GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

Field Executive - Data and Document Collection or Verification

QP Code: MEP/Q0206

Version: 1.0

NSQF Level: 4

Management & Entrepreneurship and Professional Skills Council || Management & Entrepreneurship and Professional Skills Council (MEPSC),Management House,14 Institutional Area,Lodhi Road New Delhi-110003

Contents

MEP/Q0206: Field Executive - Data and Document Collection or Verification

Brief Job Description

The Field Executive - Data and Document Collection or Verification, works for multiple clients and collects or verifies data or documents from the field as per guidelines received. They work on a contractual or commission basis.

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.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. MEP/N0226: Plan and prepare to conduct field work

2. MEP/N0227: Collect and manage data through field surveys

3. MEP/N0228: Verify background information and/ or documentation of individuals through fieldwork

4. MEP/N0230: Manage work as a freelancer or independent worker

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

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

Qualification Pack (QP) Parameters

Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

Minimum Educational Qualification & Experience	12th Class
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	License to drive a vehicle is desirable
Minimum Job Entry Age	20 Years
Last Reviewed On	16/01/2019
Next Review Date	16/01/2023
Deactivation Date	16/01/2023
NSQC Approval Date	22/08/2019
Version	1.0
Reference code on NQR	2019/OAFM/MEPSC/03403
NQR Version	1.0

MEP/N0226: Plan and prepare to conduct field work

Description

This unit is about planning and preparing to do fieldwork.

Scope

This unit/ task covers the following:

- Access and identify fieldwork details
- Accept fieldwork tasks after due consideration
- Prepare plan for carrying out field work as per assigned targets

Elements and Performance Criteria

Access and identify fieldwork details

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

PC1. clarify and confirm work objectives

PC2. clarify own and other team members roles and responsibilities for the job

PC3. identify and address potential risks, hazards and environmental issues

PC4. identify work specificationsSpecifications: eg. location, timelines, quality measures and compensation of the work, etc.

Accept fieldwork tasks after due consideration

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

PC5. estimate cost, time and effort required for completion of fieldwork tasks

PC6. identify synergies with other field jobs in terms of location, type of job, support available, etc.

PC7. select and accept fieldwork tasks based on various factorsFactors: eg. contractual obligations, cost-benefit analysis, constraints and limitations, opportunities and synergies, etc.

PC8. accept the fieldwork tasks, following organisation procedure and documentation

PC9. ensure necessary permissions, consents or specific licences for both site access and field work are obtained

Prepare plan for carrying out field work as per assigned targets

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

PC10. compile data for all fieldwork tasks to be completed in a specific time period

PC11. prepare a priority list based on timelines, return on investment and synergy of work

PC12. prepare an efficient schedule and route plan after referring to area maps, priority list and job requirements

PC13. make necessary travel arrangements as per requirement

PC14. check plan to ensure all fieldwork tasks can be completed within the allocated time and resources with adequate buffers built-in for exigencies

PC15. select and wear personal protective equipment appropriate for work activities

PC16. confirm equipment to be used in the fieldwork tasks

PC17. collect necessary contact numbers, addresses, information and documentation required for the fieldwork tasks to be completed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. standards, policies and procedures followed in the company relevant to own employment and performance conditions

KU2. organisations relevant departments and respective roles and responsibilities

KU3. organisations required authorisations procedures

KU4. organisations policies for recording and storing data

KU5. organisations procedures for maintaining the security and confidentiality of information

KU6. various types of field work that can be assigned

KU7. various types of organisations that use data verification and field verification services

KU8. field surveying methods

KU9. potential risks, hazards and environmental issues in the field, and respective measures to address them

KU10. information required for assessing suitability and feasibility of job

KU11. contracting and job commissioning requirement, processes and documentation

KU12. various systems and methods used by client organisations for conveying, co-ordinating and completing field work

KU13. how to access and read maps in print and digital modes

KU14. types and features of maps

KU15. calculation of scales, distances and bearings

KU16. possible permissions, consents or specific licences that may be required for site access and field work

KU17. data and document storage methods and devices in physical and digital formats

KU18. health, hygiene, safety and security requirements for fieldwork

KU19. importance of planning and preparing before starting a job

KU20. how to make a route plan and schedule

Generic Skills (GS)

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

GS1. write common words/ signs and set phrases used in the work

GS2. prepare checklists for own reference

GS3. read forms and applications

GS4. read notes or comments from the client

GS5. read and extract relevant information from documentation including identity proofs, introductory letters, documents from or for the organisation, etc.

GS6. communicate effectively with client staff as well as people met during the fieldwork tasks and respond to their queries

GS7. spot discrepancies such as missing information, unacceptable documents, etc. as per pre-established norms

GS8. plan ones day to day tasks to achieve maximum productivity

GS9. be punctual and work as per agreed priorities

GS10. manage distractions and maintain workplace discipline

GS11. listen to client instructions carefully and follow them

GS12. demonstrate courtesy to customers at all times

GS13. identify problems that may arise during the course of work, their source and impact

GS14. identify various approaches to resolving the problem and the pros and cons of each approach

GS15. select and implement the approach that resolves the problem with maximum benefit and least cost

GS16. re-view the problem at various stages of implementing the solution and course correct as required

GS17. breakdown relevant work process into its constituent activities for ease of analysis

GS18. identify ways to increase productivity and reduce errors

GS19. identify potential risks and constraints

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Access and identify fieldwork details	**8**	**16**	**-**	**-**
PC1. clarify and confirm work objectives	2	4	-	-
PC2. clarify own and other team members roles and responsibilities for the job	2	4	-	-
PC3. identify and address potential risks, hazards and environmental issues	2	4	-	-
PC4. identify work specificationsSpecifications: eg. location, timelines, quality measures and compensation of the work, etc.	2	4	-	-
Accept fieldwork tasks after due consideration	**10**	**18**	**-**	**-**
PC5. estimate cost, time and effort required for completion of fieldwork tasks	2	4	-	-
PC6. identify synergies with other field jobs in terms of location, type of job, support available, etc.	2	3	-	-
PC7. select and accept fieldwork tasks based on various factorsFactors: eg. contractual obligations, cost-benefit analysis, constraints and limitations, opportunities and synergies, etc.	2	4	-	-
PC8. accept the fieldwork tasks, following organisation procedure and documentation	2	4	-	-
PC9. ensure necessary permissions, consents or specific licences for both site access and field work are obtained	2	3	-	-
Prepare plan for carrying out field work as per assigned targets	**16**	**32**	**-**	**-**
PC10. compile data for all fieldwork tasks to be completed in a specific time period	2	4	-	-
PC11. prepare a priority list based on timelines, return on investment and synergy of work	2	4	-	-
PC12. prepare an efficient schedule and route plan after referring to area maps, priority list and job requirements	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. make necessary travel arrangements as per requirement	2	4	-	-
PC14. check plan to ensure all fieldwork tasks can be completed within the allocated time and resources with adequate buffers built-in for exigencies	2	4	-	-
PC15. select and wear personal protective equipment appropriate for work activities	2	4	-	-
PC16. confirm equipment to be used in the fieldwork tasks	2	4	-	-
PC17. collect necessary contact numbers, addresses, information and documentation required for the fieldwork tasks to be completed	2	4	-	-
NOS Total	**34**	**66**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0226
NOS Name	Plan and prepare to conduct field work
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/01/2019
Next Review Date	16/01/2023
NSQC Clearance Date	22/08/2019

MEP/N0227: Collect and manage data through field surveys

Description

This unit is about collecting data through field surveys as per requirement and managing these so that they are delivered to the clients.

Scope

This unit/ task covers the following:

- Determine the data to be collected
- Access and collate data/ documents
- Evaluate data collected
- Manage and retrieve data

Elements and Performance Criteria

Determine the data to be collected

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

PC1. determine the type and extent of data to be collected and define data requirements

PC2. identify relevant data sources

PC3. identify work health and safety hazards associated with data collection from fieldwork

PC4. define data collection methods and techniques relative to requirements

Access and collate data/documents

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

PC5. format data collection sheets to assist collection

PC6. research or collect data from field source using appropriate methods and technologies

PC7. collate data by using appropriate electronic means

PC8. monitor appropriateness of data and record during collection

PC9. take opportunities to establish and maintain contacts with those who may provide useful information

PC10. follow appropriate work health and safety precautions and work practices

Evaluate data collected

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

PC11. verify that data collected is relevant, valid and sufficient

PC12. seek clarification and assistance where data is unclear or difficult to interpret

PC13. obtain additional data where collected data is inadequate

Manage and retrieve data

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

PC14. store data safely in physical and electronic formats

PC15. present data using appropriate graphical aids and techniques

PC16. assemble data and provide to the appropriate people within the required timescale

PC17. retrieve data efficiently as required

PC18. report problems and issues to concerned client representative, following organisational protocols

PC19. maintain confidentiality of information in accordance with the survey specification

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizations standards, policies, procedures, guidelines and service level agreements for dealing with queries and your role and responsibilities in relation to these

KU2. organisations policies for recording and storing data

KU3. organisations procedures for maintaining the security and confidentiality of information

KU4. organisations policies for resolving discrepancies

KU5. organisational, external agency and employee requirements for information

KU6. data collection techniques and procedures

KU7. data recording techniques

KU8. data analysis and interpretive techniques

KU9. data storage and retrieval methods

KU10. data reporting methods

KU11. range of field survey techniques and instruments available, their advantages and disadvantages and principles of use

KU12. circumstances in which permission, consent or licences are required for survey activities and the means of obtaining them

KU13. types and correct use of survey equipment

KU14. action in cases where the required data cannot be collected

KU15. questioning techniques for various situations

KU16. importance of providing proof of authority and identity

KU17. awareness of the confidentiality and sensitivity of information

KU18. considerations to evaluate data sufficiency

KU19. how to evaluate validity of data

KU20. common problems in data collection and required actions to address these

KU21. importance to keep client informed of issues and problems encountered during field work

KU22. importance of following communication protocols while communicating with clients and target audiences

Generic Skills (GS)

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

GS1. write grammatically correct emails, reports & letters

GS2. read and interpret instructions, procedures, information and signs at the workplace

GS3. read, understand and interpret various mails/ office orders/ circulars / letters and office instructions received from various sources

GS4. express statements, opinions or information clearly, so that the receiver can hear and understand

GS5. listen and respond in a way that is appropriate to the situation

GS6. communicate effectively with clients and others

GS7. spot discrepancies such as missing information, unacceptable documents, etc. as per pre-established norms

GS8. estimate time and effort required to complete a task accurately

GS9. develop simple to do list and prioritize tasks on the basis of importance and urgency of tasks at hand

GS10. complete the tasks within the allocated time, requirements and resources

GS11. develop schedules, timetables with clear & specific milestones within the given timeframes

GS12. deal with customers with positive body language

GS13. demonstrate courtesy to customers at all times

GS14. identify problems at workplace and various means to resolve the same

GS15. resolve break down complex problems into single and manageable components within his/her area of work

GS16. identify potential risks and constraints in own work

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Determine the data to be collected	**9**	**12**	**-**	**-**
PC1. determine the type and extent of data to be collected and define data requirements	2	3	-	-
PC2. identify relevant data sources	2	3	-	-
PC3. identify work health and safety hazards associated with data collection from fieldwork	2	3	-	-
PC4. define data collection methods and techniques relative to requirements	3	3	-	-
Access and collate data/documents	**12**	**22**	**-**	**-**
PC5. format data collection sheets to assist collection	2	4	-	-
PC6. research or collect data from field source using appropriate methods and technologies	2	4	-	-
PC7. collate data by using appropriate electronic means	2	4	-	-
PC8. monitor appropriateness of data and record during collection	2	4	-	-
PC9. take opportunities to establish and maintain contacts with those who may provide useful information	2	3	-	-
PC10. follow appropriate work health and safety precautions and work practices	2	3	-	-
Evaluate data collected	**6**	**9**	**-**	**-**
PC11. verify that data collected is relevant, valid and sufficient	3	3	-	-
PC12. seek clarification and assistance where data is unclear or difficult to interpret	1	3	-	-
PC13. obtain additional data where collected data is inadequate	2	3	-	-
Manage and retrieve data	**12**	**18**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. store data safely in physical and electronic formats	2	3	-	-
PC15. present data using appropriate graphical aids and techniques	2	3	-	-
PC16. assemble data and provide to the appropriate people within the required timescale	2	3	-	-
PC17. retrieve data efficiently as required	2	3	-	-
PC18. report problems and issues to concerned client representative, following organisational protocols	1	3	-	-
PC19. maintain confidentiality of information in accordance with the survey specification	3	3	-	-
NOS Total	**39**	**61**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0227
NOS Name	Collect and manage data through field surveys
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/01/2019
Next Review Date	16/01/2023
NSQC Clearance Date	22/08/2019

MEP/N0228: Verify background information and/ or documentation of individuals through fieldwork

Description

This unit deals in detail verifying background information and/or documentation of individuals through fieldwork

Scope

This unit/ task covers the following:

- Verify background information and/ or documentation of individuals through fieldwork

Elements and Performance Criteria

Verify background information and/ or documentation of individuals through fieldwork

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

PC1. follow process of verification as prescribed by the client

PC2. collect information prior to field visits from various sources to facilitate field verification work

PC3. ask pertinent questions from appropriate persons to elicit required information

PC4. check and verify information from documents such as address proof, identify proofs, employment documentation, etc.

PC5. collect documentary, written, digital or photographic evidences of the verification as required by the client

PC6. collect documentary, written, digital or photographic evidences of the verification as required by the client

PC7. secure and store the evidences and records in safe manner in line with requirements of the clients

PC8. handle difficult situations maintaining safety and dignity of self and others

PC9. provide additional information to support the verification results by sourcing this through internet or contacting relevant people/ institutions

PC10. prepare status report in written as well as digital formats as required by the client

PC11. submit documents, reports and evidences to the client as per the established process

PC12. raise alarm or flag insufficiency when verification was not successful or more details are required as per established process of the client

PC13. provide feedback to the client for future improvements

PC14. ensure data privacy and security norms are followed with respect to data/ document collection, storage, transmission and disposal

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. standards, policies, and procedures followed in the company relevant to own employment and performance conditions

KU2. organizations departments, hierarchy, products, services, operations

KU3. organisational norms and professional protocol for communication, escalation and documentation

KU4. common data/ document verification requirements

KU5. types of organisations that may require data/ documentation verification

KU6. commonly followed processes for data/ document verification

KU7. how to elicit information by asking probing questions

KU8. key points to check and verify from documents such as address proof, identify proofs, employment documentation, etc.

KU9. importance of collection of documentary evidences of verification work done

KU10. various modes of collection of documentary evidences of field verification work done

KU11. various digital equipment used for data/ document verification Digital equipment: eg. smartphone apps, portable scanners, digital cameras, etc.

KU12. secure and store the evidences and records in safe manner in line with requirements of the clients

KU13. difficult situations that a field data/ document verifier may face and best practices for handling them

KU14. legal and regulatory aspects to be kept in mind while conducting a data/document verification on the field

KU15. importance of data enrichment

KU16. importance of status report in field verification work as well as various written and digital modes and formats used for the same

KU17. importance of participating in documentation feedback information for the operations

KU18. data privacy norms with respect to data/ document collection, storage, transmission and disposal

KU19. health, safety and security precautions to be taken while doing field verification work

Generic Skills (GS)

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

GS1. fill in relevant forms and formats clearly and accurately

GS2. write both in English and Local language to carry out work related tasks

GS3. document and maintain the record as per companys policy

GS4. read official documents in English and Local Language to interpret main points correctly

GS5. read job sheets, company policy documents and information displayed at the workplace to interpret main points correctly

GS6. read notes or comments from the supervisor, other co-workers or vendors

GS7. read and extract relevant information from documentation including purpose, nature of document, etc.

GS8. communicate effectively with co-workers (seniors, peers, sub-ordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases

GS9. interact in English and/ or the local language to respond to co-workers in a language they are comfortable with

GS10. use effective listening and probing/ questioning skills to understand requirement of the visitors, vendors and user/ coordinating departments

GS11. provide clear instructions to the co-workers for the formalities they need to complete for submitting or retrieving documents and other information

GS12. identify category of documentation, purpose of it and decide the appropriate storage facility to be used accordingly

GS13. determine level of confidentiality and security requirements of the document and store accordingly as per company procedure

GS14. determine authorisation requirements as per company policy before passing on information in order to prevent unauthorised access and data protection

GS15. plan ones day to day tasks to achieve optimum productivity

GS16. plan and organise official and personal work so as to have minimum downtime at work

GS17. plan and organise documentation storage for physical and computerised storage, in order to establish ease of identification, retrieval, and safety & security of information

GS18. follow good customer service practices with internal and external customers

GS19. deal with customers with positive body language

GS20. demonstrate courtesy to customers at all times

GS21. apply negotiation skills to resolve problems of a difficult nature within organisation protocols

GS22. take action as appropriate to requests or problems, based on company policy

GS23. determine whether to escalate matters to seniors or resolve matters by oneself, based on the nature of the issue and limits of authority required to address it

GS24. observe, record, analyse and modify work practices to achieve productivity gains

GS25. breakdown relevant work process into its constituent activities for ease of analysis

GS26. assess impact of data theft for various types of data and potential misuse

GS27. identify potential sources and motives of data theft relevant to various types of information

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Verify background information and/ or documentation of individuals through fieldwork	**35**	**65**	**-**	**-**
PC1. follow process of verification as prescribed by the client	3	4	-	-
PC2. collect information prior to field visits from various sources to facilitate field verification work	3	4	-	-
PC3. ask pertinent questions from appropriate persons to elicit required information	3	4	-	-
PC4. check and verify information from documents such as address proof, identify proofs, employment documentation, etc.	3	4	-	-
PC5. collect documentary, written, digital or photographic evidences of the verification as required by the client	3	4	-	-
PC6. collect documentary, written, digital or photographic evidences of the verification as required by the client	3	5	-	-
PC7. secure and store the evidences and records in safe manner in line with requirements of the clients	3	4	-	-
PC8. handle difficult situations maintaining safety and dignity of self and others	2	5	-	-
PC9. provide additional information to support the verification results by sourcing this through internet or contacting relevant people/ institutions	2	5	-	-
PC10. prepare status report in written as well as digital formats as required by the client	2	6	-	-
PC11. submit documents, reports and evidences to the client as per the established process	2	5	-	-
PC12. raise alarm or flag insufficiency when verification was not successful or more details are required as per established process of the client	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. provide feedback to the client for future improvements	2	5	-	-
PC14. ensure data privacy and security norms are followed with respect to data/ document collection, storage, transmission and disposal	2	5	-	-
NOS Total	**35**	**65**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0228
NOS Name	Verify background information and/ or documentation of individuals through fieldwork
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/01/2019
Next Review Date	16/01/2023
NSQC Clearance Date	22/08/2019

MEP/N0230: Manage work as a freelancer or independent worker

Description

This unit deals in detail with managing work as a freelancer or independent worker.

Scope

This unit/ task covers the following:

- Manage work as a freelancer or independent worker

Elements and Performance Criteria

Manage work as a freelancer or independent worker

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

PC1.   establish, follow-up and regularly maintain business contacts within the industry

Taking dictation/writing in short hand

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

PC2.   identify and access relevant networks and expert organisations to support the freelance activity

PC3.   identify and follow appropriate strategies to enhance own professional reputation and promote self to potential clients

Transcribing shorthand documents

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

PC4.   ensure that systems are in place that help identify work opportunities at an early stage

PC5.   build reputation by ensuring the circulation of current and succinct information about ones own experience, past work, achievements and availability

PC6.   use a range of tools and techniques to seek feedback from relevant people about own performance

PC7.   evaluate feedback received on own performance to identify development needs

PC8.   review performance and progress, business targets and the use of time and other resources to identify areas of development

Knowledge & use of appropriate symbols

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

PC9.   set SMART goals for training needs in line with development objectives

PC10.   prepare simple but accurate and up-to-date accounts and records for self

PC11.   use tools and techniques for managing finance effectively

PC12.   establish and maintain effective support services

PC13.   plan business development activities aligned to income and cash flow requirements

PC14.   demonstrate adaptability by accommodating demands and limitations of others whilst maintaining your personal work ethic and reputation

PC15.   estimate and agree realistic fee rates, schedule and other expenses

PC16. establish clear performance outcomes with clients

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

PC17. ensure the contract contains all essential clauses required for fair execution Clauses: eg. deliverables, payment terms, time limit to payment, obligations of all parties clearly communicated, etc.

PC18. ensure that the details of the contract match agreements and securely store a written copy of the final signed contract

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. difference between an employee, businessman and a freelancer in terms of marketing, operations and accounts

KU8. best practices for establishing, maintaining and enhancing a successful career as a freelancer or independent worker

KU9. avenues for professional development

KU10. elements of a personal development plan

KU11. strategies to enhance own professional reputation and promote self to potential clients

KU12. systems that can help identify work opportunities at an early stage

KU13. SMART goals, their features and advantages

KU14. basic account keeping principles

KU15. taxation applicable to freelancers and independent workers

KU16. systems for managing budgets, finance and paperwork

KU17. key features of a freelancing contract

KU18. legislation and regulations that are applicable to freelancers and independent workers

Generic Skills (GS)

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

GS1. fill in relevant forms and formats clearly and accurately

GS2. write messages, notes and short descriptive text with reasonable accuracy for accurate reading comprehension and interpretation of the information text

GS3. write factual and quantitative information such as details of people, areas, equipment, dates, timelines, nature of stock and quantities correctly

GS4. write both in English and Local language to carry out work related tasks

GS5. write numbers in figures and words using decimal system

GS6. read and interpret roman numerals correctly

GS7. express monetary value in words and figures with appropriate currency units accurately

GS8. document and maintain the record as per company policy

GS9. read official documents in English and Local Language to interpret main points correctly

GS10. read job sheets, company policy documents and information displayed at the workplace to interpret main points correctly

GS11. read notes or comments from the supervisor, other co-workers or vendors

GS12. read and extract relevant information from documentation including purpose, nature of document, etc.

GS13. communicate effectively with co-workers (seniors, peers, sub-ordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases

GS14. interact in English and/ or the local language to respond to co-workers in a language they are comfortable with

GS15. use effective listening and probing/ questioning skills to understand requirement of the visitors, vendors and user/ coordinating departments

GS16. provide clear instructions to the co-workers for the formalities they need to complete for submitting or retrieving documents and other information

GS17. identify category of documentation, purpose of it and decide the appropriate storage facility to be used accordingly

GS18. determine level of confidentiality and security requirements of the document and store accordingly as per company procedure

GS19. determine authorisation requirements as per company policy before passing on information in order to prevent unauthorised access and data protection

GS20. plan ones day to day tasks to achieve optimum productivity

GS21. plan and organise official and personal work so as to have minimum downtime at work

GS22. plan and organise documentation and device storage, in order to establish ease of identification, retrieval, and safety & security of information

GS23. follow good customer service practices with internal and external customers

GS24. deal with customers with positive body language

GS25. demonstrate courtesy to customers at all times

GS26. apply negotiation skills to resolve problems of a difficult nature within organisation protocols

GS27. take action as appropriate to requests or problems, based on company policy

GS28. determine whether to escalate matters to seniors or resolve matters by oneself, based on the nature of the issue and limits of authority required to address it

GS29. observe, record, analyse and modify work practices to achieve productivity gains

GS30. breakdown relevant work process into its constituent activities for ease of analysis

GS31. assess impact of data theft for various types of data and potential misuse

GS32. identify potential sources and motives of data theft relevant to various types of information

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage work as a freelancer or independent worker	**2**	**4**	**-**	**-**
PC1. establish, follow-up and regularly maintain business contacts within the industry	2	4	-	-
Taking dictation/writing in short hand	**4**	**6**	**-**	**-**
PC2. identify and access relevant networks and expert organisations to support the freelance activity	2	3	-	-
PC3. identify and follow appropriate strategies to enhance own professional reputation and promote self to potential clients	2	3	-	-
Transcribing shorthand documents	**10**	**18**	**-**	**-**
PC4. ensure that systems are in place that help identify work opportunities at an early stage	2	3	-	-
PC5. build reputation by ensuring the circulation of current and succinct information about ones own experience, past work, achievements and availability	2	4	-	-
PC6. use a range of tools and techniques to seek feedback from relevant people about own performance	2	3	-	-
PC7. evaluate feedback received on own performance to identify development needs	2	4	-	-
PC8. review performance and progress, business targets and the use of time and other resources to identify areas of development	2	4	-	-
Knowledge & use of appropriate symbols	**16**	**30**	**-**	**-**
PC9. set SMART goals for training needs in line with development objectives	2	4	-	-
PC10. prepare simple but accurate and up-to-date accounts and records for self	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. use tools and techniques for managing finance effectively	2	3	-	-
PC12. establish and maintain effective support services	2	4	-	-
PC13. plan business development activities aligned to income and cash flow requirements	2	3	-	-
PC14. demonstrate adaptability by accommodating demands and limitations of others whilst maintaining your personal work ethic and reputation	2	4	-	-
PC15. estimate and agree realistic fee rates, schedule and other expenses	2	4	-	-
PC16. establish clear performance outcomes with clients	2	4	-	-
	4	**6**	**-**	**-**
PC17. ensure the contract contains all essential clauses required for fair execution Clauses: eg. deliverables, payment terms, time limit to payment, obligations of all parties clearly communicated, etc.	2	3	-	-
PC18. ensure that the details of the contract match agreements and securely store a written copy of the final signed contract	2	3	-	-
NOS Total	**36**	**64**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N0230
NOS Name	Manage work as a freelancer or independent worker
Sector	Management
Sub-Sector	Office Management & Professional Skills
Occupation	Office Support
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/01/2019
Next Review Date	16/01/2023
NSQC Clearance Date	22/08/2019

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

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

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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)

KU11. methods of accident preventionMethods 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 materialsExposure: ingested, contact with skin, inhaledPreventative 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 fireCauses 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 fireMaterials: 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 handing

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Apply relevant health and safety practices at the workplace	**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	-	-
Maintain a healthy and hygienic environment	**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	-	-
Emergencies, rescue and first-aid procedures	**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	-	-

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 proceduresEmergency 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 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	2	3	-	-
PC18. demonstrate correct method to move injured people and others during an emergency	2	3	-	-
Follow fire safety requirements	**2**	**3**	**-**	**-**
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)	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	6	**9**	**-**	**-**
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**	**-**	**-**

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	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/06/2018
Next Review Date	21/06/2020
NSQC Clearance Date	22/08/2019

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

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 policyInappropriate 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

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 themInappropriate 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain a professional image and behaviour	**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	-	-
Maintain and enhance professional competence	**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	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Work in a disciplined and ethical manner	**12**	**20**	**-**	**-**
PC13. perform tasks to the required workplace standard	2	3	-	-
PC14. complete duties accurately, systematically and within required timeframes	1	2	-	-
PC15. follow organisational policies	1	2	-	-
PC16. protect the rights of the client and organisation when delivering services	1	3	-	-
PC17. ensure services are delivered equally to all clients regardless of personal and cultural beliefs	1	2	-	-
PC18. recognise potential ethical issues in the workplace and discuss with an appropriate person	2	2	-	-
PC19. recognise unethical conduct and report to an appropriate person	1	2	-	-
PC20. operate within an agreed ethical code of practice	2	2	-	-
PC21. apply organisational guidelines and legal requirements on disclosure and confidentiality	1	2	-	-
Work effectively with all stakeholders	**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	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes	2	2	-	-
PC28. recognise, avoid and/or address any conflict of interest	1	2	-	-
PC29. use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours	1	2	-	-
PC30. recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policyInappropriate 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**	**-**	**-**

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	5
Credits	TBD
Version	1.0
Last Reviewed Date	03/08/2018
Next Review Date	03/08/2022
NSQC Clearance Date	19/12/2018

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) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. 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.

6. 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/N0226.Plan and prepare to conduct field work	34	66	-	-	100	20
MEP/N0227.Collect and manage data through field surveys	39	61	-	-	100	15
MEP/N0228.Verify background information and/ or documentation of individuals through fieldwork	35	65	-	-	100	25
MEP/N0230.Manage work as a freelancer or independent worker	36	64	-	-	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	15
Total	**220**	**380**	**-**	**-**	**600**	**100**

Acronyms

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

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.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.