

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

NCVET Code

2022/OAFM/MEPSC/06409

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,

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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
- Survey Report by ILO Supporting Quality Teaching, Training and Assessing for Skills Development: India

NSQF QUALIFICATION FILE

Approved in 23rd NSQC Meeting – NCVET – 29th September 2022

• SUMMARY

1	Qualification Title: Office Operations Executive
2	Qualification Code, if any: MEP/Q0207
3	NCO code and occupation: NCO-2015/ 4131.0100; 3341.9900, office support
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term): This is a Qualification containing National Occupational Standards for the job role -Office Operations 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): Yes
8	Occupation(s) to which the qualification gives access: Office Support
9	Job description of the occupation: The Office Operations Executive is a generalist who checks and prepares documents and simple correspondence; records work related information and data; maintains filing; handles general inquiries from visitors and clients; receives phone calls and forwards to respective departments after enquiring from the caller; makes calls as per requirements of the work; adheres to workplace health and safety guidelines and works effectively in co-ordination with team in line with professional practices of the workplace.
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 4
13	Anticipated volume of training/learning required to complete the qualification: 480 Hours(Theory : 120+ 60(ES)= 180 hours, Practical : 300)
14	Indicative list of training tools required to deliver this qualification: Computer, printer, projector, white board/ flip chart, marker and duster, Internet, online training platform installed on computer, Personal protective equipment, fire extinguishers, first aid box
15	Entry requirements and/or recommendations and minimum age: <ul style="list-style-type: none">• 10th Class Pass with 2 years of experience <p style="text-align: center;">OR</p> <ul style="list-style-type: none">• 10th Class Pass + ITI (1 year after Class 10) with 1 year of

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	<p>experience</p> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • 10th Class Pass + ITI (2 years after Class 10) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • 10th Class Pass and pursuing continuous regular schooling <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • 3 Year Diploma (After class 10th) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • 12th Class Pass with 6 months of experience <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • NSQF Level 3 with 2 years of experience <p>21 Years</p>		
16	Progression from the qualification (Please show Professional and academic progression): Procurement Executive, Multifunctional Administrative Executive		
17	Arrangements for the Recognition of Prior learning (RPL):		
18	International comparability where known (research evidence to be provided): Comparability not yet established		
19	Date of planned review of the qualification: 29 th September 2025		
21	Formal structure of the qualification		
	Mandatory components		
(i)	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours)	Level
	Introduction to Skill India and the job role of Office Operations Executive	4	
1	MEP/N0204 Manage routine office activities	62	4
2	MEP/N0216 Use computers to store, retrieve and communicate information	76	4
3	MEP/N0224 Check forms and applications for completeness as per norms	96	4
4	MEP/N0225 Co-ordinate with internal and external agencies to complete	96	4

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	operational requirements		
5	MEP/N9903 Apply health and safety practices at the workplace	48	4
6	MEP/N9912 Apply principles of professional practice at the workplace	38	4
8	Employability Skills	60	--
	Sub Total (A)	480	
	Optional components (N/A)		
	Total (A+B)	480	

SECTION 1
ASSESSMENT

21	Body/Bodies which will carry out assessment: Assessments agencies empanelled with NCVET -
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: Office Operations Executive

Criteria For Assessment Of Trainees

Job Role: Office Operations Executive

Qualification Pack: MEP/Q0207

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: 700

1.MEP/N0204: Manage routine office activities

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage phone calls and queries</i>	16	25	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC1. receive the phone calls of various stakeholders and channelize them to appropriate authority	3	4	-	-
PC2. greet callers/visitors as per organisational protocol	2	3	-	-
PC3. listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries	2	3	-	-
PC4. ask for feedback and clarifications from the clients/customers on their queries	2	4		
PC5. summarise queries of clients/customers	2	3	-	-
PC6. resolve queries within the area of competence or authority and refer others to competent authority	2	3		
PC7. access the organization's knowledge base for solutions to queries, wherever required	2	3	-	-
PC8. maintain a gender-neutral behaviour in interactions with internal and external stakeholders	1	2		
<i>Maintain records and documentation</i>	12	18	-	-
PC9. maintain the list of contact details of staff, service providers, suppliers, and other stakeholders	3	5	-	-
PC10. maintain filing of correspondences, contracts, and documentation given by the authorised persons	3	4	-	-
PC11. keep a track of inventory periodically	2	4	-	-
PC12. retrieve and replace documents from the filing system, while maintaining the proper order of the filing system	2	3	-	-
PC13. maintain file movement records to track movement of files/records or documents between departments or outside organisation	2	3	-	-
<i>Organise meetings</i>	12	17	-	-
PC14. prepare the venue and table the agenda as directed by authorised person	3	3	-	-
PC15. set-up venue to accommodate persons with disability	1	2		
PC 16. coordinate organization of meeting	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC17. set-up equipment required for the meeting	2	3		
PC18. organise other arrangements like refreshments for the meeting	2	3		
PC19. manage post-meeting activities	2	3		
NOS Total	40	60	-	-

2.MEP/N0216: Use computers to store, retrieve and communicate information

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Retrieve information using computers</i>	11	18	-	-
PC1. identify the operating system, information storage system and applications/software used for data storage and retrieval	3	4	-	-
PC2. navigate computer drives, directories, folders and software applications to access specified file locations and search for specified file types, files and data using various options	4	8	-	-
PC3. follow the organisational access control and data security policies to access data and information	4	6	-	-
<i>Store information using word processors and spread sheets</i>	13	18	-	-
PC4. input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications	3	5	-	-
PC5. perform basic designing, formatting, referencing and reviewing activities in a word-processor application for the presentation of information	3	4	-	-
PC6. use basic formulas and data tools and techniques for presenting the data using spreadsheet application	3	4	-	-
PC7. follow organisational policy for naming stored files, maintaining backups and version control	4	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate information using printouts and emails</i>	6	8	-	-
PC8. share information from computers using printed letters, reports or data sheets as specified	3	4	-	-
PC9. communicate information using email applications as per organisational access control policy while following data security norms	3	4	-	-
<i>Work safely on computers</i>	10	16	-	-
PC10. follow electrical safety precautions while using computers	3	4	-	-
PC11. follow ergonomic guidelines specified for working on computers	3	4	-	-
PC12. follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)	2	4	-	-
PC13. seek assistance of IT help-desk as per organisational policy in case of computer related problems	2	4	-	-
NOS Total	40	60	-	-

3. MEP/N0224: Check forms and applications for completeness as per norms

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check forms and applications</i>	23	36	-	-
PC1. obtain guidelines or norms for checking the forms or applications from authorised person	2	3	-	-
PC2. prepare a checklist based on the guidelines received for checking forms and applications	3	5	-	-
PC3. follow organisational process for receipt of forms and applications	2	3	-	-

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PC4. check that all the required forms and associated paperwork have been submitted as per the checklist	3	4	-	-
PC5. check the completeness of all necessary fields in the form or application as per the checklist	2	5	-	-
PC6. take agreed procedural action when applications are unacceptable	3	3	-	-
PC7. collate and mark applications and documentation ready for further processing	2	3	-	-
PC8. handover the documents after checking and marking for further processing to the authorised personnel as per instructions	2	3	-	-
PC9. ensure that there is no damage to the documents during receipt, checking and handover process	2	4	-	-
PC10. maintain workplace confidentiality standards	2	3	-	-
<i>Save data in pre-set forms and templates</i>	17	24	-	-
PC12. obtain pre-set form or template in which data has to be entered manually or using a computer application	2	4	-	-
PC13. obtain instructions on source of data, type of data required in each section, sequence of entering data, priorities, codes, dos and donts	3	4	-	-
PC14. enter data as required in the specified format and template	3	4	-	-
PC15. verify correctness of all the data entered and adherence to instructions	3	4	-	-
PC16. rectify errors in data using approved procedures	3	4	-	-
PC17. follow data security and confidentiality policy while saving and storing data (forms and documents)	3	4	-	-
NOS Total	40	60	-	-

4. MEP/N0225: Co-ordinate with internal and external agencies to complete operational requirements

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare to co-ordinate work tasks</i>	16	26	-	-
PC1. identify details of operational requirement to be completed	1	2	-	-
PC2. identify relevant personnel and agencies involved and obtain their contact details	1	2	-	-
PC3. contact agencies for the provision of work	1	2	-	-
PC4. obtain workplan and schedule for completion of work from the agencies	1	2	-	-
PC5. prepare to-do lists and work plans and share them with relevant people	2	3	-	-
PC6. prepare week-wise and day-wise plans for completion of tasks and sub-tasks, taking account of lag times, dependencies and slack	2	3	-	-
PC7. assign priorities, responsibilities, dependencies and timelines for work task completion	2	3	-	-
PC8. set-reminders and flag task items according to sequence and importance using calendars and planners	2	3	-	-
PC9. book appointments and schedule web and phone calls, sending e-invites and relevant instructions	2	3	-	-
PC10. set-up and check voice and video communication tools and applications, prior to making calls	2	3	-	-
<i>Execute follow-up activities</i>	11	17	-	-
PC 11. check planner and schedule for tasks not completed and require follow-up	1	2	-	-

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PC12. follow-up on task requirements with other relevant personnel by connecting with the point of contact as per identified communication preference and professional protocol Communication preferences: preferred mode of communication(Phone call, email, chat, letters, face to face interview, web conferences), time of communication, address of communication, etc.	1	2		
PC13. request for completion of work or information required following communication etiquettes and professional	1	2		
PC14. resolve queries and doubts by obtaining and providing appropriate information and support from authorised sources	1	2		
PC15. record response obtained as per standard operating procedure	1	2		
PC16. update trackers, GANTT charts, calendars and planning documents to indicate progress and	2	3		
PC17. send updated status and progress in agreed formats to relevant personnel in a timely manner	1	2		
PC18. prepare minutes of meetings using agreed formats and share with relevant personnel in a timely manner	1	2		
PC19. share documentation for orders, approvals, request for information or quotations, expense vouchers, etc. with relevant personnel	1	2		
<i>Co-ordinate for finance and administrative work</i>	8	7		
PC20. follow organisational process for official purchases and expenses	1	2		
PC21. negotiate with vendors to get optimum value for money	1	2		
PC22. register the vendor in co-ordination with finance team as per organisational norms	1	2		
PC23. check bills and invoices to ensure that they are correct as per the products/services purchased or sold respectively	2	3		

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PC24. co-ordinate between vendor and finance department for timely release of payment to the vendor	1	1		
PC25. follow organisational process for claiming allowed re-imbursments	1	1		
PC26. perform common banking transactions like depositing cheque or cash; as applicable	1	1		
<i>Maintain records</i>	8	10		
PC27. receive, acknowledge and record incoming documentation (in physical and electronic forms) related to projects and tasks and file				
PC28. record outgoing documentation in applicable registers				
PC29. save and file copies of outgoing documents as per organisational standards	1	1		
PC30. check documentation for compliance and to identify gaps in information or approvals for further processing				
PC31. identify actions that need to be undertaken and related parameters, by interpreting information on documentation received, accurately	1	2		
PC32. check for authorisation effectively, before sending or sharing any documentation to any person or firm agency requesting for information	2	1		
PC33. take necessary and timely back-ups for essential documentation or messages, using authorised actions and tools, to avoid loss due to exigencies	1	2		
<i>Build good relations</i>	4	6		
PC34. acknowledge timely completion of work and appreciate work well done	1	1		
PC35. draft and send apology messages for delays or errors, within limits of authority	1	1		
PC36. seek information on challenges faced by colleagues and work contacts, and offer timely support	1	2		

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PC37. share information in a timely and accurate manner, to colleagues and work contacts to clear misunderstandings due to incorrect or lack of information, as per authorisation	1	2	-	-
NOS Total	40	60	-	-

5.MEP/N9903: Apply health and safety practices at the workplace

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply relevant health and safety practices at the workplace</i>	9	11	-	-
PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures	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	2	2	-	-
PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	2	2	-	-
PC4. document and report all hazards, accidents and near-miss incidents as per set process	2	2	-	-
PC5. document safety records according to organisational policies	1	3	-	-
<i>Maintain a healthy and hygienic environment</i>	4	8	-	-
PC6. maintain the work area in a clean and tidy condition	1	3	-	-
PC7. maintain personal hygiene	1	3	-	-
PC8. report hygiene related concerns promptly to the relevant authority	2	2	-	-
<i>Emergencies, rescue and first-aid procedures</i>	19	29	-	-
PC9. demonstrate how to free a person from electrocution	2	2	-	-
PC10. administer appropriate first aid to	2	3	-	-

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victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.				
PC11. demonstrate basic techniques of bandaging	1	3	-	-
PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	2	3	-	-
PC13. perform and organize loss minimization or rescue activity during an accident in real or simulated environments	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	2	3	-	-
PC15. demonstrate the artificial respiration and the CPR Process	2	3	-	-
PC16. participate in emergency procedures (Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work)	2	3	-	-
PC17. complete a written accident/incident report or dictate a report to another person, and send report to person responsible (Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified)	2	3	-	-
PC18. demonstrate correct method to move injured people and others during an emergency	2	3	-	-
<i>Follow fire safety requirements</i>	8	12	-	-
PC19. use the various appropriate fire extinguishers on different types of fires correctly	2	3	-	-
PC20. demonstrate rescue techniques	2	3	-	-

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applied during fire hazard				
PC21. demonstrate good housekeeping in order to prevent fire hazards	2	3	-	-
PC22. demonstrate the correct use of a fire extinguisher	2	3	-	-
NOS Total	40	60	-	-
6. MEP/N9912: Apply principles of professional practice at the workplace				
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain a professional image and behaviour</i>	2	4	-	-
PC1. display appropriate professional appearance for the workplace	1	2	-	-
PC2. interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner	1	2	-	-
<i>Maintain and enhance professional competence</i>	10	21	-	-
PC3. develop personal and professional goals and objectives	1	2	-	-
PC4. identify strengths and weaknesses in relation to goals and objectives	1	2	-	-
PC5. evaluate own capacity to meet goals and objectives	1	2	-	-
PC6. determine personal development needs to perform role as per desired standards	1	2	-	-
PC7. develop a professional development plan to enhance professional capabilities	1	3	-	-
PC8. document a professional practice plan designed to support the achievement of goals	1	2	-	-
PC9. select and implement development opportunities to support continuous learning and maintain currency of professional practice	1	2	-	-
PC10. research developments and trends impacting on professional practice and integrate information into work performance	1	2	-	-
PC11. invite peers and others to observe, and	1	2	-	-

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provide feedback, on own performance and practices				
PC12. use feedback from colleagues and clients to identify and introduce, improvements in work performance	1	2	-	-
<i>Work in a disciplined and ethical manner</i>	12	20	-	-
PC13. perform tasks to the required workplace standard	2	3	-	-
PC14. complete duties accurately, systematically and within required timeframes	1	2	-	-
PC15. follow organisational policies	1	2	-	-
PC16. protect the rights of the client and organisation when delivering services	1	3	-	-
PC17. ensure services are delivered equally to all clients regardless of personal and cultural beliefs	1	2	-	-
PC18. recognise potential ethical issues in the workplace and discuss with an appropriate person	2	2	-	-
PC19. recognise unethical conduct and report to an appropriate person	1	2	-	-
PC20. operate within an agreed ethical code of practice	2	2	-	-
PC21. apply organisational guidelines and legal requirements on disclosure and confidentiality	1	2	-	-
<i>Work effectively with all stakeholders</i>	12	19	-	-
PC22. identify and obtain clarity regarding organisational, team and own goals	1	2	-	-
PC23. prioritise tasks at work as per organisational, team and own goals	2	3	-	-
PC24. plan to meet team performance targets and standards	2	2	-	-
PC25. monitor own and team performance as per agreed plan	1	2	-	-

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PC26. share all relevant information with stakeholders in agreed formats and as per agreed timelines	1	2	-	-
PC27. work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes	2	2	-	-
PC28. recognise, avoid and/or address any conflict of interest	1	2	-	-
PC29. use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours	1	2	-	-
PC30. recognise and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy. Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour	1	2	-	-
NOS Total	36	64	-	-

8. Employability Skills

S. No	Module Name	Assessment Marks
1.	Introduction to Employability Skills	2
2.	Constitutional values - Citizenship	2
3.	Becoming a Professional in the 21st Century	6
4.	Basic English Skills	6
5.	Career Development & Goal Setting	3
6.	Communication Skills	4
7.	Diversity & Inclusion	2
8.	Financial and Legal Literacy	5
9.	Essential Digital Skills	8
10.	Entrepreneurship	4
11.	Customer Service	3
12.	Getting Ready for Apprenticeship & Jobs	5
	Total	50

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Provided in the above section	
<p>Means of assessment 1</p> <ol style="list-style-type: none"> 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 centre (as per assessment criteria below.) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria. 	
<p>Means of assessment 2 Add boxes as required.</p>	
<p>Pass/Fail</p> <ol style="list-style-type: none"> 1. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS. <p>In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.</p>	

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION B

Title/Name of qualification/component: Office Operations Executive			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>Work in familiar, predictable, routine, situation of clear choice</p> <ul style="list-style-type: none"> • provide brief, routine descriptions or explanations • provide information about past, present or future events • make routine written enquiries, requests and invitations • write routine instructions or advice • express everyday opinions, feelings, wishes, needs and preferences • maintain list of contact details of staff, service providers, suppliers and emergency services • maintain staff birthday's, list of holidays as well as important dates for the whole organisation and share with staff • maintain filing system for essential correspondences, vendor rate cards/contracts, office administration related documents and specific documentation given by authorised 	<p>The Job holder is expected to independently perform work of familiar, predictable and routine nature within situations of clear choice, such as make routine written enquiries, requests and invitations, write routine instructions or advice, express everyday opinions, feelings, wishes, needs and preferences, maintain filing system take measures to ensure that the documents are safety stored, follow safe banking and payment processes, maintain the work area in a clean and tidy condition, greet the customers, welcome the customers with a smile, work safely and apply health and safety practices.</p> <p>Since the job holder is expected to independently perform work of familiar, predictable and routine nature within situations of clear choice as mentioned above s/he can be placed at Level 4.</p>	4

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Title/Name of qualification/component: Office Operations Executive			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>persons for filing</p> <ul style="list-style-type: none"> maintain the work area in a clean and tidy 		
Professional knowledge	<p>Factual knowledge of field of knowledge or study</p> <ul style="list-style-type: none"> various types of workplace texts and correspondence email etiquettes business letter writing principles various application software used in organisations to store, retrieve and communicate information data analysis and interpretation logical reasoning and data sufficiency safe working practices when working with tools and machines 	<p>The job holder is expected to exhibit factual knowledge of the field of knowledge of office work such as knowledge of writing strategies, routine numerical terms, email etiquettes, business letter writing principles, various application software used in organisations to store, retrieve and communicate information, ergonomic guidelines specified for working on computers, cyber security guidelines, banking Procedures, safe working practices, basics of financial markets, mutual funds, insurance, data analysis and interpretation, accounting and taxation essentials, which is vital in performing the duties of an Office Operations Executive.</p> <p>Since this role requires factual knowledge of field of office work, the role qualifies for Level 4.</p>	4
Professional skill	<p>Demonstrate practical skill, routine and repetitive</p> <ul style="list-style-type: none"> identify category of visitor, purpose of visit and the appropriate department and personnel to serve them 	<p>The job holder is expected to recall and demonstrate practical skills, which are routine and repetitive in a narrow range of application such as identify the category of visitor, spot and communicate potential areas of disruptions to</p>	4

NSQF QUALIFICATION FILE

Approved in 23rd NSQC Meeting – NCVET – 29th September 2022

Title/Name of qualification/component: Office Operations Executive			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth plan one's day to day tasks to achieve maximum productivity plan for most efficient method for handling all visitors satisfactorily even when faced with large number of walk-ins improve work processes identify category of documentation, purpose of it and the appropriate storage facility to be used accordingly establish authorisation requirements as per company policy before passing on information in order to prevent unauthorised access and data protection plan and organise documentation storage for physical and computerised storage, in order to establish ease of identification, retrieval, and safety & security of information use of conflict resolution and negotiation 	<p>work process, plan one's day to day tasks, efficient method for handling all visitors satisfactorily, improve work processes, plan and organise documentation storage, take action as appropriate, coordinate with different departments, prioritise tasks, breakdown relevant work process into its constituent activities for ease of analysis.</p> <p>Hence the role qualifies for level 4.</p>	

NSQF QUALIFICATION FILE

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Title/Name of qualification/component: Office Operations Executive			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	skills to identify critical points, issues, concerns and problems, identify options for changing behaviours		
Core skill	<p>Communication- written or oral</p> <ul style="list-style-type: none"> • communicate effectively with visitors and respond to their queries • interact in a language the visitor is comfortable with. • use effective listening and probing/questioning skills to understand requirement of the visitors • provide clear instructions to the visitors for where they need to go and the formalities they need to complete • listen to the visitor carefully and interpret their requirement • 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, 	<p>The job holder is expected to exhibit effective oral communication skills so as to have pleasant and engaging conversations with the customers, co-workers, vendors, interact in a language the visitor is comfortable with, use effective listening and probing/questioning skills to understand requirement of the visitors, ensure not to argue with the customer, listen attentively and answer back politely, communicate development plan with superiors, share information as per organisational data security and confidentiality policy, communicate information using email applications as per organisational access control policy while following data security norms and show written communication skills such as write emails following professional email etiquettes and organisational guidelines.</p> <p>Since all the above mentioned core skills are related to exhibiting effective oral & written communication skills along with understanding of the social, political and natural environment, therefore, the role qualifies for Level 4.</p>	4

NSQF QUALIFICATION FILE

Approved in 23rd NSQC Meeting – NCVET – 29th September 2022

Title/Name of qualification/component: Office Operations Executive			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>words, and phrases</p> <ul style="list-style-type: none"> interact in English and/or the local language to respond to co-workers in a language they are comfortable with 		
Responsibility	<p>Responsibility for own work and learning</p> <ul style="list-style-type: none"> complete duties accurately, systematically and within required timeframes use feedback from colleagues and clients to identify and introduce, improvements in work performance prioritise tasks at work as per organisational, team and own goals monitor own and team performance as per agreed plan 	<p>The Office Operations Executive is a professionally trained individual who is required to undertake responsibilities for own work and learning such as develop personal and professional goals and objectives, evaluate own capacity to meet goals and objectives, complete duties accurately, systematically and within required timeframes.</p> <p>Since these responsibilities are covered specifically in the job role of an Office Operations Executive, it qualifies for level 4.</p>	4

SECTION 3

EVIDENCE OF NEED

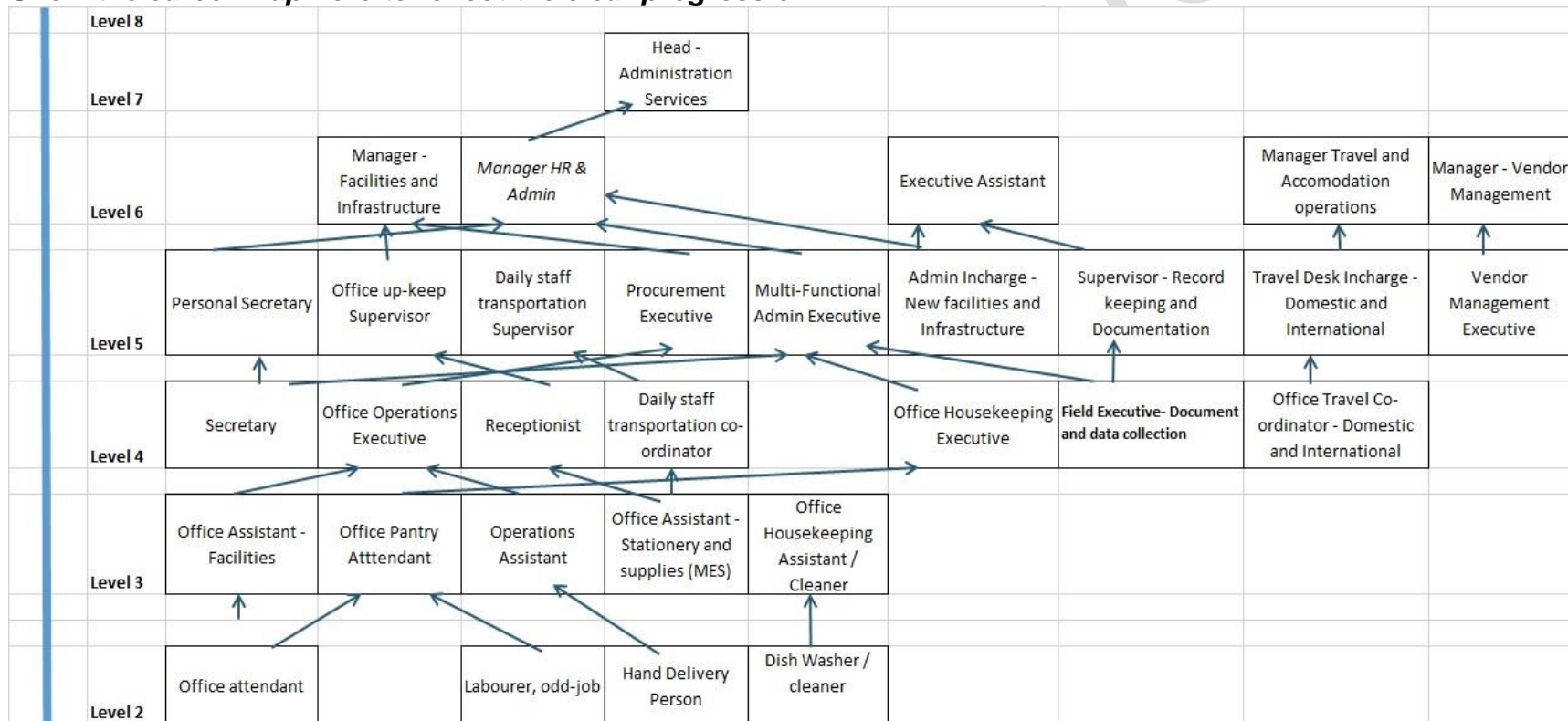
<p>26</p>	<p>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <p>Most organizations, across all sectors, whether they are large, medium or small have some roles which are common. The following QP is one such role: Office Operations Executive</p> <p>There are no Qualifications available for Office Operations Executive in NQR.</p> <p>There is always requirement for Office Operations Executive role in offices.</p> <p>For all the activities being managed by an office, there are persons working behind the scenes for the smooth functioning of the organisation with respect to its operations. There are many operational activities that are necessary in every organisation.</p>
<p>27</p>	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</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>There are no existing qualifications for Office Operations Executive in NQR. 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> <p>Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.</p> <ul style="list-style-type: none"> • Monitoring of results of assessments • Employer feedback will be sought post-placement • A formal review is scheduled in three -year time i.e. 2025

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



Please attach most relevant and recent documents giving further information about any of the topics above.

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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.

NSQC Approved