



Hindi Typist

Options: Hindi Shorthand / Stenography

QP Code: PWD/MEP/Q0210

Version: 1.0

NSQF Level: 3

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Qualification Pack

Adoption of Job Role for PwD : Job mapping is critical for skill training of PwD so that the livelihood opportunity looks at him/ her not because he/ she is having a disability but because of the skill. Mapping with a disability involves research with subject matter experts (SMEs) with a view on the industry requirement without compromising on performance outcome. In cases, mapping is also supported by the use of assistive tools/ technology.

Expository Mapped Parameters

Sector	PwD
Originating SSC	Management
Original QP code	MEP/Q0210
QP Version	1.0
Expository Next Review Date	25/06/2023

Expository Code	Expository Version	Expository Name	Minimum Entry Criteria	Expository Linked On
E001	1.0	Locomotor Disability	8th Class with NA Experience	N/A
E002	1.0	Blindness /Visual Impairment	8th Class	N/A
E003	1.0	Low-vision (Visual Impairment)	8th Class	N/A
E004	1.0	Speech and Hearing Impairment	8th Class	N/A

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MEP/Q0210: Hindi Typist

Brief Job Description

A Hindi typist is responsible for formatting and typing various types of documents in Hindi with speed and accuracy. The individual types letters, reports, forms, correspondence, policies, tabular statements, or other documents from rough drafts, handwritten copies, dictated notes, or voice recordings using word processing software or typewriter. The individual also checks documents for errors in spelling, grammar, punctuation and format, and corrects identified errors.

Personal Attributes

The individual must be well-groomed, attentive, comfortable with multi-tasking and disciplined. The individual must have good communication skills, and be attentive to detail with an ability to spot grammar, spelling and punctuation errors. The individual must also have dexterity of hands and fingers, clarity of vision, and verbal, auditory and written capabilities. The individual must have a positive attitude and the ability to work in a team.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [MEP/N0236: Install and use Unicode system and Hindi typing tools](#)
2. [MEP/N0238: Prepare various types of documents](#)
3. [MEP/N0239: Proofread documents](#)
4. [MEP/N9903: Apply health and safety practices at the workplace](#)
5. [MEP/N9912: Apply principles of professional practice at the workplace](#)
6. [MEP/N0241: Maintain records and documentation](#)
7. [MEP/N0216: Use computers to store, retrieve and communicate information](#)

Options(Not mandatory):

Option : Hindi Shorthand / Stenography

This unit covers the skills required for taking shorthand notes and producing accurate and correct text in an agreed format. It includes checking the content of document for accuracy and correcting text as necessary, and storing both the text and the original shorthand notes safely and securely.

1. [MEP/N0237: Stenography Hindi/Shorthand Hindi](#)

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Qualification Pack (QP) Parameters

Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4131.9900
Minimum Educational Qualification & Experience	8th Class
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	04/03/2020
Next Review Date	25/06/2023
Deactivation Date	25/06/2023
NSQC Approval Date	25/06/2020
Version	1.0
Reference code on NQR	2021/PWD/SCPWD/04417
NQR Version	1.0

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MEP/N0236: Install and use Unicode system and Hindi typing tools

Description

This unit is about acquiring knowledge about Unicode system and using various Hindi typing tools in computer.

Scope

The scope covers the following :

- This unit/ task covers the following:
- Acquire knowledge of Unicode system and Unicode encoded Hindi fonts
- Install and use Hindi typing tools in computer

Elements and Performance Criteria

Acquire knowledge of Unicode system and Unicode encoded Hindi fonts

To be competent, the user/individual on the job must be able to:

- PC1. know how Unicode system works across multiple platforms
- PC2. identify and compare Unicode font and non-Unicode (ASCII) font
- PC3. select correct Unicode encoded Hindi font as per organisational requirement and perform the typing tasks in Hindi
- PC4. enable Hindi language in various versions of Microsoft Windows applications in accordance with organisational policies and procedures

Install and use Hindi typing tools in computer

To be competent, the user/individual on the job must be able to:

- PC5. download and install Unicode encoded Hindi fonts
- PC6. input data using input method editor (IME)
- PC7. download and install Microsoft Indic Language Input Tool for Hindi
- PC8. type text in Hindi using English QWERTY keyboard

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational policies, procedures and guidelines in relation to your own job role and responsibilities
- KU2. organisational structure, hierarchy and reporting relationships
- KU3. organisational privacy and data security policies
- KU4. organisational policies and procedures for downloading and installing tools through internet
- KU5. processes to be followed in the organisation
- KU6. priorities for own area of work to carry out the work
- KU7. Unicode system and Unicode supported fonts
- KU8. difference between Unicode font and non-Unicode (ASCII) font

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- KU9. advantages of using Unicode supported fonts
- KU10. issues with using non-Unicode fonts
- KU11. various Unicode supported Hindi fonts: Mangal and Aparajita
- KU12. steps to download and install Unicode supported Hindi fonts
- KU13. steps to enable Hindi typing tools in various version of Windows: Windows XP, Windows Vista, Windows 7 and Windows 10
- KU14. types of input method editor (IME) for Hindi: Microsoft's Indic language IME and Google Indic IME (Google transliteration)
- KU15. various keyboarding systems commonly used by organisations for Hindi typing: InScript keyboard, Remington keyboard
- KU16. phonetic keyboard and its limitations
- KU17. difference between InScript keyboard and Remington keyboard
- KU18. the importance of InScript keyboard for non-Hindi users to carry out Hindi typing work
- KU19. advantages of using InScript keyboard to type Hindi and other Indian languages
- KU20. how to convert English keyboard into InScript keyboard
- KU21. steps to install InScript keyboard
- KU22. limitations with using Google Indic IME
- KU23. steps to enable and use Microsoft's Indic input tool for Hindi

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. write messages, notes and short descriptive text with reasonable accuracy
- GS2. write both in Hindi and/or Local language to carry out work related tasks
- GS3. speak and write clearly and effectively, and in a way that is easy to understand
- GS4. discuss task lists, schedules, and workloads with co-workers and seniors
- GS5. read about the software and the documents with reference to the organization
- GS6. read notes or comments from the seniors, or other co-workers
- GS7. read and interpret instructions, procedures, information and signs at the workplace
- GS8. listen and respond in a way that is appropriate to the situation
- GS9. listen attentively to senior's instructions and follow them
- GS10. communicate effectively with seniors and co-workers
- GS11. demonstrate courtesy to co-workers and seniors at all times
- GS12. complete work with accuracy and attention to detail
- GS13. organise checklists, documents, and time scheduling, to complete work on time
- GS14. prepare checklists for own reference
- GS15. organise data and records for ease of retrieval
- GS16. estimate time and effort required to complete a task accurately
- GS17. determine authorisation requirements as per company policy before passing on information in order to prevent unauthorised access and data protection
- GS18. Make a decision on a suitable course of action or response to queries

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- GS19. apply problem-solving approaches in different situations and conflict resolution
- GS20. seek clarification on problems and its solution from others

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Acquire knowledge of Unicode system and Unicode encoded Hindi fonts</i>	20	28	-	-
PC1. know how Unicode system works across multiple platforms	6	8	-	-
PC2. identify and compare Unicode font and non-Unicode (ASCII) font	6	6	-	-
PC3. select correct Unicode encoded Hindi font as per organisational requirement and perform the typing tasks in Hindi	4	8	-	-
PC4. enable Hindi language in various versions of Microsoft Windows applications in accordance with organisational policies and procedures	4	6	-	-
<i>Install and use Hindi typing tools in computer</i>	20	32	-	-
PC5. download and install Unicode encoded Hindi fonts	6	9	-	-
PC6. input data using input method editor (IME)	4	6	-	-
PC7. download and install Microsoft Indic Language Input Tool for Hindi	6	9	-	-
PC8. type text in Hindi using English QWERTY keyboard	4	8	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0236
NOS Name	Install and use Unicode system and Hindi typing tools
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

Qualification Pack

MEP/N0238: Prepare various types of documents

Description

This unit is about identifying and using the keyboard/ Hindi fonts for typing to prepare various documents.

Scope

The scope covers the following :

- This unit/ task covers the following:
- Establish document purpose, format and layout
- Carry out Hindi typing tasks using various types of keyboard systems
- Develop speed and accuracy in typing

Elements and Performance Criteria

Establish document purpose, format and layout

To be competent, the user/individual on the job must be able to:

- PC1. identify various types of source material to carry out typing tasks
- PC2. identify types and purpose of documents to type in correct format
- PC3. select the correct format or template that fits the purpose of the document
- PC4. identify various types of keyboarding systems for Hindi typing
- PC5. select and work with the keyboard that fits with organizational requirements and document format

Carry out Hindi typing tasks using various types of keyboard systems

To be competent, the user/individual on the job must be able to:

- PC6. use word processing software or typewriter to create and type documents in the correct format
- PC7. know how to add and enable required keyboard in Windows
- PC8. use correct keys and combinations to type letters, conjugate letters, matras, numbers and special symbols
- PC9. prepare different types of documents within given timeline
- PC10. perform formatting, including boxed, open, and ruled tables
- PC11. maintain the security and confidentiality of documents according to organizational policies and procedures

Develop speed and accuracy in typing

To be competent, the user/individual on the job must be able to:

- PC12. use touch method of typing to accomplish the typing tasks with higher speed and greater
- PC13. place fingers in their designated positions and move them automatically to the key to be pressed without looking at the keyboard
- PC14. prepare different types of documents with speed and accuracy
- PC15. demonstrate correct body posture or ergonomics while typing to maximise productivity

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1. organizational policies, procedures and guidelines in relation to own job role and responsibilities
- KU2. organisational structure, hierarchy and reporting relationships
- KU3. organisational privacy and data security policies
- KU4. organisational processes related to own work
- KU5. priorities for own area of work to carry out the work
- KU6. various keyboarding systems commonly used by organisations for Hindi typing: InScript keyboard, Remington keyboard
- KU7. phonetic keyboard and its limitations
- KU8. difference between InScript keyboard and Remington keyboard
- KU9. the importance of InScript keyboard for non-Hindi users to carry out Hindi typing work
- KU10. advantages of using InScript keyboard to type Hindi and other Indian languages
- KU11. how to convert English keyboard into InScript keyboard
- KU12. layout of the keyboard to be used for Hindi typing: home row, the rows above and below the home row, the number row, special characters and uppercase letters, shift keys
- KU13. types and purpose of documents: letter, contract, report, order, notice, correspondence, curriculum vitae, tabular statement, balance sheet, salary sheet, advertisement, and envelop or mailing label
- KU14. types of official or government correspondence: official letter, demi-official letter (D.O. letter), office memorandum (memo), circular, endorsement, notification, resolution, and press release
- KU15. basic knowledge of word processing software
- KU16. various styles of formatting used for typing documents
- KU17. guidelines, procedures and pre-described formats for typing letters/reports/correspondence
- KU18. use printers connected to computers to obtain printouts of typed documents
- KU19. importance of speedy completion of work with maximum accuracy
- KU20. touch method of typing
- KU21. ergonomic guidelines specified for working on computers

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. write messages, notes and short descriptive text with reasonable accuracy
- GS2. write both in Hindi and/or Local language to carry out work related tasks
- GS3. speak and write clearly and effectively, and in a way that is easy to understand
- GS4. read notes or comments from the seniors, or other co-workers
- GS5. read and interpret instructions, procedures, information and signs at the workplace
- GS6. listen attentively and respond in a way that is appropriate to the situation
- GS7. listen to senior's instructions carefully and follow them
- GS8. communicate effectively with seniors and co-workers
- GS9. demonstrate courtesy to co-workers and seniors at all times

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- GS10. organise checklists, documents, and time scheduling, so that work is completed on time
- GS11. organise data and records for ease of retrieval
- GS12. estimate time and effort required to complete a task accurately
- GS13. develop schedules, timetables with clear & specific milestones within the given timeframes
- GS14. build and maintain positive and effective relationships with colleagues
- GS15. work effectively in a team environment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establish document purpose, format and layout</i>	10	16	-	-
PC1. identify various types of source material to carry out typing tasks	2	3	-	-
PC2. identify types and purpose of documents to type in correct format	3	3	-	-
PC3. select the correct format or template that fits the purpose of the document	2	4	-	-
PC4. identify various types of keyboarding systems for Hindi typing	1	2	-	-
PC5. select and work with the keyboard that fits with organizational requirements and document format	2	4	-	-
<i>Carry out Hindi typing tasks using various types of keyboard systems</i>	16	24	-	-
PC6. use word processing software or typewriter to create and type documents in the correct format	3	4	-	-
PC7. know how to add and enable required keyboard in Windows	2	3	-	-
PC8. use correct keys and combinations to type letters, conjugate letters, matras, numbers and special symbols	3	4	-	-
PC9. prepare different types of documents within given timeline	2	4	-	-
PC10. perform formatting, including boxed, open, and ruled tables	3	5	-	-
PC11. maintain the security and confidentiality of documents according to organizational policies and procedures	3	4	-	-
<i>Develop speed and accuracy in typing</i>	14	20	-	-
PC12. use touch method of typing to accomplish the typing tasks with higher speed and greater	4	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. place fingers in their designated positions and move them automatically to the key to be pressed without looking at the keyboard	4	4	-	-
PC14. prepare different types of documents with speed and accuracy	3	5	-	-
PC15. demonstrate correct body posture or ergonomics while typing to maximise productivity	3	6	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0238
NOS Name	Prepare various types of documents
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support, Office Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

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MEP/N0239: Proofread documents

Description

This unit is about proofreading of various types of documents to ensure accuracy of the information and layout.

Scope

The scope covers the following :

- This unit/ task covers the following:
- Check and correct the language and content of documents
- Check and correct the format of documents
- Ensure gender mainstreaming and inclusivity

Elements and Performance Criteria

Check and correct the language and content of documents

To be competent, the user/individual on the job must be able to:

- PC1. evaluate the given text for any spelling, grammatical and typographical errors
- PC2. flag errors and track changes
- PC3. correct the identified errors
- PC4. determine that the tone and language are in sync with the context of the document
- PC5. compare the typed proofs against the original copy to identify errors or omissions
- PC6. review all titles, headings, the case caption, names and correct any errors or omissions identified
- PC7. review use of abbreviations and its expansion for correctness and appropriateness and correct any errors or omissions identified

Check and correct the format of documents

To be competent, the user/individual on the job must be able to:

- PC8. determine that the rules about presentation of images, tables and the like are correctly followed
- PC9. organise page numbers, captions and headings correctly and in order while taking care that they are not repeated or omitted
- PC10. perform proofreading for consistency of layout and style

Ensure gender mainstreaming and inclusivity

To be competent, the user/individual on the job must be able to:

- PC11. ensure gender egalitarianism in preparation of documents
- PC12. identify processes to promote gender egalitarianism in different processes. For example, be unbiased in communication and behaviour while discussing documents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1. organizational policies, procedures and guidelines in relation to own job role and responsibilities
- KU2. organisational hierarchy, various department, reporting structure and escalation matrix
- KU3. organisational privacy and data security policies
- KU4. organisational processes related to own work
- KU5. priorities for own area of work
- KU6. types and purpose of documents: letter, contract, report, order, notice, correspondence, curriculum vitae, tabular statement, balance sheet, salary sheet, advertisement, and envelop or mailing label
- KU7. types of official or government correspondence: official letter, demi-official letter (D.O. letter), office memorandum (memo), circular, endorsement, notification, resolution, and press release
- KU8. basic knowledge of word processing software
- KU9. various styles of formatting used for typing documents
- KU10. guidelines, procedures and pre-described formats for typing letters/reports/correspondence
- KU11. use printers connected to computers to obtain printouts of typed documents
- KU12. purpose of proofreading and correcting the errors in spelling, grammar, punctuation and format
- KU13. punctuation marks and their correct use
- KU14. proofread signs and their use at correct place
- KU15. correct ergonomics postures for typing and sitting for a long period
- KU16. organisational policy for naming stored files, maintaining backups and version control
- KU17. purpose of maintaining the privacy and confidentiality of documents
- KU18. organisational policies while sharing the information through internet
- KU19. procedure to report any data security related issues

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. use professional terms and jargon in documents and communication
- GS2. read, understand and use various keyboard shortcuts
- GS3. read and cross check typed matter
- GS4. read job sheets, policy documents and information displayed at the workplace carefully for correct interpretation
- GS5. write messages, notes and short descriptive text with reasonable accuracy
- GS6. write clearly and effectively, and in a way that is easy to understand
- GS7. listen to senior's instructions carefully and follow them
- GS8. listen and respond in a way that is appropriate to the situation
- GS9. communicate effectively with seniors and co-workers
- GS10. apply good attention to detail to given tasks
- GS11. ensure that own work is complete and free from errors
- GS12. prioritise workload according to urgency and importance

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- GS13. maintain punctuality and work as per the priorities agreed with the seniors
- GS14. plan day-to-day tasks to achieve optimum productivity
- GS15. plan and organise official and personal work so as to have minimum downtime at work
- GS16. keep seniors updated with the progress of your work
- GS17. Keep high level of concentration and patience to avoid poor quality results
- GS18. manage distractions and maintain workplace discipline
- GS19. organise documents in such a way that facilitates their ease of identification and retrieval, when required
- GS20. determine level of confidentiality and security requirements of the document and store accordingly, as per company procedure

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check and correct the language and content of documents</i>	20	38	-	-
PC1. evaluate the given text for any spelling, grammatical and typographical errors	3	5	-	-
PC2. flag errors and track changes	3	4	-	-
PC3. correct the identified errors	3	5	-	-
PC4. determine that the tone and language are in sync with the context of the document	2	6	-	-
PC5. compare the typed proofs against the original copy to identify errors or omissions	2	7	-	-
PC6. review all titles, headings, the case caption, names and correct any errors or omissions identified	3	5	-	-
PC7. review use of abbreviations and its expansion for correctness and appropriateness and correct any errors or omissions identified	4	6	-	-
<i>Check and correct the format of documents</i>	12	12	-	-
PC8. determine that the rules about presentation of images, tables and the like are correctly followed	4	4	-	-
PC9. organise page numbers, captions and headings correctly and in order while taking care that they are not repeated or omitted	4	4	-	-
PC10. perform proofreading for consistency of layout and style	4	4	-	-
<i>Ensure gender mainstreaming and inclusivity</i>	8	10	-	-
PC11. ensure gender egalitarianism in preparation of documents	4	5	-	-
PC12. identify processes to promote gender egalitarianism in different processes. For example, be unbiased in communication and behaviour while discussing documents	4	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0239
NOS Name	Proofread documents
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support, Office Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

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

Description

This unit deals in detail with application of health and safety practices in a training and assessment environment

Scope

This unit/ task covers the following:

- Apply relevant health and safety practices at the workplace
- Maintain a healthy and hygienic environment
- Deal with emergency situations
- Follow fire safety requirements

Elements and Performance Criteria

Apply relevant health and safety practices at the workplace

To be competent, the user/individual on the job must be able to:

- PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures
- PC2. work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required
- PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies
- PC4. document and report all hazards, accidents and near-miss incidents as per set process
- PC5. document safety records according to organisational policies

Maintain a healthy and hygienic environment

To be competent, the user/individual on the job must be able to:

- PC6. maintain the work area in a clean and tidy condition
- PC7. maintain personal hygiene
- PC8. report hygiene related concerns promptly to the relevant authority

Emergencies, rescue and first-aid procedures

To be competent, the user/individual on the job must be able to:

- PC9. demonstrate how to free a person from electrocution
- PC10. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC11. demonstrate basic techniques of bandaging
- PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments
- PC13. perform and organize loss minimization or rescue activity during an accident in real or simulated environments

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- 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
- PC15. demonstrate the artificial respiration and the CPR Process
- PC16. participate in emergency proceduresEmergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work
- PC17. complete a written accident/incident report or dictate a report to another person, and send report to person responsibleIncident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified
- PC18. demonstrate correct method to move injured people and others during an emergency

Follow fire safety requirements

To be competent, the user/individual on the job must be able to:

- PC19. use the various appropriate fire extinguishers on different types of fires correctlyTypes of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)

To be competent, the user/individual on the job must be able to:

- PC20. demonstrate rescue techniques applied during fire hazard
- PC21. demonstrate good housekeeping in order to prevent fire hazards
- PC22. demonstrate the correct use of a fire extinguisher

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. Health Safety and Environment (HSE) practices including the appropriate use of personal protective equipment- hand gloves, safety shoes, safety goggles, masks, apron, Safe use of tools and equipment, taking action and reporting hazardous events, Communication protocols for reporting risks and hazardous events
- KU2. relevant Occupational Health and Safety (OHS) regulations
- KU3. relevant statutory legislation
- KU4. relevant enterprise/site safety procedures
- KU5. enterprise /site emergency procedures and techniques
- KU6. waste and dangerous materials disposal procedures and practices
- KU7. procedures for the recording, reporting and maintenance of workplace safety and hygiene
- KU8. meaning of hazards and risks
- KU9. health and safety hazards commonly present in the work environment and related precautions
- KU10. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possiblepossible causes of risk and accident: physical actions; reading; listening to and giving instructions; inattention; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)

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- KU11. methods of accident prevention
Methods of accident prevention: 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
- KU12. safe working practices when working with tools and machines
- KU13. safe working practices while working at various hazardous sites
- KU14. where to find all the general health and safety equipment in the workplace
- KU15. various dangers associated with the use of electrical equipment
- KU16. preventative and remedial actions to be taken in the case of exposure to toxic materials
Exposure: ingested, contact with skin, inhaled
Preventative action: ventilation, masks, protective clothing/ equipment); Remedial action: immediate first aid, report to supervisor
Toxic materials: solvents, flux, lead
- KU17. importance of using protective clothing/equipment while working
- KU18. precautionary activities to prevent the fire accident
- KU19. various causes of fire
Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc.
- KU20. techniques of using the different fire extinguishers
- KU21. different methods of extinguishing fire
- KU22. different materials used for extinguishing fire
Materials: sand, water, foam, CO2, dry powder
- KU23. rescue techniques applied during a fire hazard
- KU24. various types of safety signs and what they mean
- KU25. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries
- KU26. content of written accident report
- KU27. potential injuries and ill health associated with incorrect manual handling
- KU28. safe lifting and carrying practices
- KU29. personal safety, health and dignity issues relating to the movement of a person by others
- KU30. potential impact to a person who is moved incorrectly

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. write Health and safety compliance report
- GS2. interpret general health and safety guidelines
- GS3. communicate general health and safety guidelines to learners
- GS4. act in case of any potential hazards observed in the work place
- GS5. take adequate measures to ensure the safety of students and visitors to training venue
- GS6. provide assistance with the general care and wellbeing of learners
- GS7. analyse what could constitute a health and safety Risk or Hazard
- GS8. recognise emergency and potential emergency situations
- GS9. identify what should or should not be done to protect from a health and safety risk or hazard

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply relevant health and safety practices at the workplace</i>	9	11	-	-
PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures	2	2	-	-
PC2. work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required	2	2	-	-
PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	2	2	-	-
PC4. document and report all hazards, accidents and near-miss incidents as per set process	2	2	-	-
PC5. document safety records according to organisational policies	1	3	-	-
<i>Maintain a healthy and hygienic environment</i>	4	8	-	-
PC6. maintain the work area in a clean and tidy condition	1	3	-	-
PC7. maintain personal hygiene	1	3	-	-
PC8. report hygiene related concerns promptly to the relevant authority	2	2	-	-
<i>Emergencies, rescue and first-aid procedures</i>	19	29	-	-
PC9. demonstrate how to free a person from electrocution	2	2	-	-
PC10. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	-
PC11. demonstrate basic techniques of bandaging	1	3	-	-
PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. perform and organize loss minimization or rescue activity during an accident in real or simulated environments	2	3	-	-
PC14. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	2	3	-	-
PC15. demonstrate the artificial respiration and the CPR Process	2	3	-	-
PC16. participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work	2	3	-	-
PC17. complete a written accident/incident report or dictate a report to another person, and send report to person responsible Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified	2	3	-	-
PC18. demonstrate correct method to move injured people and others during an emergency	2	3	-	-
<i>Follow fire safety requirements</i>	2	3	-	-
PC19. use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)	2	3	-	-
	6	9	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. demonstrate rescue techniques applied during fire hazard	2	3	-	-
PC21. demonstrate good housekeeping in order to prevent fire hazards	2	3	-	-
PC22. demonstrate the correct use of a fire extinguisher	2	3	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9903
NOS Name	Apply health and safety practices at the workplace
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	25/06/2023
Deactivation Date	25/06/2023
NSQ Clearance Date	22/08/2019

Qualification Pack

MEP/N9912: Apply principles of professional practice at the workplace

Description

This unit deals in detail with the application of principles of professional practice like professional image, professional competence, discipline, ethics and work effectiveness.

Scope

This unit/ task covers the following:

- Maintain a professional image and behaviour
- Maintain and enhance professional competence
- Work in a disciplined and ethical manner
- Work effectively with all stakeholders

Elements and Performance Criteria

Maintain a professional image and behaviour

To be competent, the user/individual on the job must be able to:

- PC1. display appropriate professional appearance for the workplace
- PC2. interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner

Maintain and enhance professional competence

To be competent, the user/individual on the job must be able to:

- PC3. develop personal and professional goals and objectives
- PC4. identify strengths and weaknesses in relation to goals and objectives
- PC5. evaluate own capacity to meet goals and objectives
- PC6. determine personal development needs to perform role as per desired standards
- PC7. develop a professional development plan to enhance professional capabilities
- PC8. document a professional practice plan designed to support the achievement of goals
- PC9. select and implement development opportunities to support continuous learning and maintain currency of professional practice
- PC10. research developments and trends impacting on professional practice and integrate information into work performance
- PC11. invite peers and others to observe, and provide feedback, on own performance and practices
- PC12. use feedback from colleagues and clients to identify and introduce, improvements in work performance

Work in a disciplined and ethical manner

To be competent, the user/individual on the job must be able to:

- PC13. perform tasks to the required workplace standard
- PC14. complete duties accurately, systematically and within required timeframes
- PC15. follow organisational policies
- PC16. protect the rights of the client and organisation when delivering services
- PC17. ensure services are delivered equally to all clients regardless of personal and cultural beliefs

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- PC18. recognise potential ethical issues in the workplace and discuss with an appropriate person
- PC19. recognise unethical conduct and report to an appropriate person
- PC20. operate within an agreed ethical code of practice
- PC21. apply organisational guidelines and legal requirements on disclosure and confidentiality

Work effectively with all stakeholders

To be competent, the user/individual on the job must be able to:

- PC22. identify and obtain clarity regarding organisational, team and own goals
- PC23. prioritise tasks at work as per organisational, team and own goals
- PC24. plan to meet team performance targets and standards
- PC25. monitor own and team performance as per agreed plan
- PC26. share all relevant information with stakeholders in agreed formats and as per agreed timelines
- PC27. work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes
- PC28. recognise, avoid and/or address any conflict of interest
- PC29. use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours
- PC30. recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy
Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisations HR systems, policies and procedures
- KU2. organizational hierarchy and escalation matrix
- KU3. organisational health safety and environment
- KU4. work area inspection procedures and practices
- KU5. importance of displaying professional appearance behaviour at all times
- KU6. importance of developing personal and professional goals and objectives
- KU7. importance of identifying strengths and weaknesses in relation to goals and objectives
- KU8. how to identify strengths and weaknesses and evaluate own capacity to meet goals and objectives
- KU9. how to determine personal development needs
- KU10. importance of continuous learning and developing professional development plan
- KU11. development opportunities to support continuous learning and maintain currency of professional practice
- KU12. developments and trends impacting on professional practice
- KU13. importance of taking and using feedback from colleagues and clients to identify and introduce, improvements in work performance

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- KU14. perform tasks to the required workplace standard
- KU15. importance of discipline and ethics in a professional workplace
- KU16. importance of recognising unethical conduct and reporting to appropriate authority
- KU17. guidelines and legal requirements on disclosure and confidentiality
- KU18. importance of collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes
- KU19. how to recognise, avoid and/or address any conflict of interest
- KU20. types of inappropriate behaviours at the workplace and how to recognize them
Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour
- KU21. how to respond to inappropriate behaviour towards self and others in a professional manner

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. prepare a personal development plan
- GS2. read organisational guidelines and legal requirements
- GS3. search and study from various information sources in order to learn about latest updates for self-development
- GS4. read and interpret feedback received from peers
- GS5. receive feedback from clients or concerned stake holders
- GS6. communicate development plan with superiors
- GS7. plan to meet own and team performance targets and standards
- GS8. describe own role in achieving the goal
- GS9. describe others role in achieving the goal
- GS10. list activities, milestones and timelines
- GS11. identify the support and resources needed to help work towards the goal.
- GS12. plan and organise a personal development plan for self
- GS13. provide quality services to all clients
- GS14. display professional appearance and behaviours to all internal and external clients
- GS15. use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours
- GS16. recognise, avoid and/or address any conflict of interest
- GS17. identify own strengths and weaknesses with respect achieving performance standards on the job
- GS18. identify inappropriate behaviour and how to deal with it

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain a professional image and behaviour</i>	2	4	-	-
PC1. display appropriate professional appearance for the workplace	1	2	-	-
PC2. interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner	1	2	-	-
<i>Maintain and enhance professional competence</i>	10	21	-	-
PC3. develop personal and professional goals and objectives	1	2	-	-
PC4. identify strengths and weaknesses in relation to goals and objectives	1	2	-	-
PC5. evaluate own capacity to meet goals and objectives	1	2	-	-
PC6. determine personal development needs to perform role as per desired standards	1	2	-	-
PC7. develop a professional development plan to enhance professional capabilities	1	3	-	-
PC8. document a professional practice plan designed to support the achievement of goals	1	2	-	-
PC9. select and implement development opportunities to support continuous learning and maintain currency of professional practice	1	2	-	-
PC10. research developments and trends impacting on professional practice and integrate information into work performance	1	2	-	-
PC11. invite peers and others to observe, and provide feedback, on own performance and practices	1	2	-	-
PC12. use feedback from colleagues and clients to identify and introduce, improvements in work performance	1	2	-	-
<i>Work in a disciplined and ethical manner</i>	12	20	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. perform tasks to the required workplace standard	2	3	-	-
PC14. complete duties accurately, systematically and within required timeframes	1	2	-	-
PC15. follow organisational policies	1	2	-	-
PC16. protect the rights of the client and organisation when delivering services	1	3	-	-
PC17. ensure services are delivered equally to all clients regardless of personal and cultural beliefs	1	2	-	-
PC18. recognise potential ethical issues in the workplace and discuss with an appropriate person	2	2	-	-
PC19. recognise unethical conduct and report to an appropriate person	1	2	-	-
PC20. operate within an agreed ethical code of practice	2	2	-	-
PC21. apply organisational guidelines and legal requirements on disclosure and confidentiality	1	2	-	-
<i>Work effectively with all stakeholders</i>	12	19	-	-
PC22. identify and obtain clarity regarding organisational, team and own goals	1	2	-	-
PC23. prioritise tasks at work as per organisational, team and own goals	2	3	-	-
PC24. plan to meet team performance targets and standards	2	2	-	-
PC25. monitor own and team performance as per agreed plan	1	2	-	-
PC26. share all relevant information with stakeholders in agreed formats and as per agreed timelines	1	2	-	-
PC27. work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. recognise, avoid and/or address any conflict of interest	1	2	-	-
PC29. use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours	1	2	-	-
PC30. recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour	1	2	-	-
NOS Total	36	64	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9912
NOS Name	Apply principles of professional practice at the workplace
Sector	Management
Sub-Sector	Training and Assessment
Occupation	Training Delivery
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	03/08/2018
Next Review Date	25/06/2023
Deactivation Date	25/06/2023
NSQ Clearance Date	19/12/2018

Qualification Pack

MEP/N0241: Maintain records and documentation

Description

This unit deals in detail with the maintenance of office related records and documentation.

Scope

The scope covers the following :

- This unit/ task covers the following:
- Maintain record and file documents
- Material and energy/electricity conservation practices

Elements and Performance Criteria

Maintain record and file documents

To be competent, the user/individual on the job must be able to:

- PC1. maintain the list of contact details of staff, service providers, suppliers and other stakeholders
- PC2. file essential correspondences
- PC3. maintain a catalogue of the files/documentation in the office
- PC4. establish measures for smooth retrieval of documents and information from the filing system
- PC5. perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system
- PC6. ensure that file retention periods are adhered to
- PC7. report any concerns to the authorised person
- PC8. seek clarification about filing documents
- PC9. ensure that the work is correctly documented

Material and energy/electricity conservation practices

To be competent, the user/individual on the job must be able to:

- PC10. identify processes where material utilization can be optimized
- PC11. ensure computer, printer, scanner and other appliances are switched off when not in use

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational policies, procedures and guidelines in relation to own job role and responsibilities
- KU2. organisational hierarchy, various department, reporting structure and escalation matrix
- KU3. organisational privacy and data security policies
- KU4. organisational processes related to own work
- KU5. common information and data relevant to ones job role as per the organisational context

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- KU6. types and purpose of documents: letter, contract, report, order, notice, correspondence (official or government), curriculum vitae, tabular statement, balance sheet, salary sheet, advertisement, and envelop or mailing label
- KU7. purpose of maintaining the privacy and confidentiality of documents
- KU8. procedure to report any data security related issues
- KU9. the reporting procedure and follow up procedure

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. use professional terms and jargon in documents and communication
- GS2. read, understand and use various keyboard shortcuts
- GS3. read and cross check typed matter
- GS4. read job sheets, policy documents and information displayed at the workplace carefully for correct interpretation
- GS5. write messages, notes and short descriptive text with reasonable accuracy
- GS6. write clearly and effectively, and in a way that is easy to understand
- GS7. listen and respond appropriately
- GS8. communicate effectively with seniors and co-workers
- GS9. pay attention to details
- GS10. ensure that own work is complete and free from errors
- GS11. maintain punctuality and work as per the priorities agreed with the seniors
- GS12. plan day-to-day tasks to achieve optimum productivity
- GS13. plan and organise official and personal work so as to have minimum downtime at work
- GS14. keep seniors updated with the progress of your work
- GS15. maintain concentration and patience to avoid poor quality results
- GS16. manage distractions and maintain workplace discipline
- GS17. organise documents in such a way that facilitates their ease of identification and retrieval, when required
- GS18. maintain confidentiality and security of the documents

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain record and file documents</i>	34	54	-	-
PC1. maintain the list of contact details of staff, service providers, suppliers and other stakeholders	3	7	-	-
PC2. file essential correspondences	3	7	-	-
PC3. maintain a catalogue of the files/documentation in the office	8	8	-	-
PC4. establish measures for smooth retrieval of documents and information from the filing system	6	9	-	-
PC5. perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system	4	7	-	-
PC6. ensure that file retention periods are adhered to	4	6	-	-
PC7. report any concerns to the authorised person	4	6	-	-
PC8. seek clarification about filing documents	1	2	-	-
PC9. ensure that the work is correctly documented	1	2	-	-
<i>Material and energy/electricity conservation practices</i>	6	6	-	-
PC10. identify processes where material utilization can be optimized	2	4	-	-
PC11. ensure computer, printer, scanner and other appliances are switched off when not in use	4	2	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0241
NOS Name	Maintain records and documentation
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support, Office Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

Qualification Pack

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

Description

This unit deals in detail with storing, retrieval and communication of information using computers

Scope

This unit/ task covers the following:

- Retrieve information using computers
- Store information using word processors and spread sheets
- Communicate information using presentation software, printouts and emails
- Work safely on computers

Elements and Performance Criteria

Retrieve information using computers

To be competent, the user/individual on the job must be able to:

- PC1. setup main components of a computer correctly and start it correctly, in a safe
- PC2. operate the computer to access data and information on it and through it as per authorised privileges
- PC3. identify the operating system, information storage system and applications/software used for data storage and retrieval
- PC4. navigate computer drives, directories, folders and software applications to access specified file locations
- PC5. search for specified file types, files and data within the files using search option

Transcribing shorthand documents

To be competent, the user/individual on the job must be able to:

- PC6. access specified data or information using specified organisational application software
- PC7. follow the organisational access control and data security policies to access data and information
- PC8. input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications

Knowledge & use of appropriate symbols

To be competent, the user/individual on the job must be able to:

- PC9. perform basic designing, formatting, referencing and reviewing activities in a word-processor application as specified for the presentation of information
- PC10. input, edit and save specified data or information using spreadsheet application
- PC11. use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application
- PC12. search for information using the internet and save in the computer following organisational guidelines and data security norms
- PC13. follow organisational policy for naming stored files, maintaining backups and version control

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- PC14. share information as per organisational data security and confidentiality policy
 - PC15. share information using presentation software as per specifications
 - PC16. share information from computers using printed letters, reports or data sheets as specified
- To be competent, the user/individual on the job must be able to:
- PC17. communicate information using email applications as per organisational access control policy while following data security norms
 - PC18. write emails following professional email etiquettes and organisational guidelines
 - PC19. follow electrical safety precautions while using computers which use electricity to run
 - PC20. follow ergonomic guidelines specified for working on computers
 - PC21. follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)
 - PC22. seek assistance of IT helpdesk available as per organisational policy in case of computer related problems

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizations access control policy, data security policy and confidentiality policy
- KU2. organisational policy for naming stored files, maintaining backups and version control
- KU3. organisational hierarchy, various department, reporting structure and escalation matrix
- KU4. common information and data relevant to ones job role as per the organisational context
- KU5. various software applications used in the organisation for storage, retrieval and communication of data and information
- KU6. information systems used in the organisation for recording and managing data and information
- KU7. main components of a computer and how-to setup a computer
- KU8. various operating systems commonly used by organisations for their computers
- KU9. how to start, operate and navigate computers using common operating systems such as Windows, Linux and iMac
- KU10. various data storages accessible through computers
- KU11. common information storage systems used for storage and retrieval of data
- KU12. various application software used in organisations to store, retrieve and communicate information
- KU13. basic letter and report writing guidelines
- KU14. data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word-processor application
- KU15. data entry, editing and storage, calculation, formatting, organising and presenting tools and techniques using spreadsheet application
- KU16. various search options for seeking information using the internet
- KU17. how to create simple presentations using presentation software
- KU18. how to use printers connected to computers to obtain printouts of files or information in files
- KU19. various email applications used in organisations
- KU20. professional email etiquettes and their importance

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- KU21. electrical safety precautions while using computers which use electricity to run
- KU22. ergonomic guidelines specified for working on computers
- KU23. cyber security guidelines while storing, retrieving or communicating information online (through the internet)
- KU24. methods to deal with computer related problems

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. write correctly in English or local language while taking and passing messages
- GS2. document and maintain the record as per company policy
- GS3. read contact details of staff members and departments for forwarding mail accurately
- GS4. communicate effectively with courier vendors, staff and respond to their queries
- GS5. interact in language the courier vendor is comfortable such as native language, or English
- GS6. use effective listening and probing /questioning skills to understand requirement of the vendor or staff member
- GS7. identify category of incoming mail, appropriate department and personnel it is for
- GS8. identify category of outgoing mail and appropriate mode of dispatch as per organisational guidelines
- GS9. spot and communicate potential areas of disruptions to work process and report the same
- GS10. interact with irate or distressed staff or vendors, in a professional manner and as per requirement to resolve matters and calm them down
- GS11. plan ones day to day tasks to achieve maximum productivity
- GS12. be punctual and work as per agreed priorities
- GS13. plan and organise official and personal work so as to have minimum downtime
- GS14. organise for replacement in advance before leaving work desk for any reason
- GS15. plan for most efficient method for handling work satisfactorily even when faced with volume of packages and other work
- GS16. manage distractions and maintain workplace discipline
- GS17. listen to the vendor or staff member carefully and interpret their requirement
- GS18. be patient and courteous with different types of visitors under all circumstances and situations
- GS19. apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols
- GS20. improve work processes by using simple techniques like resequencing, reducing duplication of effort, etc
- GS21. evaluate own work practices to discover loopholes that may result in increased security risks

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Retrieve information using computers</i>	9	11	-	-
PC1. setup main components of a computer correctly and start it correctly, in a safe	2	2	-	-
PC2. operate the computer to access data and information on it and through it as per authorised privileges	2	2	-	-
PC3. identify the operating system, information storage system and applications/software used for data storage and retrieval	2	2	-	-
PC4. navigate computer drives, directories, folders and software applications to access specified file locations	2	2	-	-
PC5. search for specified file types, files and data within the files using search option	1	3	-	-
<i>Transcribing shorthand documents</i>	4	8	-	-
PC6. access specified data or information using specified organisational application software	1	3	-	-
PC7. follow the organisational access control and data security policies to access data and information	1	3	-	-
PC8. input, edit and save specified data or information in the form of letter, report or table using word-processor and spreadsheet applications	2	2	-	-
<i>Knowledge & use of appropriate symbols</i>	15	23	-	-
PC9. perform basic designing, formatting, referencing and reviewing activities in a word-processor application as specified for the presentation of information	2	2	-	-
PC10. input, edit and save specified data or information using spreadsheet application	2	3	-	-
PC11. use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. search for information using the internet and save in the computer following organisational guidelines and data security norms	2	3	-	-
PC13. follow organisational policy for naming stored files, maintaining backups and version control	2	3	-	-
PC14. share information as per organisational data security and confidentiality policy	2	3	-	-
PC15. share information using presentation software as per specifications	2	3	-	-
PC16. share information from computers using printed letters, reports or data sheets as specified	2	3	-	-
	12	18	-	-
PC17. communicate information using email applications as per organisational access control policy while following data security norms	2	3	-	-
PC18. write emails following professional email etiquettes and organisational guidelines	2	3	-	-
PC19. follow electrical safety precautions while using computers which use electricity to run	2	3	-	-
PC20. follow ergonomic guidelines specified for working on computers	2	3	-	-
PC21. follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)	2	3	-	-
PC22. seek assistance of IT helpdesk available as per organisational policy in case of computer related problems	2	3	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0216
NOS Name	Use computers to store, retrieve and communicate information
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	25/06/2023
Deactivation Date	25/06/2023
NSQ Clearance Date	22/08/2019

Qualification Pack

MEP/N0237: Stenography Hindi/Shorthand Hindi

Description

This unit covers the skills required for taking shorthand notes and producing accurate and correct text in an agreed format. It includes checking the content of document for accuracy and correcting text as necessary, and storing both the text and the original shorthand notes safely and securely.

Scope

The scope covers the following :

- This unit/ task covers the following:
- Take dictation/notes and record in Hindi using shorthand technique
- Transcribe Hindi shorthand documents

Elements and Performance Criteria

Take dictation/notes and record in Hindi using shorthand technique

To be competent, the user/individual on the job must be able to:

- PC1. acquire the proficiency in taking dictation or notes using accurate Hindi shorthand strokes
- PC2. use Hindi shorthand to record verbal conversation with speed and accuracy
- PC3.
 - understand the basic concept of shorthand with phraseography, logograms, grammalogues and contractions
 - know and use correct Hindi shorthand strokes: initial and final hooks, long and short vowels, dot and dash vowels,
- PC4. circles and loops, halving and doubling principles, prefixes and suffixes signs

Transcribe Hindi shorthand documents

To be competent, the user/individual on the job must be able to:

- PC5. reproduce Hindi shorthand documents using word processing application or typewriter
- PC6. present the text in the required format within agreed deadlines
- PC7. compare the typed drafts against the original notes to identify errors or omissions
- PC8. check content to ensure accuracy of the information and layout
- PC9. perform proofreading and correct the identified errors
- PC10. save and file the typed document and the original shorthand notes as per organisational guidelines

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizations policies, procedures and priorities for own area of work
- KU2. role and responsibilities in carrying out own work
- KU3. importance of speedy disposal of work with maximum accuracy
- KU4. Importance of confidentiality and data protection

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- KU5. compliance of statutory requirements expected from employees
- KU6. different types of documents that may be produced from shorthand and the formats they should follow
- KU7. different types of breaches of safety and security and how and when to report these
- KU8.
 - check for accuracy and correctness including spelling, grammar and punctuation and the purpose of doing this
 - the different formats in which the text may be presented

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read and interpret instructions, procedures, information and signs in the workplace
- GS2. read, understand and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources
- GS3. write messages, notes and short descriptive text with reasonable accuracy
- GS4. comprehend written instructions
- GS5. summarize information to communicate it clearly, concisely and accurately
- GS6. express statements, opinions or information clearly so that the receiver can hear and understand
- GS7. analyse queries and respond appropriately
- GS8. communicate effectively to supervisor and other colleagues
- GS9. make decisions on the resources to be used for work
- GS10. plan accurately to estimate time and effort required to complete a task
- GS11. identify and organize systems and required resources
- GS12. develop schedules and timetables with clear, specific milestones and deadlines
- GS13. establish priorities systematically, differentiating between urgent, important and unimportant tasks
- GS14. monitor & adjust priorities and/or eliminate tasks on an on-going basis
- GS15. importance of being patient and courteous with clients and vendors
- GS16. handle conflicts and solve them amicably
- GS17. assess effort required to complete a work effectively
- GS18. ability to concentrate on task at hand and complete it without errors
- GS19. manage distractions

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Take dictation/ notes and record in Hindi using shorthand technique</i>	8	50	-	-
PC1. acquire the proficiency in taking dictation or notes using accurate Hindi shorthand strokes	2	10	-	-
PC2. use Hindi shorthand to record verbal conversation with speed and accuracy	2	10	-	-
PC3. • understand the basic concept of shorthand with phraseography, logograms, grammalogues and contractions • know and use correct Hindi shorthand strokes: initial and final hooks, long and short vowels, dot and dash vowels,	2	15	-	-
PC4. circles and loops, halving and doubling principles, prefixes and suffixes signs	2	15	-	-
<i>Transcribe Hindi shorthand documents</i>	12	30	-	-
PC5. reproduce Hindi shorthand documents using word processing application or typewriter	2	3	-	-
PC6. present the text in the required format within agreed deadlines	2	3	-	-
PC7. compare the typed drafts against the original notes to identify errors or omissions	2	4	-	-
PC8. check content to ensure accuracy of the information and layout	2	7	-	-
PC9. perform proofreading and correct the identified errors	2	10	-	-
PC10. save and file the typed document and the original shorthand notes as per organisational guidelines	2	3	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0237
NOS Name	Stenography Hindi/Shorthand Hindi
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support, Office Support
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the 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 assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0236.Install and use Unicode system and Hindi typing tools	40	60	-	-	100	15
MEP/N0238.Prepare various types of documents	40	60	-	-	100	20
MEP/N0239.Proofread documents	40	60	-	-	100	15
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	10
MEP/N9912.Apply principles of professional practice at the workplace	36	64	-	-	100	10
MEP/N0241.Maintain records and documentation	40	60	-	-	100	20
MEP/N0216.Use computers to store, retrieve and communicate information	40	60	-	-	100	10
Total	276	424	-	-	700	100

Optional: 1 Hindi Shorthand / Stenography

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0237.Stenography Hindi/Shorthand Hindi	20	80	-	-	100	10
Total	20	80	0	0	100	10

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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Glossary

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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

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Organisational Context	<p>Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.</p>
Technical Knowledge	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
Core Skills/ Generic Skills (GS)	<p>Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.</p>
Electives	<p>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.</p>
Options	<p>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.</p>