Model Curriculum

Office Operations Executive

SECTOR: **MANAGEMENT, ENTREPRENEURSHIP & PROFESSIONAL SKILLS**

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

OCCUPATION: **Office Support**

REF ID: **MEP/Q0207, v1.0**

NSQF LEVEL: **4**

Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

MANAGEMENT, ENTREPRENEURSHIP & PROFESSIONAL SKILLS COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: '**Office Operations Executive**' QP No. ' **MEP/ Q0207 NSQF Level 4**'

Date of Issuance: **September 4th, 2018**

Valid up to*: **September 4th, 2022**

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

Authorised Signatory
(Management, Entrepreneurship & Professional Skills Council)

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Office Operations Executive

CURRICULUM / SYLLABUS

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

Program Name	Office Operations Executive		
Qualification Pack Name & Reference ID. ID	MEP/Q0207, v1.0		
Version No.	1.0	**Version Update Date**	04/09/2018
Pre-requisites to Training	12th standard passed or equivalent, 18 years old		
Training Outcomes	After completing this programme, participants will be able to: • Check forms and applications for completeness as per norms. • Managing routine office activities. • Co-ordinate with internal and external agencies to complete operational requirements. • Use computers to store, retrieve and communicate information. • Communicate with clients, visitors and colleagues effectively. • Apply health and safety practices at the workplace. • Apply principles of professional practice at the workplace.		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of "Office Operations Executive" Qualification Pack issued by "Management, Entrepreneurship and Professional Skills Council".

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	**Introduction** **Theory Duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 00:00 **Corresponding NOS Code** Bridge Module	• Describe various types of organisations and their purpose. • Explain organisation structure and various functions carried out in an organisation. • Describe organization's departments, hierarchy, products, services. • Explain common policies, and procedures followed in organisations relevant to employment and performance conditions. • Explain why it is important for all employees to abide by and follow organisation policy and procedures. • Describe the hierarchy of communication in an organisation.	Training kit (Trainer guide, PowerPoint)
2	**Check forms and applications for completeness as per norms** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 16:00 **Corresponding NOS Code** MEP/N0224	• State the various types of forms, applications and files that may need to be checked in an organisation Various types: physical applications, registration forms, know your customer documents, information gathering forms, transaction request forms; online applications, registration forms, know your customer documents, information gathering forms, transaction request forms. • Identify applicable norms and guidelines for checking the forms or applications and seek clarification from authorised person. • Explain the importance of preparing a checklist and how to prepare it. • Prepare a checklist based on the guidelines received for checking the forms or applications. • Ensure that the checklist is approved by an authorised person. • Receive the forms or applications in line with organisational and legal requirements. • Check that all the required forms and associated paperwork have been submitted as per the checklist • Explain the various parameters on which forms and applications may require checking. • Check the completeness of all necessary fields in the form or application as per the checklist. • Ensure approval from authorised person is taken for first few completed checks. • Undertake agreed procedural action when applications are unacceptable. • Collate and mark applications and documentation ready for further processing. • Handover the documents after checking and marking for further processing to the authorised personnel as per instructions. • Explain the measures that can be taken to protect documents from damage.	Training Kit (PowerPoint, Trainer Guide), various types of files, computer with necessary software and applications, printer

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Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Ensure that there is no damage to the documents during receipt, checking and handover process.	
		• Maintain workplace confidentiality standards.	
		• Explain the importance of Information security and safety measures that can be taken to protect documents and the information they contain from unauthorised access.	
		• Describe the Health, safety and security measures for the work.	
		• Follow necessary health, safety and security measures for the work.	
		• Gather data using various methods with necessary precautions for each.	
		• Operate and use of a standard alphanumeric keyboard.	
		• Apply procedures for coding, entering, storing, retrieving and communicating data manually and using a computer.	
		• Explain how to make error free data entry with the help of various software, devices, equipment.	
		• Describe procedures for verifying data and rectifying mistakes.	
		• Describe procedures for maintaining and filing records, and security of data.	
		• Explain importance of right handling of physical and digital documents so that they are not damaged or lost.	
		• Source appropriate pre-set form or template in which data has to be entered, manually or using a computer application, from an authorized source.	
		• Identify source of data, type of data required in each section, sequence of entering data, priorities, codes, do's and don'ts and seek clarification where the information is not clear.	
		• Gather data from the authorised source and through approved methods. Methods: phone calls, reading physical documents, reading online documents, interviewing people, etc.	
		• Input data in the form or template provided as per instructions received.	
		• Verify correctness of all the data entered and adherence to instructions.	
		• Rectify errors in data using approved procedures.	
		• Ensure that the first few data entries are approved from authorised person.	
		• Save the data entered and verified before starting the next entry.	
		• Ensure entries are made in a legible and presentable format.	
3	**Write workplace related routine texts and simple correspondence**	• Describe various types of workplace texts and correspondence. • Describe features of routine formal workplace texts. • Identify the audience and purpose of text to be produced.	Training kit (Trainer guide, PowerPoint), computer with necessary

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Theory Duration (hh:mm) 08:00 **Practical Duration** (hh:mm) 16:00 **Corresponding NOS Code** MEP/N0204	• Identify required text features. • Plan to write text by defining sequence and flow of the composition, identifying key messaging, tone and tenor of the text. • Organise resources required for producing text in the desired format. • Describe writing strategies – planning, drafting, proofing, reviewing – to complete routine formal workplace texts. • Use drafting strategies to write formal text, efficiently. • Use appropriate layout and organisation in line with professional templates and formats, as per organisational protocols. • Explain grammar and vocabulary for routine formal workplace texts. • Describe writing conventions for routine formal workplace texts. • Use appropriate grammar and vocabulary and writing conventions while drafting text. • Review draft text to identify errors and scope for improvement, to achieve better accuracy, and adherence to professional protocols for effective communication. • Revise and finalise text to achieve professional standards of written communication as per organisation protocols. • Explain email etiquettes. • Write simple emails and letters using the right form of address and starting and ending correctly. • Provide brief, routine descriptions or explanations. • Provide information about past, present or future events in writing, clearly and accurately. • Describe polite ways to express forms of address, greeting, leave-taking; mealtime conventions. • Describe polite ways to express feelings, agreement and disagreement. • Explain business letter writing principles. • Make routine written enquiries, requests and invitations politely as per professional protocols. • Write routine instructions or advice, accurately. • Express everyday opinions, feelings, wishes, needs and preferences in clear and concise writing. • Write accurately using correct grammar, familiar words and language structures to convey a professional impression on the reader. • Explain routine numerical terms in figures and word, including roman numerals.	software and applications, printer
4	**Receive and make phone calls** **Theory Duration** (hh:mm)	• Attend to phone calls of various stakeholders and channelize them to appropriate authority. • Greet callers/visitors and verify their details, following your organization's procedures over phone or face to face.	Training kit (Trainer guide, PowerPoint), Telephone system

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	08:00 **Practical Duration** (hh:mm) 16:00 **Corresponding NOS Code** MEP/N0204	• Comply with relevant standards, policies, procedures and guidelines when dealing remotely with queries. • Listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries. • Summarize, and obtain confirmation of, your understanding of queries PC6. express your concern for any difficulties caused and your commitment to resolving queries. • Refer queries outside your area of competence or authority promptly to appropriate people. • Access your organization's knowledge base for solutions to queries, where available. • Resolve queries within your area of competence or authority in line with organizational standards.	
5	**Prepare to co-ordinate work tasks** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 16:00 **Corresponding NOS Code** MEP/N0225	• State various categories of operational activities that require co-ordination with different agencies and people. • State various types of operational requirements in an office environment. • Explain the importance of obtain complete details about the requirement including but not limited to outcomes to be achieve, own role and responsibility,people involved, their roles and responsibilities, quality parameters to be maintained, expected timelines, current status of the work, resources available, constraints, support available, etc. • Identify relevant personnel and agencies involved and obtain their contact details. • Identify role and responsibilities of the various people and agencies involved and seek clarifications where required. • Explain how to prepare workplan and schedule; efficient to-do lists; gantt chart; calender; trackers; etc. • Explain how to prepare week-wise and day-wise plans for completion of tasks and sub-tasks, taking account of lag times, dependencies and slack. • Explain how to set-reminders and flag task items according to sequence and importance using calendars and planners. • Ensure availability of approved workplan and schedule for completion of work before commencing work. • Prepare efficient to-do lists and work plans and share them with relevant people. • Prepare week-wise and day-wise plans for completion of tasks and sub-tasks, taking account of lag times, dependencies and slack. • Identify and assign priorities, responsibilities, dependencies and timelines for work task completion.	Training kit (Trainer guide, PowerPoint), voice and video communication tools

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Prepare schedules, set-reminders and flag task items according to sequence and importance using calendars and planners. • Describe how to book appointments and schedule web and phone calls, sending e-invites and relevant instructions. • Identify details of operational requirement to be completed. • Book appointments and schedule web and phone calls, sending e-invites and relevant instructions, accurately. • Set-up and check voice and video communication tools and applications effectively, prior to making calls.	
6	**Execute follow-up activities and build good relations** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 18:00 **Corresponding NOS Code** MEP/N0225	• State communication etiquette, netiquette and professional practices during concalls, webinars, meetings. • Explain importance of identifying and adhering to communication preferences for mode of communication, address, time, etc. • State various modes of communication including meetings, online chat, audio and video applications, phone calls, conference calls, webinars, etc. • Describe the roles, IT tools and facilities needed for collaborative tasks. • State features, benefits and limitations of different collaborative technology tools and devices. • Follow-up on task requirements with other relevant personnel by connecting with the point of contact as per identified communication preference and professional protocol. Communication preferences: preferred mode of communication(Phone call, email, chat, letters, face to face interview, web conferences), time of communication, address of communication, etc. • Request for completion of work or information required following communication etiquettes as per mode of communication used and professional protocol. mode of communication: Phone call, email, chat, letters, face to face interview, web conferences. • Describe help and support features of online communication and office applications and how to use them. • Resolve queries and doubts by obtaining and providing appropriate information and support from authorised sources. • Record response obtained as per standard operating procedure. • Explain importance of preparing a to-do lists and checklist and how to prepare it. • Update trackers, GANTT charts, calendars and planning documents to indicate progress and current status.	Training kit (Trainer guide, PowerPoint), voice and video communication tools, computer systems with necessary software, printer

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Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Send updated status and progress in agreed formats to relevant personnel in a timely manner. • Prepare minutes of meetings accurately using agreed formats and share with relevant personnel in a timely manner. • Share documentation for orders, approvals, request for information or quotations, expense vouchers, etc. with relevant personnel. • Follow organisational process for official purchases and expenses. • Negotiate with vendors to get optimum value for money as possible. • Register the vendor in co-ordination with finance team as per organisational norms. • Check bills and invoices to ensure that they are correct as per the products/services purchased or sold respectively. • Co-ordinate between vendor and finance department for timely release of payment to the vendor. • Follow organisation process for claiming allowed re-imbursements. • Perform common banking transactions like depositing cheque or cash; getting the passbook updated; getting a demand draft made; etc. • Resolve technical difficulties in set-up and use of voice or video communication devices or applications and report unresolved technical difficulties and issues, to authorised personnel in a timely manner. • Describe health, safety and security measures to be followed at work. • Explain the importance of maintaining good relationships with internal and external customers. • State the key elements of managing and maintaining good working relationships. • Explain importance of following communication protocols acceptable in professional environments and good practices for professional communication. • Explain importance of effective and timely follow-up for achievement of goals and targets. • State good email etiquette for professional work. • Describe characteristics, benefits and consequences of positive and negative behaviours at the workplace. • Greet and exchange relevant pleasantries with colleagues and work contacts at various levels, for routine and special occasions. • Express gratitude to personnel for their contributions towards work tasks, by sending them an appropriate thank you messages, within limits of authority. • Draft and send apology messages for delays or errors, within limits of authority.	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Seek feedback on own work performance from colleagues and work contacts, following professional protocol. • Seek information on challenges faced by colleagues and work contacts, and offer timely support. • Share and clarify information in a timely and accurate manner, to colleagues and work contacts to clear misunderstandings due to incorrect or lack of information, as per authorisation.	
7	**Process documents** **Theory Duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 8:00 **Corresponding NOS Code** MEP/N0225	• State the measures that can be taken to protect documents from damage. • Describe risks related to data and information, personal and organisational. • State information security measures that can be taken to protect documents and the information they contain from unauthorised access. • Receive, acknowledge and record incoming documentation (in physical and electronic forms) related to projects and tasks and file them in an organised and safe manner. • Explain the importance of checking documentation thoroughly and repeatedly before processing. • Record outgoing documentation accurately, save and file copies of outgoing documentation in physical and electronic forms as per organisational standards. • Check documentation effectively for compliance to stated requirements and necessary authorisations, to identify gaps in information or approvals for further processing. • Identify actions that need to be undertaken and related parameters, by interpreting information on documentation received, accurately. • Check for authorisation effectively, before sending or sharing any documentation to any person or firm agency requesting for information. • Take necessary and timely back-ups for essential documentation or messages, using authorised actions and tools, to avoid loss due to exigencies.	Training kit (Trainer guide, PowerPoint), computer systems with necessary software, printer, various types of file and office stationary like stapler, highlighter, post-its, etc
8	**Maintain office related records and documentation** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 16:00	• Maintain list of contact details of staff, service providers, suppliers and emergency services. • Maintain staff birthday's, list of holidays as well as important dates for the whole organisation and share with staff. • Maintain filing system for essential correspondences, vendor rate cards/contracts, office administration related documents and specific documentation given by authorised persons for filing. • File documents and develop or modify filing practices. • Check the files for primary classification, series record, indexing or labelling.	Training kit (Trainer guide, PowerPoint) Files and cabinets for filing, filing stationary

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code MEP/N0204	• Manage, record paper files/computer according to business and legal requirements. • Track movement of files/records. • Coordinate with various stakeholders and organize meetings. • Prepare draft notice, agenda and minutes of meeting. • Seek clarification and confirmation from work supervisor, when necessary, to ensure the work is correctly documented. • Ensure that documents and information can be retrieve from the filing system smoothly and easily. • Retrieve and replace documents from the files when required without disturbing the proper order of the filing system. • Maintain a record of all the files being maintained and take inventory periodically to ensure that all the files are accounted for. • Take measures to ensure that the documents are safety stored and secured in a risk-free environment.	
9	**Use computers to store, retrieve and communicate information** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 18:00 **Corresponding NOS Code** MEP/N0216	• Explain the main components of a computer and how to setup a computer. • Setup main components of a computer correctly and start it correctly, in a safe manner. • Operate the computer to access data and information on it and through it as per authorised privileges. • List various operating systems commonly used by organisations for their computers. • Start, operate and navigate computers using common operating systems such as Windows, Linux and Mac OS. • Identify the operating system, information storage system and applications/software used for data storage and retrieval. • Navigate computer drives, directories, folders and software applications to access specified file locations. • Search for specified file types, files and data within the files using "search" option. • Access specified data or information using specified organisational application software. • List various application software used in organisations to store, retrieve and communicate information. • Follow the organisational access control and data security policies to access data and information. • Explain the various data storages accessible through computers. • List the common information storage systems used for storage and retrieval of data.	Training kit (Trainer guide, PowerPoint), Computer systems with all accessories, printer

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Input, edit and save specified data or information in the form of letter, report or table using word-processor application. • Explain basic letter and report components, formats and writing guidelines. • State the process and features that allow for data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word-processer application. • Perform basic designing, formatting, referencing and reviewing activities in a word-processer application as specified for the presentation of information. • State the process and various features that allow for data entry, editing and storage, calculation, formatting, organising and presenting tools and techniques using spreadsheet application. • Input, edit and save specified data or information using spreadsheet application. • Use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application. • Search for information using the internet and save in the computer following organisational guidelines and data security norms. • State various ways in which one can search for information using the internet. • Follow organisational policy for naming stored files, maintaining backups and version control. • Share information as per organisational data security and confidentiality policy. • State the process and feature that allow for create simple and professional looking presentations using presentation software. • Share information using presentation software as per specifications. • List the various types of printers and their features. • Explain guidelines for using a printer safely and efficiently without causing it damage. • State the process to use printers connected to computers to obtain printouts of files or information in files. • Use different settings in printers for various types of output. • Share information from computers using printed letters, reports or data sheets as specified. • Communicate information using email applications as per organisational access control policy while following data security norms. • List various email applications used in organisations. • State the importance of following official protocols and only using authorised email applications and accounts for communicating at work.	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Write emails following professional email etiquettes and organisational guidelines. • Explain professional email etiquette and its various elements. • Explain why it is important to follow professional email etiquette while writing emails for all purposes and to all types of audiences. • Explain the various electrical safety precautions one should follow while using computers and related equipment which use electricity to run. • Follow electrical safety precautions while using computers which use electricity to run. • Explain what is Ergonomics and its importance. • Explain ergonomic guidelines specified for working on computers and other similar devices. • Follow ergonomic guidelines specified for working on computers at all times during work. • Follow cyber security guidelines while storing, retrieving or communicating information online (through the internet). • Seek assistance of it helpdesk available as per organisational policy in case of computer related problems. • State Cyber security guidelines to be followed while storing, retrieving or communicating information online (through the internet) and its importance. • Explain methods to deal with computer related problems.	
10	**Communicating with Colleagues (Seniors, Peers and Subordinates)** **Theory Duration** (hh:mm) 06:00 **Practical Duration** (hh:mm) 08:00 **Corresponding NOS Code** MEP/N9914	• Identify job related requirements, performance indicators and incentives by seeking clarification from reporting superior. • Record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements. • Seek and receive feedback on performance output and quality. • Receive information and instructions from colleagues accurately getting clarification where required. • Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt. • Give information to others clearly, at a pace and in a manner that helps them to understand. • State the common reasons for interpersonal conflict. • Explain the importance of developing effective working relationships for professional success. • Describe how to express and address grievances appropriately and effectively. • Explain the importance and ways of managing interpersonal conflict effectively. • Explain the importance of dealing with grievances effectively and in time.	Training kit (Trainer guide, PowerPoint)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict. • Explain the importance of teamwork in organizational and individual success. • Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible. • Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks. • State the various components of effective communication. • Explain the importance of effective communication in the workplace. • Display appropriate communication etiquette while working. Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc. • Explain the key elements of active listening. • Display active listening skills while interacting with others at work. • Explain the value and importance of active listening and assertive communication. • Explain the barriers to effective communication. • Explain the importance of tone and pitch in effective communication and how to use it. • Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism. • Demonstrate responsible and disciplined behaviours at the workplace. Disciplined behaviours: e.g. Punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc. Interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work. • Explain the importance of avoiding casual expletives and unpleasant terms while communicating professional circles. • Describe how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer. • Explain the importance of ethics for professional success. • Explain the importance of discipline for professional success. • State what constitutes disciplined behaviour for a working professional.	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
11	**Communicating with Clients and Visitors** **Theory Duration** (hh:mm) 06:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** MEP/N9914	• Meet and greet visitors promptly, treating them politely and making them feel welcome. • Ask questions politely to the visitors in order to identify them and their needs. • Provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality. • Communicate with the visitors in a polite, professional and friendly manner. • Listen actively in a two way communication. • Display sensitivity to gender, cultural and social differences such as modes of greeting, formality, etc. • State the various categories of people that one is required to communicate and coordinate within the organization. • Identify customer dissatisfaction, reason for dissatisfaction and address to their complaints effectively. • Ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers. • Allow the visitors to complete what they have to say without interrupting them while they talk. • Ensure to avoid negative questions and statements to the customers. • Inform the customers on any issues or problems before hand and also on the developments involving them. • Ensure to respond back to the customer immediately for their voice messages, e-mails, etc. • Seek feedback from the visitors on their experience.	Training kit (Trainer guide, PowerPoint)

12	**Workplace safety**
	
	Theory Duration (hh:mm) 04:00
	
	Practical Duration (hh:mm) 06:00
	
	Corresponding NOS Code MEP/N9903
		• Explain the meaning of "hazards" and "risks".
		• State the health and safety hazards commonly present in the work environment and related precautions.
		• Explain possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible.
		  Possible 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).
		• Explain the 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.
		• State safe working practices when working with tools and machines.
		• State safe working practices while working at various hazardous sites.
			Training kit (Trainer guide, PowerPoint), general Personal Protective Equipment

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• State where to find all the general health and safety equipment in the workplace. • Identify, control and report health and safety issues relating to immediate work environment according to procedures. • Work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required. • Explain the importance of using protective clothing/equipment while working. • Follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies. • Document and report all hazards, accidents and near-miss incidents as per set process. • Document safety records according to organisational policies. • Maintain the work area in a clean and tidy condition • Maintain personal hygiene. • Report hygiene related concerns promptly to the relevant authority.	
13	**Fire safety** **Theory Duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS Code** MEP/N9903	• Use the various appropriate fire extinguishers on different types of fires correctly. 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) • Demonstrate rescue techniques applied during fire hazard. • Explain the precautionary activities to prevent the fire accident. • List various causes of fire. Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc. • Describe the techniques of using the different fire extinguishers. • State the different methods of extinguishing fire. • State the different materials used for extinguishing fire. Materials: sand, water, foam, CO_2, dry powder. • Explain rescue techniques applied during a fire hazard.	Training kit (Trainer guide, PowerPoint), Fire Extinguisher

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Demonstrate good housekeeping in order to prevent fire hazards. • Demonstrate the correct use of a fire extinguisher.	
14	**Emergency, Rescue and First Aid** **Theory Duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS Code** MEP/N9903	• Explain the various dangers associated with the use of electrical equipment. • Demonstrate how to free a person from electrocution. • Administer appropriate first aid to victims wherever required e.g. In case of bleeding, burns, choking, electric shock, poisoning etc. • Demonstrate basic techniques of bandaging. • Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments. • Perform and organize loss minimization or rescue activity during an accident in real or simulated environments. • 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. • Describe the appropriate basic first aid treatment relevant to the condition eg. Shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries. • Demonstrate the artificial respiration and the CPR Process. • Participate in emergency procedures. Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work • 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 • Demonstrate correct method to move injured people and others during an emergency. • Explain the 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 • Explain the various types of safety signs and what they mean. • State the content of written accident report and its purpose.	Training kit (Trainer guide, PowerPoint) First aid with all contents

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Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• State potential injuries and ill health associated with incorrect manual handing. • State safe lifting and carrying practices. • Explain personal safety, health and dignity issues relating to the movement of a person by others. • State the potential impact to a person who is moved incorrectly.	

15	**Professional Development**
	
	Theory Duration (hh:mm) 10:00
	
	Practical Duration (hh:mm) 15:00
	
	Corresponding NOS Code MEP/N9912
		• Develop personal and professional goals and objectives.
		• Classify goal and objectives into various timeline such as short, medium and long-term.
		• Explain the importance of developing personal and professional goals and objectives.
		• Identify strengths and weaknesses in relation to goals and objectives.
		• Explain the importance of identifying strengths and weaknesses in relation to goals and objectives.
		• Evaluate own capacity to meet goals and objectives.
		• Explain how to identify strengths and weaknesses and evaluate own capacity to meet goals and objectives.
		• Determine personal development needs to perform role as per desired standards.
		• Explain how to determine personal development needs. These may include:
		   o Reflection
		   o Evaluation of results of efforts
		   o Feedback from various people
		   o Comparison to levels of achievement or others
		• Develop a professional development plan to enhance professional capabilities.
		• Explain the importance of continuous learning and developing professional development plan.
		• Document a professional practice plan designed to support the achievement of goals.
		• Select and implement development opportunities to support continuous learning and maintain currency of professional practice.
		• Development opportunities to support continuous learning and maintain currency of professional practice.
		• Research developments and trends impacting on professional practice and integrate information into work performance.
		• Explain how to source information on developments and trends impacting on professional practice and why is it important.
		• Invite peers and others to observe, and provide feedback, on own performance and practices.
		• Use feedback from colleagues and clients to identify and introduce, improvements in work performance.
			Training kit (Trainer guide, PowerPoint)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Explain the importance of taking and using feedback from colleagues and clients to identify and introduce, improvements in work performance.	
16	**Professional Practice** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** MEP/N9912	• Display appropriate professional appearance for the workplace. • Explain the importance of displaying professional appearance behaviour at all times. • Interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner. • Perform tasks to the required workplace standard. • Complete duties accurately, systematically and within required timeframes. • Follow organisational policies while carrying out tasks. • State reliable sources of information for finding out about organisation policies. • Seek clarifications where organisational policies are not clear, from authorised and reliable sources. • Protect the rights of the client and organisation when delivering services. • State the nature of rights that clients and organisations have. • Explain how the wrong actions can deny clients and organisations of their rights. • Ensure services are delivered equally to all clients regardless of personal and cultural beliefs. • Explain the principles and beliefs underlying non-discrimination policies. • Recognise potential ethical issues in the workplace and discuss with an appropriate person. • Explain the importance of discipline and ethics in a professional workplace. • Recognise unethical conduct and report to an appropriate person. • Explain the importance of reporting instance of unethical conduct to appropriate authority. • Operate within an agreed ethical code of practice. • Apply organisational guidelines and legal requirements on disclosure and confidentiality. • Explain organisational guidelines and legal requirements on disclosure and confidentiality and why it is important to adhere to. • Identify and obtain clarity regarding organisational, team and own goals. • Prioritise tasks at work as per organisational, team and own goals. • List factors based on which one may prioritise tasks and duties. • Plan to meet team performance targets and standards. • Monitor own and team performance as per agreed plan.	Training kit (Trainer guide, PowerPoint)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Share all relevant information with stakeholders in agreed formats and as per agreed timelines. • Work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes. • Explain the importance of working collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes. • Recognise, avoid and/or address any conflict of interest. • Explain the concept of conflict of interest and why it is important to recognise, avoid and/or address any conflict of interest. • List ways in which conflict of interest can be addressed effectively. • Use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours. • Recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy. • Explain types of inappropriate behaviours at the workplace 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. • Explain how to respond to inappropriate behaviour towards self and others in a professional manner.	
	Total Duration **Theory Duration 110:00** **Practical Duration 190:00**	**Unique Equipment Required:** Training kit (Trainer guide, PowerPoint) Various types of forms and files, computer with necessary software and applications, printer, Telephone system, voice and video communication tools, office stationary like stapler, highlighter, post-its, etc, files and cabinets for filing, filing stationary, general Personal Protective Equipment, Fire Extinguisher, First aid box with all contents	

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

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

Trainer Prerequisites for Job role: "Office Operations Executive" mapped to Qualification Pack: "MEP/Q0207 v1.0"

Sr. No.	Area	Details
1	Description	The Office Operations Executive is a generalist who prepares documents and simple correspondence; records work related information and data; maintains filing; handles general inquiries from visitors and clients; receives phone calls and forwards to respective departments after enquiring from the caller; makes calls as per requirements of the work; adheres to workplace health and safety guidelines and works effectively in co-ordination with team in line with professional practices of the workplace.
2	Personal Attributes	The individual must be well groomed, attentive, and comfortable with multi-tasking and disciplined; have good communication skills and attention to detail; respect confidentiality and have a positive attitude and dependability.
3	Minimum Educational Qualifications	Graduate in any discipline
4a	Domain Certification	Certified for Job Role: "Office Operations Executive" mapped to QP: "MEP/Q0207, v1.0". Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted as per respective SSC guidelines is 80%.
5	Experience	3-4 years of experience as Admin executive

Criteria For Assessment Of Trainees

Job Role: Office Operations Executive

Qualification Pack: MEP/Q0207

Sector Skill Council: Management & Entrepreneurship and Professional Skills Council

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Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory 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. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. 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.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 700					
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
MEP/N0224 Check forms and applications for completeness as per norms	PC1. obtain clarification on guidelines or norms for checking the forms or applications from authorised person	**100**	5	2	3
	PC2. prepare a checklist based on the guidelines received for checking the forms or applications and obtain approval on checklist from authorised person		7	2	5
	PC3. follow organisational process for receipt of forms or applications		5	2	3
	PC4. check that all the required forms and associated paperwork have been submitted as per the checklist		7	2	5
	PC5. check the completeness of all necessary fields in the form or application as per the checklist		7	2	5
	PC6. take agreed procedural action when applications are unacceptable		5	2	3

	PC7. collate and mark applications and documentation ready for further processing		5	2	3
	PC8. handover the documents after checking and marking for further processing to the authorised personnel as per instructions		5	2	3
	PC9. ensure that there is no damage to the documents during receipt, checking and handover process		6	2	4
	PC10. maintain workplace confidentiality standards		5	2	3
	PC11. follow necessary health, safety and security measures for the work		5	2	3
	PC12. obtain pre-set form or template in which data has to be entered manually or using a computer application		6	2	4
	PC13. obtain clarification with respect to instructions for source of data, type of data required in each section, sequence of entering data, priorities, codes, do's and don'ts		6	3	3
	PC14. gather data from the authorised source and through approved methods and record the data in the form and template provided as per instructions received		8	3	5
	PC15. verify correctness of all the data entered and adherence to instructions		6	2	4
	PC16. rectify errors in data using approved procedures		6	2	4
	PC17. ensure entries are made in a legible and presentable format and measures are taken to avoid any loss of data.		6	2	4
		Total	**100**	**36**	**64**
MEP/N0204 Managing routine office activities	PC1. attend to phone calls of various stakeholders and channelize them to appropriate authority	**100**	4	1	3
	PC2. greet callers/visitors and verify their details, following your organization's procedures over phone or face to face		4	1	3
	PC3. comply with relevant standards, policies, procedures and guidelines when dealing remotely with queries		4	1	3
	PC4. listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries		4	1	3
	PC5. summarize, and obtain confirmation of, your understanding of queries PC6. express your concern for any difficulties caused and your commitment to resolving queries		5	2	3

PC6. refer queries outside your area of competence or authority promptly to appropriate people	5	2	3
PC7. access your organization's knowledge base for solutions to queries, where available	5	2	3
PC8. resolve queries within your area of competence or authority in line with organizational standards	5	2	3
PC9. dress-up appropriately and neatly as per the corporate culture	5	2	3
PC10. maintain personal hygiene by keeping self-neat and clean in terms on nails, hair style, teeth etc.	5	2	3
PC11. use the right behavior to strengthen codes which stress the value of poise, grace and dignity	5	2	3
PC12. ensure visitors are positively engaged while maintaining decorum	5	2	3
PC13. prepare computer generated reports and letters	5	2	3
PC14. use accurate grammar, spelling and punctuation while drafting / formatting reports / letters / emails	5	2	3
PC15. compose, format, forward/send and print email messages	5	2	3
PC16. file documents and develop or modify filing practices	5	2	3
PC17. check the files for primary classification, series record, indexing or labeling	5	2	3
PC18. manage, record paper files/computer according to business and legal requirements	5	2	3
PC19. track movement of files/records	4	2	2
PC20. coordinate, organize meetings	3	2	1
PC21. prepare draft notice, agenda and minutes of meeting	4	2	2

	PC22.test internet and phone signal connectivity and strength to determine adequacy for operations		3	2	1
		Total	**100**	**40**	**60**
MEP/N0225 Co-ordinate with internal and external agencies in order complete operational requirement	PC1. identify details of operational requirement to be completed	**100**	2	1	1
	PC2. identify relevant personnel and agencies involved and obtain their contact details		2	1	1
	PC3. obtain clarification on the role and responsibilities of the various people and agencies involved		2	1	1
	PC4. obtain workplan and schedule for completion of work		3	1	2
	PC5. prepare efficient to-do lists and work plans and share them with relevant people		4	2	2
	PC6. prepare week-wise and day-wise plans for completion of tasks and sub-tasks, taking account of lag times, dependencies and slack		4	2	2
	PC7. identify and assign priorities, responsibilities, dependencies and timelines for work task completion		4	2	2
	PC8. prepare schedules, set-reminders and flag task items according to sequence and importance using calendars and planners		4	2	2
	PC9. book appointments and schedule web and phone calls, sending e-invites and relevant instructions, accurately		4	2	2
	PC10. set-up and check voice and video communication tools and applications effectively, prior to making calls		4	2	2
	PC11. follow-up on task requirements with other relevant personnel by connecting with the point of contact as per identified communication preference and professional protocol		4	2	2
	PC12. request for completion of work or information required following communication etiquettes as per mode of communication used and professional protocol		2	1	1
	PC13. resolve queries and doubts by obtaining and providing appropriate information and support from authorised sources		3	1	2
	PC14. record response obtained as per standard operating procedure		2	1	1
	PC15. update trackers, GANTT charts, calendars and planning documents to indicate progress and current status		4	2	2

			3	1	2
	PC16. send updated status and progress in agreed formats to relevant personnel in a timely manner		3	1	2
	PC17. prepare minutes of meetings accurately using agreed formats and share with relevant personnel in a timely manner		3	1	2
	PC18. share documentation for orders, approvals, request for information or quotations, expense vouchers, etc. with relevant personnel		3	1	2
	PC19. resolve technical difficulties in set-up and use of voice or video communication devices or applications and report unresolved technical difficulties and issues, to authorised personnel in a timely manner		3	1	2
	PC20. follow organisational process for official purchases and expenses		2	1	1
	PC21. negotiate with vendors to get optimum value for money as possible		2	1	1
	PC22. register the vendor in co-ordination with finance team as per organisational norms		2	1	1
	PC23. check bills and invoices to ensure that they are correct as per the products/services purchased or sold respectively		2	1	1
	PC24. co-ordinate between vendor and finance department for timely release of payment to the vendor		2	1	1
	PC25. follow organisation process for claiming allowed re-imbursements		2	1	1
	PC26. perform common banking transactions like depositing cheque or cash; getting the passbook updated; getting a demand draft made; etc.		2	1	1
	PC20. receive, acknowledge and record incoming documentation (in physical and electronic forms) related to projects and tasks and file them in an organised and safe manner		2	1	1
	PC21. record outgoing documentation accurately, save and file copies of outgoing documentation in physical and electronic forms as per organisational standards		2	1	1
	PC22. check documentation effectively for compliance to stated requirements and necessary authorisations, to identify gaps in information or approvals for further processing		2	1	1
	PC23. identify actions that need to be undertaken and related parameters, by interpreting information on documentation received, accurately		3	1	2

	PC24. check for authorisation effectively, before sending or sharing any documentation to any person or firm agency requesting for information		2	1	1
	PC25. take necessary and timely back-ups for essential documentation or messages, using authorised actions and tools, to avoid loss due to exigencies		3	1	2
	PC26. exchange relevant pleasantries with colleagues and work contacts at various levels, for routine and special occasions		2	1	1
	PC27. express gratitude to personnel for their contributions towards work tasks, by sending them an appropriate thank you messages, within limits of authority		2	1	1
	PC28. draft and send apology messages for delays or errors, within limits of authority		2	1	1
	PC29. seek information on challenges faced by colleagues and work contacts, and offer timely support		3	1	2
	PC31. share and clarify information in a timely and accurate manner, to colleagues and work contacts to clear misunderstandings due to incorrect or lack of information, as per authorisation		3	1	2
			100	45	55
MEP/N0216 Use computers to store, retrieve and communicate information	PC1.setup main components of a computer correctly and start it correctly, in a safe	100	4	2	2
	PC2.operate the computer to access data and information on it and through it as per authorised privileges		4	2	2
	PC3.identify the operating system, information storage system and applications/software used for data storage and retrieval		4	2	2
	PC4.navigate computer drives, directories, folders and software applications to access specified file locations		4	2	2
	PC5.search for specified file types, files and data within the files using "search" option		4	1	3
	PC6.access specified data or information using specified organisational application software		4	1	3
	PC7.follow the organisational access control and data security policies to access data and information		4	1	3
	PC8.input, edit and save specified data or information in the form of letter, report or table using word-processor application		4	2	2

	PC9.perform basic designing, formatting, referencing and reviewing activities in a word-processer application as specified for the presentation of information		4	2	2
	PC10.input, edit and save specified data or information using spreadsheet application		5	2	3
	PC11.use basic formulas and data tools and techniques for presenting the data as specified using spreadsheet application		4	1	3
	PC12.search for information using the internet and save in the computer following organisational guidelines and data security norms		5	2	3
	PC13.follow organisational policy for naming stored files, maintaining backups and version control		5	2	3
	PC14.share information as per organisational data security and confidentiality policy		5	2	3
	PC15.share information using presentation software as per specifications		5	2	3
	PC16.share information from computers using printed letters, reports or data sheets as specified		5	2	3
	PC17.communicate information using email applications as per organisational access control policy while following data security norms		5	2	3
	PC18.write emails following professional email etiquettes and organisational guidelines		5	2	3
	PC19.follow electrical safety precautions while using computers which use electricity to run		5	2	3
	PC20.follow ergonomic guidelines specified for working on computers		5	2	3
	PC21.follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)		5	2	3
	PC22.seek assistance of IT helpdesk available as per organisational policy in case of computer related problems		5	2	3
		Total	**100**	**40**	**60**
MEP/N9914 Communicate with visitors and colleagues effectively	PC1.seek and obtain clarification about job related requirements, performance indicators and incentives from reporting superior	100	4	2	2
	PC2.record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements		4	2	2

	PC3.escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		4	2	2
	PC4.seek and receive feedback on performance output and quality		4	2	2
	PC5.accurately receive information and instructions from colleagues getting clarification where required		4	2	2
	PC6.accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		4	2	2
	PC7.give information to others clearly, at a pace and in a manner that helps them to understand		4	2	2
	PC8.display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible		4	2	2
	PC9.consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		4	2	2
	PC10.display appropriate communication etiquette while working		4	2	2
	PC11.display active listening skills while interacting with others at work		4	2	2
	PC12.use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		4	2	2
	PC13.demonstrate responsible and disciplined behaviours at the workplace		4	2	2
	PC14.nteract with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		3	1	2
	PC15.meet and greet visitors promptly, treating them politely and making them feel welcome		4	1	3
	PC16.ask questions politely to the visitors in order to identify them and their needs		4	1	3
	PC17.provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality		4	1	3
	PC18.communicate with the visitors in a polite, professional and friendly manner		3	1	2
	PC19.listen actively in a two-way communication		4	1	3
	PC20.be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		3	1	2

MEPSC
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Skill India
कौशल भारत - कुशल भारत

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP
सत्यमेव जयते

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Skill Development
Corporation
Transforming the skill landscape

	PC21.identify customer dissatisfaction, reason for dissatisfaction and address to their complaints effectively		3	1	2
	PC22.ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		3	1	2
	PC23.allow the visitors to complete what they have to say without interrupting them while they talk		4	1	3
	PC24.ensure to avoid negative questions and statements to the customers		3	1	2
	PC25.inform the customers on any issues or problems before hand and also on the developments involving them		4	1	3
	PC26.ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		3	1	2
	PC27.seek feedback from the visitor son their experience		3	1	2
		Total	**100**	**40**	**60**
MEP/N9903 Apply health and safety practices at the workplace	PC1.identify, control and report health and safety issues relating to immediate work environment according to procedures	**100**	4	2	2
	PC2.work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required		4	2	2
	PC3.follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies		4	2	2
	PC4.document and report all hazards, accidents and near-miss incidents as per set process		4	2	2
	PC5.document safety records according to organisational policies		4	1	3
	PC6.maintain the work area in a clean and tidy condition		4	1	3
	PC7.maintain personal hygiene		4	1	3
	PC8.report hygiene related concerns promptly to the relevant authority		4	2	2
	PC9.demonstrate how to free a person from electrocution		4	2	2
	PC10.administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.		5	2	3
	PC11.demonstrate basic techniques of bandaging		4	1	3

	PC12.respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments			5	2	3
	PC13.perform and organize loss minimization or rescue activity during an accident in real or simulated environments			5	2	3
	PC14.administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases			5	2	3
	PC15.demonstrate the artificial respiration and the CPR Process			5	2	3
	PC16.participate in emergency procedures			5	2	3
	PC17.complete a written accident/incident report or dictate a report to another person, and send report to person responsible			5	2	3
	PC18.demonstrate correct method to move injured people and others during an emergency			5	2	3
	PC19.use the various appropriate fire extinguishers on different types of fires correctly			5	2	3
	PC20.demonstrate rescue techniques applied during fire hazard			5	2	3
	PC21.demonstrate good housekeeping in order to prevent fire hazards			5	2	3
	PC22.demonstrate the correct use of a fire extinguisher			5	2	3
		Total		**100**	**40**	**60**
MEP/N9912 Apply principles of professional practice at the workplace	PC1.display appropriate professional appearance for the workplace	**100**		3	1	2
	PC2.interact with team members, clients, vendors, visitors and other stakeholders in a professional manner			3	1	2
	PC3.develop personal and professional goals and objectives			3	1	2
	PC4.identify strengths and weaknesses in relation to goals and objectives			3	1	2
	PC5.evaluate own capacity to meet goals and objectives			3	1	2
	PC6.determine personal development needs to perform role as per desired standards			3	1	2
	PC7.develop a professional development plan to enhance professional capabilities			4	1	3
	PC8.document a professional practice plan designed to support the achievement of goals			3	1	2

	PC9.select and implement development opportunities to support continuous learning and maintain currency of professional practice	3	1	2
	PC10.research developments and trends impacting on professional practice and integrate information into work performance	3	1	2
	PC11.invite peers and others to observe, and provide feedback, on own performance and practices	3	1	2
	PC12.use feedback from colleagues and clients to identify and introduce, improvements in work performance	3	1	2
	PC13.perform tasks to the required workplace standard	5	2	3
	PC14.complete duties accurately, systematically and within required timeframes	3	1	2
	PC15.follow organisational policies	3	1	2
	PC16.protect the rights of the client and organisation when delivering services	4	1	3
	PC17.ensure services are delivered equally to all clients regardless of personal and cultural beliefs	3	1	2
	PC18.recognise potential ethical issues in the workplace and discuss with an appropriate person	4	2	2
	PC19.recognise unethical conduct and report to an appropriate person	3	1	2
	PC20.operate within an agreed ethical code of practice	4	2	2
	PC21.apply organisational guidelines and legal requirements on disclosure and confidentiality	3	1	2
	PC22.identify and obtain clarity regarding organisational, team and own goals	3	1	2
	PC23.prioritise tasks at work as per organisational, team and own goals	5	2	3
	PC24.plan to meet team performance targets and standards	4	2	2
	PC25.monitor own and team performance as per agreed plan	3	1	2
	PC26.share all relevant information with stakeholders in agreed formats and as per agreed timelines	3	1	2
	PC27.work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes	4	2	2
	PC28.recognise, avoid and/or address any conflict of interest	3	1	2

				3	1	2
	PC29.use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours			3	1	2
	PC30.recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy			3	1	2
		Total		**100**	**36**	**64**