Model Curriculum

HR Executive- Payroll and Employee Data Management

SECTOR: **Management, Entrepreneurship & Professional Skills**

SUB-SECTOR: **Office Management & Professional Skills**

OCCUPATION: **Human Resource Management**

REF ID: **PWD/MEP/Q0701, v1.0**

NSQF LEVEL: **4**

Model Curriculum Aligned

for

Persons with Locomotor Disability

E001

Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

SKILL COUNCIL FOR PERSONS WITH DISABILITY (SCPwD)

for

MODEL CURRICULUM – ALIGNED FOR PERSONS WITH DISABILITY

Complying to National Occupational Standards of Job Role/ Qualification Pack:
'HR Executive-Payroll and Employee Data Management' QP No. 'PWD/MEP/Q0701 NSQF Level 4'
Expository and Code: Locomotor Disability (E001, Version 1.0)

Date of Issuance: December 11, 2020
Valid up to*: December 27, 2022

*Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above, whichever is earlier

Authorized Signatory
(Skill Council for Persons with Disability)

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HR Executive- Payroll and Employee Data Management

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a "HR Executive- Payroll and Employee Data Management", in the "Management, Entrepreneurship and Professional Skills" Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	HR Executive- Payroll and Employee Data Management		
Qualification Pack Name & Reference ID.	PWD/MEP/Q0701, V1.0		
Version No.	1.0	**Version Update Date**	
Pre-requisites to Training	Graduate in any discipline, 20 years old.		
Training Outcomes	**After completing this programme, participants will be able to:** • Maintain employee records for compensation and benefits calculations. • Process statutory entitlements for finalizing compensation and benefits. • Process payroll data. • Use computers to store, retrieve and communicate information. • Communicate with clients, visitors and colleagues effectively. • Apply health and safety practices at the workplace. • Apply principles of professional practice at the workplace.		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of "HR Executive- Payroll and Employee Data Management" Qualification Pack issued by "Management, Entrepreneurship and Professional Skills". The Curriculum is Aligned by "Skill Council for Persons with Disability" for Persons with Locomotor Disability".

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
1	**Introduction** **Theory Duration** (hh:mm) 03:00 **Practical Duration** (hh:mm) 00:00 **Corresponding NOS Code** Bridge Module	• Describe the roles and responsibilities of an HR Executive - Payroll and Employee Data Management. • Explain the importance of the role. • Explain organisation structure and various functions carried out in an organisation. • Describe organisational, external agency and employee requirements for information.	Training kit (Trainer guide, Presentations).	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
2	**Maintain employee records for compensation and benefits calculations** **Theory Duration** (hh:mm) 13:00 **Practical Duration** (hh:mm) 27:00 **Corresponding NOS Code** MEP/N0701	• List various data recording systems used in organisations to capture and process employee data. • Record data using computers in word processors, spreadsheets and ERP systems. • Record data manually in physical registers and files. • List various sources of information related to payroll and employee data management. • Describe various methods of taking attendance and how to extract and process data from the same – physical register, biometric access control data, date time stamp, system login, etc. • Describe overtime and leave marking and approval process. • State importance of Income Tax related investments and declarations from employees. • State income tax-related investments and	Training Kit (Presentations, Trainer Guide), computer with necessary database management and accounting software, printer.	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars

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		declaration form and evidence required with it. • Describe various headers in a salary slip. • List various information required to be maintained during the entire employee lifecycle in an organisation. • List sources of information for regulatory and legal changes or clarifications in personal taxation. • Describe types of information received from external agencies. • Explain how to deal with instructions from external agencies. • Describe procedures for keeping data confidential and secure. • Maintain records of new employees for details such as employee name, ID, team, salary, date of birth, address, etc. • Seek necessary details of new employees from relevant authorities/ departments in the organisation such as employee number, access card number, date of joining, salary break-up, bands/levels, etc. • Obtain records of existing employees assigned to new roles, in a timely manner pertaining to new designations, salary hikes, changes in pay bands, salary structure, departments, etc. • Update records of existing employees assigned to new roles, in the database to reflect changes accurately and in a timely manner. • Update leave details of employees into the database. • Record the leave without pay details of employees. • Record the overtime details of employees (when applicable). • Update the date of resignation of the employees as well as the employee status to indicate resignation. • Obtain salary calculation that forms part of a full and final settlement. • Receive tax-related investment and other declarations in the format provided by the finance department from all employees and		• Speech to Text software The equipment used should be provided at an accessible height considering the comfort of the Person with Locomotor Disability.

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		enter details. • Collect evidence for tax-related investments and other declarations from authorised services. • Prepare tax investment and declaration file for each employee and submit to the finance department. • Obtain previous employment detail /salary details if required/applicable and enter in the system. • Seek clarifications and supporting information to address gaps in information in a timely manner, from appropriate department/authority. • State standards, policies and procedures followed in the company relevant to own employment and performance conditions. • List the organisation's hierarchy, departments, authorised signatories and authorisation's procedures. • State the organisation's policies for recording and storing data. • State the organisation's procedures for maintaining the security and confidentiality of information. • State the organisation's policies and procedures for resolving discrepancies • State the organisations' human resource policies.		
3	**Process statutory entitlements for finalizing compensation and benefits** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm)	• State the current provisions and rules in the income tax act, relevant to processing of compensation and benefits. • Describe how to process statutory entitlements and deductions with respect to staff compensation and benefits. • State current rules relating to statutory payments and deductions • State relevant concepts and terms regarding provident fund deduction such as employee's contribution, employer's contribution, minimum and maximum PF deduction allowed, government website through which payment is to be made, eligibility criteria, etc.	Training kit (Trainer guide, Presentations), computer with necessary database management and accounting software, printer	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	30:00 **Corresponding NOS Code** MEP/N0702	• State relevant concepts and terms regarding ESI deduction such as employee's contribution, employer's contribution, minimum and maximum ESI deduction allowed, government website through which payment is to be made, the applicability of ESI provisions to employees with salary as limited by present rules, etc. • List statutory and regulatory authorities related to compensation and benefits. • List types of non-statutory deductions. • List types of exceptional payments. • List types of termination/severance payments. • List documentation to be maintained for statutory compliances for PF, ESIC, Professional Tax, Income Tax, etc. • Explain how to use the relevant tax authority's tools to perform calculations of statutory additions to pay. • Describe how to use the relevant tax authority's tools to perform calculations of net pay. • Describe the organisation's methods of disbursement. • Determine entitlement to statutory payments, provident fund (PPF), employees state insurance (ESI), professional tax, etc. for staff compensation and benefits. • Issue the correct regulatory documentation where entitlement to statutory payments is applicable, not applicable or ceases. • Calculate exceptional payments and deductions in accordance with organisational requirements, to the deadlines agreed. • Apply the correct payment schemes with regard to statutory entitlements. • Process statutory payments accurately on receipt of regulatory forms. • Calculate any applicable pre-tax deductions and all relevant statutory and non-statutory deductions. • Identify the tax liabilities for various salary		• Automatic Page Turner • Grab Bars • Speech to Text software

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Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		amounts and types.		
		• Enter into the payroll system any sums due in respect of redundancy to ensure timely payments and appropriate tax treatment.		
		• Use the relevant tax authority's tools to check statutory pay entitlements in response to individual employees' queries.		
		• Identify relevant concepts and terms regarding Provident Fund deduction such as employee's contribution, employer's contribution, minimum and maximum PF deduction allowed, government website through which payment is to be made, eligibility criteria, etc.		
		• Calculate the amount of PF to be deducted individually from employees' salaries.		
		• Calculate the amount of PF deducted totally that needs to be submitted to the government account.		
		• Process PF Nomination, PF-Withdrawal and PF- Transfer documents.		
		• Identify relevant concepts and terms regarding ESI deduction such as employee's contribution, employer's contribution, minimum and maximum ESI deduction allowed, government website through which payment is to be made, the applicability of ESI provisions to employees with salary as limited by present rules, etc.		
		• Calculate the amount of ESI to be deducted individually from employees' salaries.		
		• Calculate the amount of ESI deducted totally that needs to be submitted to the government account.		
		• Prepare statements related to all statutory dues - PF, ESIC, Professional Tax, etc.		
		• Calculation and payment of full and final settlement of employees that are leaving the organisation.		
		• Coordinate with accounts team for final payments and deductions by sharing accurate and timely information in required formats.		

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		• Comply with all organisational and statutory timescales. • Maintain the security and confidentiality of personal and sensitive details at all times. • State organization's standards, policies, procedures, guidelines and service level agreements for dealing with queries and your role and responsibilities in relation to these.		
4	**Process salary packages in the payroll system** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 20:00 **Corresponding NOS Code** MEP/N0703	• Describe how to process salary packages in the payroll system. • State key features of the legislation, regulations and taxation systems relevant to salary packaging arrangements and additional allowances, including those of: state wage and labour laws, income tax assessment. • List benefits and costs to organisations and employees of salary packaging arrangements. • Explain different models for salary packaging, including gross salary plus benefits, total employment costing. • List common types of benefits that can be included in salary packaging arrangements, including fringe benefits, exempt benefits, concessional benefits, novated lease arrangements, purchased leave arrangements, superannuation contributions. • List common types of allowances. • Describe external and organisational sources that can be accessed for additional information on salary packaging arrangements and additional allowances. • Describe salary slip information. • Prepare standard information for employees on available salary packaging options. • Provide information to employees according to organisational policies and procedures. • Provide employees with further specific information and clarity to assess the implications of salary packaging based on their selected options. • Obtain employee information required to process salary packaging arrangements in line with organisational procedures.	Training kit (Trainer guide, Presentations), computer with necessary database management and accounting software, printer.	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software The work desk should be at an accessible height according to the person with Locomotor Disability.

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		• Enter information into the payroll system and check for accuracy against source information, seeking clarification from sources as required. • Determine tax and non-tax components of salary packaging arrangements. • Calculate the impact of salary packaging on employee's assessable income in the payroll system. • Obtain employee information required to process additional allowances relating to their employment conditions in line with organisational procedures. • Enter information into the payroll system and check for accuracy against source information, seeking clarification from sources as required. • Calculate the impact of additional allowances on employee's gross income in the payroll system. • Adjust additional allowances to be paid to the employee in response to changes in their employment conditions as required. • Prepare aggregated and individual payment summary and document outcomes. • Issue payment summary to employee according to legislative and organisational requirements. • Produce payroll records relating to employee salary packaging arrangements and additional allowances according to organisational policies and procedures. • Maintain payroll records relating to employee salary packaging arrangements and additional allowances according to organisational policies and procedures • State standards, policies, and procedures followed in the company relevant to own employment and performance conditions. • Identify organization's departments, hierarchy, products, services, operations. • Describe organisational norms and professional protocol for communication, escalation and documentation.		

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
5	**Process payroll data** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 27:00 **Corresponding NOS Code** MEP/N0703	• List different types of payroll systems. • List the organisation's methods of salary and payroll disbursement. • Describe operational work systems, equipment, management and site operating systems for payroll activities. • Explain workplace procedures and policies for carrying out employee payroll activities. • List documentation requirements for carrying out employee payroll activities. • Explain problems that may occur and appropriate action that can be taken to resolve these problems. • State regulations relevant to payroll activities. • Describe the relationship of loading/ unloading plans and sequence sheets, and pay records of individuals. • Describe workplace grading systems. • Describe workplace leave and roster systems. • Enter employee pay period details and any deductions and allowances in the payroll system in accordance with source documents. • Compile pay sheets and check for accuracy and compliance with organisational requirements. • Ensure all earnings are authorised and calculated in accordance with defined remuneration policies and workplace procedures. • Maintain a record of leave entitlements, leave taken, loadings and allowances. • Calculate gross pay and deductions accurately from information contained in relevant documents. • Calculate payment due to individual employees to reflect standard pay and variations in accordance with employee source data. • Prepare payroll within designated timelines and in accordance with organisational policy and procedures. • Reconcile total wages for a pay period, check or correct irregularities or refer to designated persons for resolution.	Training kit (Trainer guide, Presentations), computer with necessary database management and accounting software, printer.	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software

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		• Make arrangements for payment in accordance with organisational and individual requirements. • Obtain authorisation of payroll and individual pay advice in accordance with organisational requirements. • Produce payroll records in accordance with organisational policy and security procedures. • Check the accuracy of payroll records in accordance with organisational policy and security procedures. • Coordinate with accounts team for final salary payments by sharing accurate and timely information in required formats. • Follow security procedures for processing payroll and for maintaining payroll records. • Respond to payroll enquiries in accordance with organisational and legislative requirements. • Provide information in accordance with organisational and legislative requirements. • Ensure all enquiries outside the area of responsibility and knowledge are referred to designated persons for resolution. • Complete additional information or follow-up action within designated timelines in accordance with organisational policy and procedures. • Explain key provisions of relevant legislation, standards, regulations and codes of practice that may affect aspects of payroll operations. • State organisational policies and procedures across the full range of tasks for the required payroll processes.		
6	**Use computers to store, retrieve and communicate information** **Theory Duration** (hh:mm) 10:00	• Explain the main components of a computer and how to set up a computer. • Setup the main components of a computer correctly and start it correctly, in a safe manner. • Operate the computer to access data and information on it and through it as per authorised privileges. • List various operating systems commonly used by organisations for their computers.	Training kit (Trainer guide, Presentations), Computer systems with all accessories, printer	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	Practical Duration (hh:mm) 20:00 **Corresponding NOS Code** MEP/N0216	• Operate computers using common operating systems such as Windows, Linux and Mac OS. • Identify the operating system, information storage system and applications/software used for data storage and retrieval. • Navigate computer drives, directories, folders and software applications to access specified file locations. • Search for specified file types, files and data within the files using "search" option. • Access specified data or information using specified organisational application software. • List various application software used in organisations to store, retrieve and communicate information. • Follow the organisational access control and data security policies to access data and information. • Explain the various data storages accessible through computers. • List the common information storage systems used for storage and retrieval of data. • Edit specified data or information in the form of a letter, report or table using word-processor application. • Explain basic letter and report components, formats and writing guidelines. • State the process and features that allow for data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word- processor application. • Perform basic designing, formatting, referencing and reviewing activities in a word-processor application as specified for the presentation of information. • State the process and various features that allow for data entry, editing and storage, calculation, formatting, organising and presenting tools and techniques using a spreadsheet application. • Edit specified data or information using a spreadsheet application. • Use basic formulas and data tools and		• Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		techniques for presenting the data as specified using a spreadsheet application.		
		• Search for information using the internet and save in the computer following organisational guidelines and data security norms.		
		• State various ways in which one can search for information using the internet.		
		• Follow organisational policy for naming stored files, maintaining backups and version control.		
		• Share information as per organisational data security and confidentiality policy.		
		• State the process and feature that help in creating simple and professional looking presentations using presentation software.		
		• Share information using presentation software as per specifications.		
		• List the various types of printers and their features.		
		• Explain guidelines for using a printer safely and efficiently without causing it damage.		
		• State the process to use printers connected to computers to obtain printouts of files or information in files.		
		• Use different settings in printers for various types of output.		
		• Share information from computers using printed letters, reports or data sheets as specified.		
		• Communicate information using email applications as per organisational access control policy while following data security norms.		
		• List various email applications used in organisations.		
		• State the importance of following official protocols and only using authorised email applications and accounts for communicating at work.		
		• Write emails following professional email etiquettes and organisational guidelines.		
		• Explain professional email etiquette and its various elements.		
		• Explain the importance of following		

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		professional email etiquette while writing emails. • Explain the various electrical safety precautions one should follow while using computers and related equipment which use electricity to run. • Follow electrical safety precautions while using computers which use electricity to run. • Explain the importance of using ergonomic principles while working. • Explain ergonomic guidelines specified for working on computers and other similar devices. • Follow ergonomic guidelines specified for working on computers at all times during work. • Follow cybersecurity guidelines while storing, retrieving or communicating information online (through the internet). • Seek the assistance of IT helpdesk as per organisational policy in case of computer related problems. • State cybersecurity guidelines to be followed while storing, retrieving or communicating information online (through the internet) and their importance. • Explain methods to deal with computer related problems.		
7	**Communicating with Colleagues (Seniors, Peers and Subordinates)** **Theory Duration** (hh:mm) 06:00 **Practical Duration** (hh:mm) 08:00	• Identify job-related requirements, performance indicators and incentives by seeking clarification from reporting superior. • Record work output, exceptions and any anticipated reasons for delays as per organisational requirements. • Report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements. • Seek and receive feedback on performance output and quality. • Receive information and instructions from colleagues accurately getting clarification where required. • Accurately pass on information to authorized persons who require it and within agreed	Training kit (Trainer guide, Presentations)	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner

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	Corresponding NOS Code MEP/N9914	timescale and confirm its receipt. • Give information to others clearly, at a pace and in a manner that helps them to understand. • State the common reasons for interpersonal conflict. • Explain the importance of developing effective working relationships for professional success. • Describe how to express and address grievances appropriately and effectively. • Explain the importance and ways of managing interpersonal conflict effectively. • Explain the importance of dealing with grievances effectively and in time. • Escalate grievances and problems to the appropriate authority as per procedure to resolve them and avoid conflict. • Explain the importance of teamwork in organizational and individual success. • Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible. • Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks. • State the various components of effective communication. • Explain the importance of effective communication in the workplace. • Display appropriate communication etiquette while working. • Explain the key elements of active listening. • Display active listening skills while interacting with others at work. • Explain the value and importance of active listening and assertive communication. • Explain the barriers to effective communication. • Explain the importance of tone and pitch in effective communication and how to use it. • Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism. • Demonstrate responsible and disciplined behaviours at the workplace such as		• Grab Bars • Speech to Text software

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Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc. Interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work. • Explain the importance of avoiding casual expletives and unpleasant terms while communicating professional circles. • Describe how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer. • Explain the importance of ethics for professional success. • Explain the importance of discipline for professional success. • State what constitutes disciplined behaviour for a working professional.		
8	**Communicating with Clients and Visitors** **Theory Duration** (hh:mm) 06:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** MEP/N9914	• Meet and greet visitors promptly, treating them politely and making them feel welcome. • Ask questions politely to the visitors in order to identify them and their needs. • Provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality. • Communicate with the visitors in a polite, professional and friendly manner. • Listen actively in two-way communication. • Display sensitivity to gender, cultural and social differences such as modes of greeting, formality, etc. • State the various categories of people that one is required to communicate and coordinate within the organization. • Identify customer dissatisfaction, the reason for dissatisfaction and address their complaints effectively. • Ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers.	Training kit (Trainer guide, Presentations)	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software

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		• Allow the visitors to complete what they have to say without interrupting them while they talk. • Ensure to avoid negative questions and statements to the customers. • Inform the customers on any issues or problems beforehand and also on the developments involving them. • Ensure to respond back to the customer immediately for their voice messages, e-mails, etc. • Seek feedback from the visitors on their experience.		
9	**Workplace safety** **Theory Duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS Code** MEP/N9903	• Explain the meaning of "hazards" and "risks". • State the health and safety hazards commonly present in the work environment and related precautions. • Explain possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible. • Explain the methods of accident prevention such as training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors. • State safe working practices when working with tools and machines. • State safe working practices while working at various hazardous sites. • State where to find all the general health and safety equipment in the workplace. • Identify, control and report health and safety issues relating to immediate work environment according to procedures. • Work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required. • Explain the importance of using protective clothing/equipment while working. • Follow procedures and instructions for dealing	Training kit (Trainer guide, Presentations), general Personal Protective Equipment	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software

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		with hazards, within the scope of responsibilities and competencies. • Document all hazards, accidents and near-miss incidents as per set process. • Document safety records according to organisational policies. • Maintain the work area in a clean and tidy condition • Maintain personal hygiene. • Report hygiene-related concerns promptly to the relevant authority		
10	**Fire safety** **Theory Duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS Code** MEP/N9903	• Use the various appropriate fire extinguishers on different types of fires correctly. • Demonstrate rescue techniques applied during fire hazard. • Explain the precautionary activities to prevent the fire accident. • List various causes of fire such as heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc. • Describe the techniques of using different fire extinguishers. • State the different methods of extinguishing fire. • State the different materials used for extinguishing fire such as sand, water, foam, CO_2, dry powder. • Explain rescue techniques applied during a fire hazard. • Demonstrate good housekeeping in order to prevent fire hazards. • Demonstrate the correct use of a fire extinguisher.	Training kit (Trainer guide, Presentations), Fire Extinguisher	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
11	**Emergency, Rescue and First Aid** **Theory Duration** (hh:mm) 04:00	• Explain the various dangers associated with the use of electrical equipment. • Describe the appropriate basic first aid treatment relevant to the condition eg. Shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries. • Administer appropriate first aid to victims wherever required e.g. In case of bleeding,	Training kit (Trainer guide, Presentations) First aid with all contents	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair

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Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	Practical Duration (hh:mm) 06:00 **Corresponding NOS Code** MEP/N9903	burns, choking, electric shock, poisoning etc. • Demonstrate how to free a person from electrocution. • Demonstrate basic techniques of bandaging. • Perform loss minimization or rescue activity during an accident in real or simulated environments. • Demonstrate the artificial respiration and the CPR process. • 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. • Participate in emergency procedures such as raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work. • Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments. • Demonstrate the correct method to move injured people and others during an emergency. • Explain personal safety, health and dignity issues relating to the movement of a person by others. • State the potential impact on a person who is moved incorrectly. • Explain the preventative and remedial actions to be taken in the case of exposure to toxic materials. • Explain the various types of safety signs and what they mean. • State the content of written accident report and its purpose. • Complete a written accident/incident report or dictate a report to another person and send report to person responsible containing details such as name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses and if the supervisor/manager has		• Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		• been notified. • State potential injuries and ill health associated with incorrect manual handing. • State safe lifting and carrying practices.		
12	**Professional Development** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** MEP/N9912	• Develop personal and professional goals and objectives. • Classify goal and objectives into various timelines such as short, medium and long-term. • Explain the importance of developing personal and professional goals and objectives. • Identify strengths and weaknesses in relation to goals and objectives. • Explain the importance of identifying strengths and weaknesses in relation to goals and objectives. • Evaluate own capacity to meet goals and objectives. • Explain how to identify strengths and weaknesses and evaluate own capacity to meet goals and objectives. • Determine personal development needs to perform role as per desired standards. • Explain how to determine personal development needs. • Develop a professional development plan to enhance professional capabilities. • Explain the importance of continuous learning and developing a professional development plan. • Document a professional practice plan designed to support the achievement of goals. • Select and implement development opportunities to support continuous learning and maintain the currency of professional practice. • Development opportunities to support continuous learning and maintain the currency of professional practice. • Research developments and trends impacting on professional practice and integrate information into work performance.	Training kit (Trainer guide, Presentations)	Any of the following tools may be used: • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		• Explain how to source information on developments and trends impacting on professional practice and why is it important. • Invite peers and others to observe, and provide feedback, on own performance and practices. • Use feedback from colleagues and clients to identify and introduce, improvements in work performance. • Explain the importance of taking and using feedback from colleagues and clients to identify and introduce, improvements in work performance.		
13	**Professional Practice** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** MEP/N9912	• Display appropriate professional appearance for the workplace. • Explain the importance of displaying professional appearance behaviour at all times. • Interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner. • Perform tasks to the required workplace standard. • Complete duties accurately, systematically and within required timeframes. • Follow organisational policies while carrying out tasks. • State reliable sources of information for finding out about organisation policies. • Seek clarifications where organisational policies are not clear, from authorised and reliable sources. • Protect the rights of the client and organisation when delivering services. • State the nature of rights that clients and organisations have. • Explain how the wrong actions can deny clients and organisations of their rights. • Ensure services are delivered equally to all clients regardless of personal and cultural beliefs. • Explain the principles and beliefs underlying non- discrimination policies.	Training kit (Trainer guide, Presentations)	

MEPSC
Management & Entrepreneurship
and Professional Skills Council

SCPwD
Skill Council for Persons with Disability

Skill India

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		• Recognise potential ethical issues in the workplace and discuss with an appropriate person. • Explain the importance of discipline and ethics in a professional workplace. • Recognise unethical conduct and report to an appropriate person. • Explain the importance of reporting instances of unethical conduct to the appropriate authority. • Operate within an agreed ethical code of practice. • Apply organisational guidelines and legal requirements on disclosure and confidentiality. • Explain organisational guidelines and legal requirements on disclosure and confidentiality and why it is important to adhere to. • Identify and obtain clarity regarding organisational, team and own goals. • Prioritise tasks at work as per organisational, team and own goals. • List factors based on which one may prioritise tasks and duties. • Plan to meet team performance targets and standards. • Monitor own and team performance as per agreed plan. • Share all relevant information with stakeholders in agreed formats and as per agreed timelines. • Work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes. • Explain the importance of working collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes. • Recognise, avoid and/or address any conflict of interest. • Explain the concept of conflict of interest and why it is important to recognise, avoid and/or address any conflict of interest.		

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		• List ways in which conflict of interest can be addressed effectively. • Use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours. • Recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy. • Explain types of inappropriate behaviours at the workplace such as 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 • Explain how to recognize and respond to inappropriate behaviour towards self and others.		
	Total Duration: **Theory Duration** (hh:mm) **110:00** **Practical Duration** (hh:mm) **190:00**	**Unique Equipment Required:** Training Kit (Presentations, Trainer Guide), computer with necessary database management and accounting software and accessories, printer, general Personal Protective Equipment, Fire Extinguisher, First aid box with all contents.		

Grand Total Course Duration: **300 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by Management, Entrepreneurship and Professional Skills Council)

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Trainer Prerequisites for **Job role: "HR Executive - Payroll and Employee Data Management"
mapped to Qualification Pack: "PWD/MEP/Q0701, v1.0**

Sr. No.	Area	Details
1	**Description**	The Trainer for 'HR Executive - Payroll and Employee Data Management' trains the personnel to maintain employee data for the Human Resource (HR) department and to compile all necessary payroll data, enter it into the organisation's data system, to calculate each employee's respective pay, to compute statutory and tax-related entitlements and deductions and to coordinate with the accounts department for disbursements and fund transfers.
2	**Personal Attributes**	The individual must be well groomed, attentive, comfortable with multi- tasking and disciplined; have good communication skills and attention to detail; respect confidentiality and have a positive attitude and dependability.
3	**Minimum Educational Qualifications**	Graduate in any discipline
4a	**Domain Certification**	Certified for Job Role: "HR Executive - Payroll and Employee Data Management" mapped to QP: "MEP/Q0701, v1.0". Minimum accepted score is 80%
4b	**Platform Certification**	Certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601". Minimum accepted score is 80%
4c	**Disability specific Top Up module**	The Inclusive Trainer should be certified in Disability Specific Top Up Training/ PWD/Q0101, v1.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.
5	**Experience**	3-4 years of experience as HR Executive - Payroll and Employee Data Management

Criteria for Assessment of Trainees

Job Role: HR Executive - Payroll and Employee Data Management

Qualification Pack: PWD/MEP/Q0701, v1.0

Expository: Locomotor Disability (E001)

Sector Skill Council: Management & Entrepreneurship and Professional Skills Council and Skill Council for Persons with Disability

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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
2. and Skills Practical for each PC.
3. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below.)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
7. 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.
8. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS			Marks Allocation		
Total Marks: 800					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
MEP/N0701 Maintain employee records for compensation and benefits calculations	PC1. maintain and update records of new employees	100	8	3	5
	PC2. seek necessary details of new employees from relevant authorities/ departments in the organisation		7	3	4
	PC3. obtain and update records of existing employees assigned to new roles, in the database accurately and in a timely manner		7	3	4
	PC4. record and update the resignation details of the employee submit status to various departments as per organisational procedure		8	3	5
	PC5. obtain salary calculation that forms part of full and final settlement		6	2	4

	PC6. draft full and final settlement letter and forward to relevant authority for approval		7	3	4
	PC7. extract leave and overtime related data from various attendance taking tools		5	2	3
	PC8. update leave details of employees into the database		7	3	4
	PC9. calculate monetary impact of leave without pay and overtime details of employees an update record		7	3	4
	PC10. receive tax-related investment and other declarations in the format provided by finance department from all employees and enter details		7	3	4
	PC11. collect evidences for tax-related investments and other declarations from authorised services		7	3	4
	PC12. prepare tax investment and declaration file for each employee and submit to finance department		9	3	6
	PC13. obtain previous employment detail salary details if required/ applicable and enter in the system		7	3	4
	PC14. seek clarifications and supporting information to address gaps in information in a timely manner, from appropriate department/ authority		8	3	5
		Total	**100**	**40**	**60**
MEP/N0702 Process statutory entitlements for finalizing compensation and benefits	PC1.issue the correct regulatory documentation where entitlement to statutory payments are applicable, not applicable or ceases	100	5	2	3
	PC2.determine entitlement to statutory payments Provident Fund (PF), Employees State Insurance (ESI), Professional Tax, etc. for staff compensation and benefits		5	2	3
	PC3.calculate exceptional payments and deductions in accordance with organisational requirements, to the deadlines agreed		5	2	3
	PC4.apply the correct payment schemes with regard to statutory entitlements		4	2	2
	PC5.process statutory payments accurately on receipt of regulatory forms		5	2	3
	PC6.calculate any applicable pre-tax deductions and all relevant statutory and non-statutory deductions		5	2	3
	PC7.identify the tax liabilities for various salary amounts and types		4	2	2

	PC8.enter into the payroll system any sums due in respect of redundancy to ensure timely payments and appropriate tax treatment		5	2	3
	PC9.use the relevant tax authority's tools to check statutory pay entitlements in response to individual employees' queries		4	2	2
	PC10.identify relevant concepts and terms regarding Provident Fund deduction Concepts and terms: eg. employee's contribution, employer's contribution, minimum and maximum PF deduction allowed, government website through which payment is to be made, eligibility criteria, etc.		5	2	3
	PC11.calculate the amount of PF to be deducted individually from employees' salaries		5	2	3
	PC12.calculate the amount of PF deducted totally that needs to be submitted to the government account		5	2	3
	PC13.process PF Nomination, PF-Withdrawal and PF-Transfer documents		5	2	3
	PC14.identify relevant concepts and terms regarding ESI deduction		4	2	2
	PC15.calculate the amount of ESI to be deducted individually from employees' salaries		5	2	3
	PC16.calculate the amount of ESI deducted totally that needs to be submitted to the government account		5	2	3
	PC17.prepare statements related to all statutory dues - PF, ESIC, Professional Tax, etc.		5	2	3
	PC18.calculate and complete the documentation for full and final settlement of employees that have left the organisation		5	2	3
	PC19.coordinate with accounts team for final payments and deductions by sharing accurate and timely information in required formats		5	2	3
	PC20.comply with all organisational and statutory timescales		4	2	2
	PC21.maintain the security and confidentiality of personal and sensitive details at all times		5	2	3
		Total	100	42	58
MEP/N0703 Process	PC1. enter employee information required to calculate salary package in the payroll system in line with organisational procedures		5	2	3

payroll data	PC2. enter employee pay period details and any deductions and allowances in payroll system in accordance with source documents		5	2	3
	PC3. maintain record of leave entitlements, leave taken, loadings and allowances availed on a regular basis		5	2	3
	PC4. determine tax and non-tax components of salary packaging arrangements	100	5	2	3
	PC5. calculate impact of salary packaging on employee's assessable income in payroll system		5	2	3
	PC6. calculate gross pay and deductions accurately from information contained in relevant documents		5	2	3
	PC7. calculate payment due to individual employees to reflect standard pay and variations in accordance with employee source data		6	2	4
	PC8. adjust additional allowances to be paid to employee in response to changes in their employment conditions as required		5	2	3
	PC9. ensure all earnings are authorised and calculated in accordance with defined remuneration policies and workplace procedures		5	2	3
	PC10. prepare aggregated and individual payment summary and document outcomes		6	2	4
	PC11. prepare payroll within designated timelines and in accordance with organisational policy and procedures		6	2	4
	PC12. reconcile total wages for pay period, check or correct irregularities or refer to designated persons for resolution		5	2	3
	PC13. make arrangements for payment in accordance with organisational and individual requirements		4	1	3
	PC14. obtain authorisation of payroll and individual pay advice in accordance with organisational requirements		4	1	3
	PC15. produce, check and store payroll records in accordance with organisational policy and security procedures		5	2	3
	PC16. coordinate with accounts team for final salary payments by sharing accurate and timely information in required formats		4	1	3
	PC17. follow security procedures for processing payroll and for maintaining payroll records		3	1	2

	PC18. prepare standard information for employees on available salary packaging options		4	1	3
	PC19. issue payment summary to employees according to legislative and organizational requirements		4	1	3
	PC20. respond to payroll enquiries in accordance with organisational and legislative requirements		3	1	2
	PC21. ensure all enquiries outside area of responsibility and knowledge are referred to designated persons for resolution		3	1	2
	PC22. provide information to employees according to organizational policies and procedures		3	1	2
		Total	100	35	65
MEP/N0216 Use computers to store, retrieve and communicate information	PC1. setup main components of a computer correctly and start it		6	2	4
	PC2. operate the computer to access data and information on it and through it as per authorised privileges		6	2	4
	PC3. identify the operating system, information storage system and applications/software used for data storage and retrieval	100	5	2	3
	PC4. 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		6	2	4
	PC5. follow the organisational access control and data security policies to access data and information		5	2	3
	PC6. input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications		7	3	4
	PC7. perform basic designing, formatting, referencing and reviewing activities in a word- processor application as specified for the presentation of information		6	2	4
	PC8. use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application		6	2	4
	PC9. search for information using the internet and save in the computer following organisational guidelines and data security norms		5	2	3
	PC10. follow organisational policy for naming stored files, maintaining backups and version control		5	2	3

	PC11. share information as per organisational data security and confidentiality policy		5	2	3
	PC12. share information using presentation software as per specifications		5	2	3
	PC13. share information from computers using printed letters, reports or data sheets as specified		6	2	4
	PC14. communicate information using email applications as per organisational access control policy while following data security norms		5	2	3
	PC15. write emails following professional email etiquettes and organisational guidelines		6	3	3
	PC16. follow electrical safety precautions while using computers which use electricity to run		4	2	2
	PC17. follow ergonomic guidelines specified for working on computers		4	2	2
	PC18. follow cybersecurity guidelines while storing, retrieving or communicating information online (through the internet)		4	2	2
	PC19. seek assistance of IT helpdesk available as per organisational policy in case of computer related problems		4	2	2
		Total	100	40	60
	PC1.seek and obtain clarification about job- related requirements, performance indicators and incentives from reporting superior		4	2	2
	PC2.record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements		4	2	2
	PC3.escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		4	2	2
	PC4.seek and receive feedback on performance output and quality		4	2	2
	PC5.accurately receive information and instructions from colleagues getting clarification where required		4	2	2
	PC6.accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		4	2	2

	PC7.give information to others clearly, at a pace and in a manner that helps them to understand		4	2	2
	PC8.display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible		4	2	2
MEP/N9914 Communicate with clients, visitors and colleagues effectively	PC9.consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		4	2	2
	PC10.display appropriate communication etiquette while working	100	4	2	2
	PC11.display active listening skills while interacting with others at work		4	2	2
	PC12.use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		4	2	2
	PC13.demonstrate responsible and disciplined behaviours at the workplace		4	2	2
	PC14.nteract with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		3	1	2
	PC15.meet and greet visitors promptly, treating them politely and making them feel welcome		4	1	3
	PC16.ask questions politely to the visitors in order to identify them and their needs		4	1	3
	PC17.provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality		4	1	3
	PC18.communicate with the visitors in a polite, professional and friendly manner		3	1	2
	PC19.listen actively in a two-way communication		4	1	3
	PC20.be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		3	1	2
	PC21.identify customer dissatisfaction, reason for dissatisfaction and address to their complaints effectively		3	1	2
	PC22.ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		3	1	2

	PC23.allow the visitors to complete what they have to say without interrupting them while they talk		4	1	3
	PC24.ensure to avoid negative questions and statements to the customers		3	1	2
	PC25.inform the customers on any issues or problems before hand and also on the developments involving them		4	1	3
	PC26.ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		3	1	2
	PC27.seek feedback from the visitor son their experience		3	1	2
		Total	100	40	60
MEP/N9903 Apply health and safety practices at the workplace	PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures		4	2	2
	PC2. work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required		4	2	2
	PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies		5	2	3
	PC4. document and report all hazards, accidents and near-miss incidents as per set process		5	2	3
	PC5. document safety records according to organisational policies		4	1	3
	PC6. maintain the work area in a clean and tidy condition		5	2	3
	PC7. maintain personal hygiene		3	1	2
	PC8. report hygiene related concerns promptly to the relevant authority		5	2	3
	PC9. demonstrate how to free a person from electrocution		5	2	3
	PC10. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.		5	2	3
	PC11. demonstrate basic techniques of bandaging		5	2	3

	PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments		4	2	2
	PC13. perform and organize loss minimization or rescue activity during an accident in real or simulated environments		5	2	3
	PC14. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases		5	2	3
	PC15. demonstrate the artificial respiration and the CPR Process		5	2	3
	PC16. participate in emergency procedures		3	1	2
	PC17. complete a written accident/incident report or dictate a report to another person, and send report to person responsible		5	2	3
	PC18. demonstrate correct method to move injured people and others during an emergency		4	1	3
	PC19. use the various appropriate fire extinguishers on different types of fires correctly		4	2	2
	PC20. demonstrate rescue techniques applied during fire hazard		5	2	3
	PC21. demonstrate good housekeeping in order to prevent fire hazards		5	2	3
	PC22. demonstrate the correct use of a fire extinguisher		5	2	3
		Total	100	40	60
MEP/N9912 Apply principles of professional practice at the workplace	PC1.display appropriate professional appearance for the workplace	100	3	1	2
	PC2.interact with team members, clients, vendors, visitors and other stakeholders in a professional manner		3	1	2
	PC3.develop personal and professional goals and objectives		3	1	2
	PC4.identify strengths and weaknesses in relation to goals and objectives		3	1	2
	PC5.evaluate own capacity to meet goals and objectives		3	1	2
	PC6.determine personal development needs to perform role as per desired standards		3	1	2
	PC7.develop a professional development plan to enhance professional capabilities		4	1	3

PC8.document a professional practice plan designed to support the achievement of goals		3	1	2
PC9.select and implement development opportunities to support continuous learning and maintain currency of professional practice		3	1	2
PC10.research developments and trends impacting on professional practice and integrate information into work performance		3	1	2
PC11.invite peers and others to observe, and provide feedback, on own performance and practices		3	1	2
PC12.use feedback from colleagues and clients to identify and introduce, improvements in work performance		3	1	2
PC13.perform tasks to the required workplace standard		5	2	3
PC14.complete duties accurately, systematically and within required timeframes		3	1	2
PC15.follow organisational policies		3	1	2
PC16.protect the rights of the client and organisation when delivering services		4	1	3
PC17.ensure services are delivered equally to all clients regardless of personal and cultural beliefs		3	1	2
PC18.recognise potential ethical issues in the workplace and discuss with an appropriate person		4	2	2
PC19.recognise unethical conduct and report to an appropriate person		3	1	2
PC20.operate within an agreed ethical code of practice		4	2	2
PC21.apply organisational guidelines and legal requirements on disclosure and confidentiality		3	1	2
PC22.identify and obtain clarity regarding organisational, team and own goals		3	1	2
PC23.prioritise tasks at work as per organisational, team and own goals		5	2	3
PC24.plan to meet team performance targets and standards		4	2	2
PC25.monitor own and team performance as per agreed plan		3	1	2

	PC26.share all relevant information with stakeholders in agreed formats and as per agreed timelines		3	1	2
	PC27.work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes		4	2	2
	PC28.recognise, avoid and/or address any conflict of interest		3	1	2
	PC29.use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours		3	1	2
	PC30.recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organizational policy		3	1	2
		Total	100	36	64

Accommodation Guidelines recommended for Inclusive Trainers

Persons with Locomotor Disability

Characteristics

Students with physical disabilities may experience limitations in one of the following ways:

- Writing
- Sitting at a standard desk or on the floor;
- Participating in activities where tables and instruments are difficult to access
- Movements within the class and within the school;
- Mobility in spaces that are not user friendly for wheelchair.

Guidelines for Trainers

1. Provide a supportive and welcoming environment by sensitizing other students /staff for creating a sense of responsibility in them.
2. Make the classroom accessible.
3. Sitting plan should include accommodating a Person using Wheelchair in the front row
4. Provide accessible seating arrangement. The height of the table should be accessible for Persons using wheelchair.
5. Make writers available for written work and for tests and exams if the candidate has difficulty in writing owing to upper limb dysfunction.
6. Give additional time for completing assignments/exams
7. Consider alternative to activities involving writing, drawing and other fine motor activities, such as sorting, threading, solving puzzles, etc. for persons whose upper limbs are affected
8. Free movement of learners within the class must be ensured by keeping the classroom environment clutter free. There should be accessible walking space for safe walking with no protruding objects or obstacles in the classroom/laboratory or corridors.
9. Students can use adapted brushes, modified pencils and thick markers that can be gripped easily, for drawing. Alternatively, the candidates can use stamping methods or paste cut outs. The books, papers, brushes etc. can be fixed on the table with the help of tape etc. so that they do not slip down.
10. For assessment, have students present the material orally or if required, with the help of a scribe. Use objective type, multiple type questions using yes/no or true/false answers