. 2020
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Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

30	<p>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?</p> <p><i>Show the career map here to reflect the clear progression</i></p> <ol style="list-style-type: none">1. Have discuss the growth trajectory within each occupation after studying organisational charts of various industry players as well taking feedback from Industry member through focused group discussions and workshops.2. Exploring various lateral career opportunities for the discussed qualification3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy. <p>Please refer to attached career path provided in the occupational map as per annexure 2 which clearly defines the career path.</p>
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Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.