Model Curriculum

Office Assistant

SECTOR: Management & Entrepreneurship and Professional Skills Council
SUB-SECTOR: Office Management
OCCUPATION: Office Support
REF ID: MEP/Q0202
NSQF LEVEL: 3

Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by
the
Management & Entrepreneurship and Professional Skills Council
for the

MODEL
CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: '**Office Assistant**' QP No. '**MEP/Q0202 NSQF Level 3**'

Date of Issuance: **Aug 17th 2017**

Valid upto: **Aug 17th, 2019**

* Valid up to the next review date of the Qualification Pack

Authorised Signatory

Management & Entrepreneurship and Professional Skills Council

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CURRICULUM/SYLLABUS

This program is aimed at training candidates for the job of a "Office Assistant", in the "Management & Entrepreneurship and Professional Skills" Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Office Assistant		
Qualification Pack Name & Reference ID	MEP/ Q0202		
Version No.	1.0	**Version Update Date**	05/12/16
Pre-requisites to Training	NA		
Training Outcomes	**After completing this programme, participants will be able to:** 1. Assess application of computers 2. Handle operation & usage of various office equipment 3. Apply knowledge on daily office routine activities 4. Comply with industry and organizational requirement 5. Demonstrate soft skills required for the job 6. Maintain a healthy, safe and secure working environment		

This course encompasses <u>6</u> out of <u>6</u> National Occupational Standards (NOS) of "MEP/ Q0202" Qualification Pack issued by "Management & Entrepreneurship and Professional Skills Council".

S. No	Module	Key Learning Outcomes	Equipment
1	**Introduction and Orientation** **Theory** 2 hours **Practical** 2 hours **Corresponding NOS** Bridge Module	• importance of Education and Skill Development Sector • role and responsibility of an Office Assistant	Laptop, white board, marker, projector
2	**Application of Computers** **Theory** 20 Hours **Practical** 30 hours **Corresponding NOS** MEP / N0202	• identify & describe various parts of computers like CPU, keyboard, monitor, etc. • identify different types of storage devices e.g. portable hard disks, flash drives, pen drives and CDs/DVDs (latest removable devices) • connect, turn on and off the computer properly and run computer applications • use different input/ output devices • connect and dismantle projector, cords, cables and input/output devices • view files, work with files and customize window • use application of essential accessories such as notepad, WordPad, paintbrush, images, calculator, calendar, media players and sounds • use multimedia settings and applications of control panel • use word processing software to create and edit official documents and reports (MS Word or equivalent) • use software to create and edit presentations (MS PowerPoint or equivalent) • use software applications to create, apply & modify formulas, generate reports, maintain database & compile data (MS Excel or equivalent) • operate graphic packages e.g. MS Paint, PC Paintbrush etc. • use social media(Google +, Twitter, LinkedIn, Facebook)	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, PPE, First Aid Kit
3	**Operation & usage of various office equipment** **Theory** 15 hours **Practical** 25 hours **Corresponding NOS** MEP/N0203	• locate and select the equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment) and resources needed for the task • understand the various parts and functions of the various office equipment (printer, photocopier, scanner, projector, binder, laminator, telephone, A/V equipment) • operate each equipment efficiently and use all its features & applications • replenish material/supplies needed to run each equipment • inform/maintain about material/ supplies required for each equipment to the appropriate person • record usage of material/ equipment • carryout minor maintenance and troubleshooting • understand the network issues with each equipment • know/inform and act on the appropriate channel of	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.

		communication in case of major breakdown • make sure the equipment is kept clean at all times, before loading, while usage • find alternative means of completion of tasks within stipulated time in case of such breakdown • make sure the equipment, resources and work area are ready for the next user	
4	**Managing routine office activities** **Theory** 13 Hours **Practical** 18 Hours **Corresponding NOS** MEP/N0204	• attend to phone calls of various stakeholders and channelize them to appropriate authority • greet callers/visitors and verify their details, following your organization's procedures over phone or face to face • comply with relevant standards, policies, procedures and guidelines when dealing remotely with queries • listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries • summarize, and obtain confirmation of, your understanding of queries • express your concern for any difficulties caused and your commitment to resolving queries • refer queries outside your area of competence or authority promptly to appropriate people • access your organization's knowledge base for solutions to queries, where available • resolve queries within your area of competence or authority in line with organizational standards	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.
5	**Comply with industry and organizational** requirements **Theory** 05 hours **Practical** 08 hours **Corresponding NOS** MEP/N0205	• describe the organizational standards • implement organizational standards in the work performance • motivate others to follow them • describe the industry standards • align industry standards with the organizational standards • explain political, social, economic, & geographical work • environment	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.
6	**Demonstrate soft skills required for the job** **Theory** 10 hours **Practical** 15 hours **Corresponding NOS** MEP/N0206	• ensure instructions and workflows are channelized in the desired manner to the appropriate person • liaise and communicate effectively with all concerned parties, giving regular updates to those required on your work progress • respond appropriately to letters and queries • correspond through writing in vernacular language/ basic English, precisely, with content and structure desired • obtain advice and guidance from appropriate people to develop knowledge, skills and competence • co-ordinate with all the team members and colleagues • communicate politely • keep appropriate records to monitor your work • organize and store important notice or letters • set a realistic work plan by allocating estimated time frames to each activity to aid planning and costing • prioritize and establish work according to its importance • differentiate between relevant/ important and supporting elements of information	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.

		Content		Equipment Required
		• perform own duties effectively • take responsibility for own actions • be accountable towards the job role and assigned duties • take initiative and innovate the existing methods • focus on self - learning and improvement • identify the objectives of task at hand and various means to achieve the same • complete the task at hand without errors • proofread and correct documents and reports • read, analyse, understand and interpret the data into meaningful information • convert the given information into charts, graphs and statistics using appropriate software's • apply functions and formulas using calculator and appropriate software's use the existing data points to generate required reports for business • agree with team members to be contacted for specific purposes • ensure that the team members receive the required information on time • encourage others to share information and knowledge within the constraints of confidentiality • respect views and opinions of other team members • manage conflicting situations at workplace	
7	**Maintain a healthy, safe and secure working environment** **Theory** 07 hours **Practical** 10 hours **Corresponding NOS** MEP/N0207	• comply with your organization's current health, safety and security policies and procedures • report any identified breaches in health, safety, and security policies and procedures to the designated person • identify and correct any hazards that you can deal with safely, competently and within the limits of your authority • report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures • follow your organization's emergency procedures promptly, calmly, and efficiently • identify and recommend opportunities for improving health, safety, and security to the designated person • complete any health and safety records legibly and accurately	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.
	Total 180 hrs. **Theory** 72 Hours **Practical** 108 Hours	**Unique Equipment Required:** • computer • projector	

Grand Course Duration: 180 Hours
*(This syllabus/ curriculum has been approved by **Management & Entrepreneurship and Professional Skills Council**)*

Trainer Prerequisites for Job role: "Office Assistant" mapped to Qualification Pack: "MEP/Q0202 Version 1.0"

Sr. No.	Area	Details
1	**Description**	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack "MEP/Q0202 Version 1.0".
2	**Personal Attributes**	This job requires the individual to be well groomed, attentive, multi-task, organized with an eye for detail, time sensitive with a positive attitude
3	**Minimum Educational Qualification**	Graduate with minimum 2 years of industry experience
4a	**Domain Certification**	Certified for Job Role mapped to respective QP issued by the relevant SSC
4b	**Platform Certification**	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/ Q0102" with scoring of minimum 80%.
5	**Experience**	As per the standards set by relevant SSC to practice in different industry sectors.

![MEPSC - Management & Entrepreneurship and Professional Skills Council]

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Annexure: Assessment Criteria

Assessment Criteria for Office Assistant	
Job Role	Office Assistant
Qualification Pack	MEP/Q 0202 Version 1.0
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 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 this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent ass the balance NOS's to pass the Qualification Pack.

Compulsory NOS Total Marks: 600			Marks Allocation		
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
1. MEP/N0202 (Application of computers)	PC1. identify & describe various parts of computers like CPU, keyboard, monitor, etc.	100	7	2	5
	PC2. identify different types of storage devices e.g. portable hard disks, flash drives, pen drives and CDs/DVDs (latest removable devices)		10	3	7
	PC3. connect, turn on and off the computer properly and run computer applications		7	2	5
	PC4. use different input/ output devices		7	1	6
	PC5. connect and dismantle projector, cords, cables and input/output devices		7	1	6
	PC6. view files, work with files and customize window		7	2	5
	PC7. use application of essential accessories such as notepad, WordPad, paintbrush, images, calculator, calendar, media players and sounds		10	5	5
	PC8. use multimedia settings and applications of control panel		5	2	3
	PC9. use word processing software to create and edit official documents and reports (MS Word or equivalent)		10	2	8
	PC10. use software to create and edit presentations (MS PowerPoint or equivalent		10	2	8
	PC11. use software applications to create, apply & modify formulas, generate reports, maintain database & compile data(MS Excel or equivalent)		10	2	8

	PC12. operate graphic packages e.g. MS Paint, PC Paintbrush etc.		5	3	2
	PC13. use social media(Google + Twitter, LinkedIn, Facebook)		5	3	2
		Total	100	30	70
2. MEP/N0203 (Operate basic office equipment)	PC1. locate and select the equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment) and resources needed for the task	100	7	2	5
	PC2. understand the various parts and functions of the various office equipment(printer, photocopier, scanner, projector, binder, laminator, telephone, A/V equipment)		10	3	7
	PC3. operate each equipment efficiently and use all its features & applications		7	2	5
	PC4. replenish material/supplies needed to run each equipment		7	1	6
	PC5. inform/maintain about material/ supplies required for each equipment to the appropriate person		7	1	6
	PC6. record usage of material/ equipment		7	2	5
	PC7. carryout minor maintenance and troubleshooting		10	5	5
	PC8. understand the network issues with each equipment		10	5	5
	PC9. know/inform and act on the appropriate channel of communication in case of major breakdown		10	2	8
	PC10. make sure the equipment is kept clean at all times, before loading, while usage		10	2	8
	PC11. find alternative means of completion of tasks within stipulated time in case of such breakdown make sure the equipment, resources and work area are ready for the next User		10	2	8
	PC12. make sure the equipment, resources and work area are ready for		5	3	2

			100	30	70
	the next user				
		Total	100	30	70
3.MEP/N0204 Managing routine office activities	PC1. attend to phone calls of various stakeholders and channelize them to appropriate authority	100	4	1	3
	PC2. greet callers/visitors and verify their details, following your organization's procedures over phone or face to face		4	1	3
	PC3. comply with relevant standards, policies, procedures and guidelines when dealing remotely with queries		4	1	3
	PC4. listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries		4	1	3
	PC5. summarize, and obtain confirmation of, your understanding of queries		5	2	3
	PC6. express your concern for any difficulties caused and your commitment to resolving queries		5	2	3
	PC7. refer queries outside your area of competence or authority promptly to appropriate people		5	2	3
	PC8. access your organization's knowledge base for solutions to queries, where available		5	2	3
	PC9. resolve queries within your area of competence or authority in line with organizational standards		5	2	3
	PC10. dress-up appropriately and neatly as per the corporate culture		5	2	3
	PC11. maintain personal hygiene by keeping self-neat and clean in terms on nails, hair style, teeth etc.		5	2	3
	PC12. use the right behavior to strengthen codes which stress the value of poise, grace and dignity		5	2	3
	PC13. ensure visitors are positively engaged while maintaining decorum		5	2	3
	PC14. prepare computer generated reports and letters		5	2	3

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	PC15. use accurate grammar, spelling and punctuation while drafting/ formatting reports/ letters/ emails		5	2	3
	PC16. compose, format, forward/send and print email messages		5	2	3
	PC17. file documents and develop or modify filing practices		5	2	3
	PC18. check the files for primary classification, series record, indexing or labeling		5	2	3
	PC19. manage, record paper files/computer according to business and legal requirements		4	2	2
	PC20. track movement of files/ records		3	2	1
	PC21. coordinate, organize meetings		4	2	2
	PC22. prepare draft notice, agenda and minutes of meeting		3	2	1
		Total	**100**	**40**	**60**
4. MEP/N0205 (Comply with Industry and organizational requirements)	PC1. describe the organizational standards	**100**	25	20	5
	PC2. implement organizational standards in the work performance		15	10	5
	PC3. motivate others to follow them		12	10	2
	PC4. describe the industry standards		23	20	3
	PC5. align industry standards with the organizational standards		13	10	3
	PC6. explain political, social, economic, & geographical work environment		12	10	2
		Total	**100**	**80**	**20**
5 .MEP/N0206 (Demonstrate soft skills required for the job)	PC1. ensure instructions and workflows are channelized in the desired manner to the appropriate person	**100**	4	2	2
	PC2. liaise and communicate effectively with all concerned parties, giving regular updates to those required on your work progress		4	3	1
	PC3. respond appropriately to letters and queries		3	2	1

PC4. correspond through writing in vernacular language/ basic English, precisely, with content and structure desired		5	2	3
PC5. obtain advice and guidance from appropriate people to develop knowledge, skills and competence		3	2	1
PC6. co-ordinate with all the team members and colleagues		4	2	2
PC7. communicate politely		3	2	1
PC8. keep appropriate records to monitor your work		4	2	2
PC9. organize and store important notice or letters		4	2	2
PC10. set a realistic work plan by allocating estimated time frames to each activity to aid planning and costing		4	2	2
PC11. prioritize and establish work according to its importance		4	3	1
PC12. differentiate between relevant/ important and supporting elements of information		4	2	2
PC13. perform own duties effectively		4	2	2
PC14. take responsibility for own actions		4	2	2
PC15. be accountable towards the job role and assigned duties		3	2	1
PC16. take initiative and innovate the existing methods		3	2	1
PC17. focus on self - learning and improvement		3	2	1
PC18. identify the objectives of task at hand and various means to achieve the same		3	2	1
PC19. complete the task at hand without errors		3	2	1
PC20. proofread and correct documents and reports		3	1	2
PC21. read, analyze, understand and interpret the data into meaningful information		4	2	2

	PC22. convert the given information into charts, graphs and statistics using appropriate Software's		3	1	2
	PC23. apply functions and formulas using calculator and appropriate software's		3	1	2
	PC24. use the existing data points to generate required reports for business		2	1	1
	PC25. agree with team members to be contacted for specific purposes		3	1	2
	PC26. ensure that the team members receive the required information on time		4	2	2
	PC27. encourage others to share information and knowledge within the constraints of confidentiality		3	2	1
	PC28. respect views and opinions of other team members		3	2	1
	PC29. manage conflicting situations at workplace		3	2	1
		Total	**100**	**55**	**45**
6. MEP/N0207 Maintain a healthy, safe and secure working environment	PC1. comply with your organization's current health, safety and security policies and procedures	**100**	10	9	1
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		10	9	1
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		20	18	2
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures		20	15	5
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		10	5	5

	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		15	12	3
	PC7. complete any health and safety records legibly and accurately		15	12	3
		Total	**100**	**80**	**20**