Model Curriculum

QP Name: Office Executive

QP Code: MEP/Q0211

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

Management & Entrepreneurship and Professional Skills Council || Management & Entrepreneurship and Professional Skills Council (MEPSC), F-04, First Floor, Plot No.212, Okhla Phase III, New Delhi 110020

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Training Parameters

Sector	Management & Entrepreneurship and Professional Skills
Sub-Sector	Office Management & Professional Skills
Occupation	Office support
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3341.1000
Minimum Educational Qualification and Experience	12th grade pass with 6 months of experience as Office Assistant Or Previous relevant Qualification of NSQF Level 3.5 with 1.5-year relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	
Last Reviewed On	5/1/2023
Next Review Date	5/1/2026
NSQC Approval Date	5/1/2023
QP Version	1.0
Model Curriculum Creation Date	5/1/2023
Model Curriculum Valid Up to Date	5/1/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	390 hours
Maximum Duration of the Course	390 hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Use computer to write, calculate, prepare presentations, save, store and retrieve documents.
- Use internet to search for information and communicate through e-mail
- Manage routine office activities.
- Use internet for scheduling and other office activities.
- Apply gender mainstreaming and inclusivity
- Organize the relevant records and documentation
- Describe material and energy conservation practices
- Apply relevant health and safety practices at the workplace

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
1.Bridge Module Introduction **to Skill India and the job role of Office Executive**	**4:00 hrs**	0	--	--	**4:00 hrs**
MEP/N0216 Use computers to store, retrieve, and communicate information NOS Version No. 2 NSQF Level 3	**36:00 hrs**	**50:00 hrs**	--	--	**86:00 hrs**
2.Use computers	36:00 hrs	50:00 hrs	--	--	86:00 hrs
MEP/N0204 Managing routine office activities NOS Version No.2 NSQF Level 3	**10:00 hrs**	**50:00 hrs**	--		**60:00 hrs**
3.Manage routine office activities	10:00 hrs	50:00 hrs	--		60:00 hrs
MEP/N0245 Manage e-office NOS Version No.1 NSQF Level 4	40:00 hrs	50:00 hrs			**90:00 hrs**
4.Manage e-office	40:00 hrs	50:00 hrs			90:00 hrs
MEP/N0244 Carry out documentation NOS Version No.1 NSQF Level 4	**20:00 hrs**	**40:00 hrs**			**60:00 hrs**
5.Carry out documentation	20:00 hrs	40:00 hrs			60:00 hrs
MEP/N9903	**10:00 hrs**	**20:00 hrs**	--	--	**30:00 hrs**

Apply health and safety practices at the workplace **NOS Version No.4** **NSQF Level 4**					
6.**Maintain safe and secure working environment**	10:00 hrs	20:00 hrs	--	--	30:00 hrs
7.Employability Skills	**60:00 hrs**				**60**
Total Duration	**180:00 hrs**	**210:00 hrs**	**--**	**--**	**390:00 hrs**

Module Details

Bridge Module

Module 1: Introduction to Skill India and job role of Office Executive

Terminal Outcomes:

- Give an overview of Skill India
- Explain the role of Office Executive.

Duration: 04:00	Duration: 00:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain Skill India Mission - Describe skill development sector and its link to sector skill councils. - State the role of Office Executive.	
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
NA	

Module 2: Use computers
Mapped to MEP/N 0216, v2.0

Terminal Outcome:

- Demonstrate preparation, storage, retrieval and communication of information using computers

Duration:*10:00*	Duration: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Identify and describe various parts of computers like CPU, keyboard, monitor, etc. - Identify different types of storage devices e.g. portable hard disks, flash drives, digital memory card and CDs/DVDs (latest removable devices - Describe different applications used to prepare documents, do calculations, make presentations and the like - Explain different functions and features of the various software and multimedia applications. - Discuss computer networks, and Internet. - Explain professional email etiquette and its various elements. - Discuss cyber security guidelines to be followed while storing, retrieving or communicating information online (through the internet). - Discuss the do's and don'ts while using computers at workplace.	- Demonstrate how to start computers. - Create documents using Word processor and Spreadsheet Software. - Demonstrate saving and storing the document in the appropriate folder in the computer. - Demonstrate accessing stored data or files. - Demonstrate use of multimedia to upload and download audio and video files. - Search internet for suggested content. - Demonstrate use of email for communication
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Internet connection Extra Computers that participants can share/use in groups of 3-5	

Module 3: Manage routine office activities
Mapped to MEP/N 0204, v2.0

Terminal Outcome:

- Manage routine office activities like attending to phone calls, attending to queries and the like.
- Describe arrangement of meetings
- Discuss gender neutral communication.

Duration: *40:00*	Duration: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe difference in response to phone calls of various stakeholders. - Discuss dealing remotely with queries. - Explain searching sources like organization's knowledge base for solutions. - Explain storing and maintaining contact details of staff, service providers, suppliers, and other stakeholders, correspondences, contracts, and the like. - Describe steps and points for organization of meeting like table agenda, set-up equipment, and manage refreshments. - Discuss processes to promote gender neutral communication with internal and external stakeholders.	- Demonstrate using role-play: greeting callers/visitors, and verifying their details. - Set-up a meeting room/venue - Modify the given document by changing gendered language to gender neutral statements.

Classroom Aids:
Computer, projector, white board/ flip chart, marker and duster

Tools, Equipment and Other Requirements
Sample documents with gendered language.

Module 4: Manage e-office
Mapped to MEP/N 0215, v1.0

Terminal Outcome:

- Manage e-calendar and set up meetings
- Describe processing travel arrangements
- Demonstrate responding to queries.

Duration: *20:00*	**Duration**: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss various activities of e-office. - Describe manging calendar and virtual meetings. - Elaborate different records that has to be maintained for e-office activities. - Explain areas of misunderstanding in communication in the context of travel arrangements and scheduling meeting. - Describe processes and steps to follow to ensure correctness of arrangements (like clarify date, time, venue, from and to travel dates and time etc.) - Describe formats for communication, clarification of doubts and confirmation of details before undertaking actions like scheduling and bookings.	- Demonstrate recording online meeting and saving the recording. - Role play obtaining travel information and making travel arrangements through WhatsApp call. - Search internet and compare prices for the travel information obtained above. - Demonstrate ethical and polite conversation while responding to queries in the given situation.
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Sample documents.	

Module 5: Carry out documentation
Mapped to MEP/N 0244, v1.0

Terminal Outcome:

- Demonstrate preparation of noting, file numbering and other activities.

Duration: *20:00*	**Duration**: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe format for preparing a draft document and the various components that should be part of the document. - Explain the parameters for proof reading and the different indicators like flagging, track change, marking for deletion etc. - Describe noting format for different contexts and situations. - Explain responding to questions through noting. - Describe systems that can be followed for file numbering. - Elaborate file naming convention followed by different companies.	- Draft a document to send to an office as reply to an e-mail received by the company. - Demonstrate numbering different types of files as per the naming convention of the company. - Prepare a noting to explain petty cash used to buy gifts for staff.
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Sample documents with gendered language.	

Module 6:Maintain safe and secure working environment
Mapped to MEP/9903, v4.0

Terminal Outcome:

- Describe the application of health and safety practices at the workplace.

Duration: *20:00*	**Duration**: *`10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe workplace hygiene components. - List first aid box items and their use. - Explain safety signs. - List situations that may lead to accidents at the workplace and ways to prevent them. - Describe the steps of emergency procedures during accidents/fire or other hazards situations. - Describe different types of fire extinguishers	- Demonstrate personal hygiene features at the workplace and name them. - Examine the types of safety signs and explain their significance - Demonstrate appropriate first aid in different situations. - Dramatize (role-play) the emergency procedures during accidents or hazardous situations. - Classify the various fire extinguishers for different types of fires.
Classroom Aids:	
Computer, projector, white board/ flip chart, marker and duster	
Tools, Equipment and Other Requirements	
Personal protective equipment (such as mask and helmet) Fire extinguishers (Class A,B,C,D & K fires: extinguishers may contain water, sand, foam, dry powder, CO2, or wet chemical), first aid box (sterile dressings, plasters, disposable sterile gloves, scissors, anti-septic wipes, thermometer)	

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	6
4.	Basic English Skills	10	6
5.	Career Development & Goal Setting	2	3
6.	Communication Skills	5	4
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	5
9.	Essential Digital Skills	10	8
10.	Entrepreneurship	7	4
11.	Customer Service	5	3
12.	Getting Ready for Apprenticeship & Jobs	8	5
	Total	**60**	**50**

Key Learning Outcomes

Introduction to Employability Skills Duration: 1.5 Hours

After completing this programme, participants will be able to:
1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

Basic English Skills   Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

Career Development & Goal Setting   Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

Financial and Legal Literacy Duration:5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely

19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

Essential Digital Skills Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

Entrepreneurship   Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

Customer Service   Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs   Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

Trainer Requirements

Trainer Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Graduate/CITS	Any discipline			2	Teaching experience	Prospective ES trainer should:
Current ITI trainers	Employability Skills Training (3 days full-time course done between 2019-2022)					• have good communication skills • be well versed in English • have digital skills • have attention to detail • be adaptable • have willingness to learn
Certified current EEE trainers (155 hours)	from Management SSC (MEPSC)					
Certified Trainer	Qualification Pack: Trainer (MEP/Q0102)					

Domain Certification	Platform Certification
Certified in 60-hour Employability NOS (2022), with a minimum score of **80%** **OR** Certified in 120-, 90-hour Employability NOS (2022), with a minimum score of **80%**	NA

Master Trainer Requirements

Master Trainer Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	**Specialization**	**Years**	**Specialization**	
Graduate/CITS	Any discipline			3	Employability Skills curriculum training experience with an interest to train as well as orient other peer trainers	Prospective ES Master trainer should: • have good communication skills • be well versed in English • have basic digital skills • have attention to detail • be adaptable • have willingness to learn • be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others
Certified Master Trainer	Qualification Pack: Master Trainer (MEP/Q2602			3	EEE training of Management SSC (MEPSC) (155 hours)	

Master Trainer Certification	
Domain Certification	**Platform Certification**
Certified in 60-hour Employability NOS (2022), with a minimum score of **90%.** **OR** Certified in 120-, 90-hour Employability NOS (2022), with a minimum score of **90%**	NA

Assessment Strategy

The trainee will be tested for the acquired skill, knowledge and attitude through formative/summative assessment at the end of the course and as this NOS and MC is adopted across sectors and qualifications, the respective AB can conduct the assessments as per their requirements.

S No.	Name of the Equipment	Quantity
	LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS	
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required
Note: Above Tools &Equipment not required, if Computer LAB is available in the institute.		

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	Specialization	Years	Specialization	
Class 12	Admin assistant, Multifunction assistant, Secretary	3	Admin assistant, Multifunction admin, Secretary	2	Office assistant, Multifunction admin, Secretary	

Trainer Certification	
Domain Certification	**Platform Certification**
MEP/Q0211, v1.0 Office Executive Minimum accepted score is 70%	MEP/Q2601, v2.0 Trainer (VET and Skills) Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Class 12	Admin assistant, Multifunction assistant, Secretary	3	Admin assistant, Multifunction admin, Secretary	2	Office assistant, Multifunction admin, Secretary	

Assessor Certification	
Domain Certification	**Platform Certification**
MEP/Q0211, v1.0 Office Executive Minimum accepted score is 70%	MEP/Q2701, v2.0 Assessor (VET and Skills) Minimum accepted score is 80%

Assessment strategy

Assessment system Overview

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

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

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

Testing Environment

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

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

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

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

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

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

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

Assessment Quality Assurance framework

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. Weightage assigned to each module will be complied with in the question paper. The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme.

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

The assessment will be video recorded and submitted to MEPSC.

The training partner will intimate the time of arrival of the assessor and time of leaving the venue.

Methods 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.

The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment.

Video of the practical session is prepared and submitted to MEPSC.

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

Assessment agency will be responsible to put details in SIP.

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

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 them on SIP.

Glossary

Term	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome.
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.

Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.

Acronyms and Abbreviations

Term	Description
NSQF	National Skills Qualification Framework
QP	Qualification Pack
NOS	National Occupational Standards
OS	Occupational Standards
NCO	National Classification of Occupations
ISCO	International Standard Classification of Occupations
ISIC	The International Standard Industrial Classification of all economic activities
NSQC	National Skills Qualification Committee
NCVET	National Council for Vocational Education and Training