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2021/OAFM/MEPSC/04117

CONTACT DETAILS OF THEBODYSUBMITTING 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

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List of documents submitted in support of the Qualifications File

- Qualification Pack with National Occupational Standards
- Model Curriculum
- Occupational Map
- Summary of Industry validations

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- **SUMMARY**

1	**Qualification Title:**Office Assistant
2	**Qualification Code, if any:**MEP/Q0202
3	**NCO code and occupation:**NCO-2015/3341.1000
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 –"Office Assistant".Learner who attains this qualification of Office Assistant will able to perform a wide variety of responsible office support and administrative functions. Office Assistant is a versatile job role which can perform in any department and function.
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):**Yes
8	**Occupation(s) to which the qualification gives access:** Office Support
9	**Job description of the occupation**: The 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.
10	**Licensing requirements:**NA
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 3
13	**Anticipated volume of training/learning required to complete the qualification:**184 Hours
14	**Indicative list of training tools required to deliver this qualification:** Computer, projector, white board/ flip chart, marker and duster
15	**Entry requirements and/or recommendations and minimum age:** 08th Standard pass, 18 Years
16	**Progression from the qualification (Please show Professional and academic progression):**Secretary
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		
19	**Date of planned review of the qualification:**		
21	**Formal structure of the qualification Mandatory components**		
(i)	**Title of component and identification code/NOSs/Learning outcomes**	**Estimated size (learning hours)**	**Level**
1	MEP/N0202 Application of computers	54	3
2	MEP/N0203 Operation & usage of various office equipment	42	3
3	MEP/N0204 Managing routine office activities	56	3
4	MEP/N0207 Maintain a healthy, safe and secure working environment	32	3
	Sub Total (A)	**184**	
	Optional components (N/A)		
	Total (A+B):184		

SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** Assessments agencies empanelled with MEPSC to carry out assessment: - 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 - And other bodies which may be empanelled with MEPSC
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.** **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. The assessment will have both theory and practical components in 40:60 ratio. The theory and practical assessments will be carried out on separate days. 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. **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. Testing room 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 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 his theoretical knowledge of the subject.

Theory and practical will be conducted on the same day of the assessment.

Presentation will ne one mode of assessment and so computers and LDC projector will be available for assessment.

Viva will be used to gauge trainees confidence and correct knowledge in handling job situations like interacting with court personnel, company officials and clients.

Assessment Quality Assuranceframework

Assessor has to go through orientation program organized by Assessment Agency. The training would give an overview to the assessors on the overall framework of QP evaluation. Assessor shall 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.

Assessor Certification			
Assessment Type	**Formative or Summative**	**Strategies**	**Examples**
Theory	Summative	Written Examination	Knowledge of facts related to the job role and functions. Understanding of principles and concepts related to the job role and functions
Practical	Summative	Structured tasks	Presentation
Viva	Summative	Questioning and Probing	Mock interview on topics like Court procedures

			Court documents
			Registration of documents

Method of 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.

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.

Method of assessment documentation 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.

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 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: Office Assistant

Criteria For Assessment Of Trainees

Job Role: Office Assistant

Qualification Pack: MEP/Q0202

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.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS		Total Marks	Out of	Marks Allocation	
Total Marks: 400				**Theory**	**Skills Practical**
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
1. MEP/N0202: Application of Computers	PC1. identify and describe various parts of computers like CPU, keyboard, monitor, etc.		6	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).		6	2	4
	PC3. plug the computer to power source and start it		4	2	2
	PC4. install drivers and applications		8	2	6
	PC5. access computer drives, directories, and folders		8	2	6
	PC6. use different applications to maintain	100	9	3	6

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NSQF QUALIFICATION FILE
Approved in 6ᵗʰ NSQC-NCVET meeting, dated: 25ᵗʰ Feb 2021

	records and do calculations				
	PC7. use multimedia settings and applications to upload and download documents, audio and video files		9	3	6
	PC8. carry out basic troubleshooting		7	3	4
	PC9. coordinate with IT department/service provider issues not under person's purview		6	2	4
	PC10. use e-mail to communicate and send documents following organisational access control policy		7	3	4
	PC11. follow electrical safety precautions while using computers		6	2	4
	PC12. follow the organisational access control and data security policies		12	2	10
	PC13. follow cyber security guidelines while storing, retrieving or communicating information online		12	2	10
	NOSTotal			**30**	**70**
	PC1. Identify different office equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment etc.) and their functions		8	2	6
	PC2. use features/ applications in different equipment to complete assigned tasks		11	3	8
	PC3. maintain material/ supplies required for each equipment		8	2	6
	PC4. record usage of equipment		10	3	7
	PC5. carry out minor maintenance of office equipment		13	4	9
	PC6. carry out minor issues like paper jam, toner change and sound quality issues		12	4	8
	PC7. coordinate with concerned person for the resolution of equipment issues following organisational protocol		10	3	7
	PC8. use alternative means for completion of tasks within stipulated time in case of major equipment breakdown. If required		10	3	7
	PC9. identify processes where material utilization can be optimized		6	2	4
	PC10. conserve materials like paper and ink by using the available settings in the equipment		6	2	4
2. MEP/N0203: Operate various office equipment	PC11. ensure computer, printer, scanner and other appliances are switched off when not in use	100	6	2	4
	NOSTotal			**30**	**70**
3. MEP/N0204: Manage routine office activities	PC1. receive the phone calls of various stakeholders and channelize them to appropriate authority	100	7	3	4

	PC2. greet callers/visitors as per organisational protocol		5	2	3
	PC3. listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries		5	2	3
	PC4. ask for feedback and clarifications from the clients/customers on their queries		6	2	4
	PC5. summarise queries of clients/customers		5	2	3
	PC6. resolve queries within the area of competence or authority and refer others to competent authority		5	2	3
	PC7. access the organization's knowledge base for solutions to queries, wherever required		5	2	3
	PC8. maintain the list of contact details of staff, service providers, suppliers, and other stakeholders		8	3	5
	PC9. maintain filing of correspondences, contracts, and documentation given by the authorised persons		7	3	4
	PC10. maintain a catalogue of the files/ documentation in the office and take inventory periodically		6	2	4
	PC11. retrieve and replace documents from the filing system, while maintaining the proper order of the filing system		5	2	3
	PC12. maintain file movement records to track movement of files/records or documents between departments or outside organisation		5	2	3
	PC13. prepare the venue, table the agenda as directed by authorised person		6	3	3
	PC 14. coordinate organization of meeting		5	2	3
	PC15. Set-up equipment required for the meeting		5	2	3
	PC16. Organise other arrangements like refreshments for the meeting		5	2	3
	PC17. manage post-meeting activities		5	2	3
	PC18. maintain gender neutral behaviour in communications with colleagues		3	1	2
	PC19. use non- gendered statements in communication, viz. phone calls, clients		2	1	1
	NOSTotal			**40**	**60**
4. MEP/N0207: Maintain a healthy, safe and secure working environment	PC1. keep the work area clean and tidy		5	2	3
	PC2. maintain personal hygiene		5	2	3
	PC3. report hygiene related concerns (e.g. presence of cockroaches, rats, mosquitos) promptly to the relevant authority	100	7	3	4

PC4. comply with organization's safety and security policies and procedures		10	4	6
PC5. report any identified breaches in safety and security policies and procedures to the designated persons		12	5	7
PC6. complete safety records legibly and accurately		12	4	8
PC7. provider appropriate first-aid to victims in various situations (e.g. heart attack, electric shock, burns, injury from falls)		10	4	6
PC8. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies		8	4	4
PC9. follow emergency procedures during accidents or emergency situations		11	4	7
PC10. use appropriate fire extinguishers on different types of fires correctly		12	5	7
PC11. document and report all hazards, accidents and near-miss incidents as per organisational protocol		8	3	5
NOSTotal			40	60

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	

SECTION 2
25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Assessment Designer		Level:6	
NSQF Domain	**Outcomes of the Qualification/Component**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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OPTIONB

Title/Name of qualification/component:Office Assistant		Level: 4	
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
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 knowledge	**Factual knowledge of field of knowledge or study** The incumbent has factual knowledge of field of knowledge or study (managing visitors, calls, and	The job holder is expected to exhibit factual knowledge of the office premises Hence, she/he can be placed at Level 3.	3

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Title/Name of qualification/component:Office Assistant		Level: 4	
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
	emails) Examples: •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		
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	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate concepts Hence, the role qualifies for level 3	3

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Title/Name of qualification/component:Office Assistant		Level: 4	
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
	•Understand standards, policies, and procedures followed in the company relevant to own employment and performance conditions		
Core skill	The incumbent needs language to communicate written or oral, with required clarity, to interact with 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	Language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment.	4
Responsibility	The incumbent works with responsibility for own work under close supervision and which	Responsibility for own work and learning.	3

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Title/Name of qualification/component:Office Assistant		Level: 4	
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
	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-linerespond to the queries of the visitor and provide info about office and its products as per standard guidelines of the organization		

SECTION 3
EVIDENCE OF NEED

26	**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?** We visited various companies and collected their feedback on the requirement of these job roles, which were further discussed during the task force meeting organised by SSC. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of MEPSC gave final approval and endorsement for the same. 10 % -30% of the total manpower requirement of the country would comprise of Management support functions. Moreover the entire (100%) future work force would need to undergo skilling for Employability Skills to make them productive and employable. (NSDC sectoral skill gap study of different sectors.)In the 12th plan document Govt. has projected 307 lakh students in various courses who all are going to be potential job seekers and would need to undergo employability skills training to make them employable.The workforce would cover both genders male and female and would be across all regions of the country.
27	**Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences**
28	**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** There are no existing qualifications for Office Assistant in NQR. Hence it is a unique qualification.
29	**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** Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation. • Monitoring of results of assessments • Employer feedback will be sought post-placement • A formal review is scheduled in two-year time i.e. 2023

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	**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?** ***Show the career map here to reflect the clear progression*** 1. The growth trajectory has been plotted after discussion with the relevant Industry and other stakeholders 2. Each occupation after studying organisational charts of various industry players as well taking feedback from Industry member through focused group discussions and workshops. 3. Exploring various lateral career opportunities for the discussed qualification 4. 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. Please refer to attached career path provided in the occupational map as per annexure 2 which clearly defines the career path. Horizontal and vertical mobility options have been articulated in occupational map Level 2 Office Attendant → Level 3 "Office Assistant/ → Executive - Facilities → Level 4 → Sr. Housekeeping Executive Level 5 Supervisor - Maintenance Level 6 Deputy Manager - Maintenance

OCCUPATIONAL MAP FOR OFFICE SUPPORT

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.

Office Support – Specialized Overview