Multipurpose Executive (Small Establishment & Household)

QP Code: DWC/Q0103

Version: 2.0

NSQF Level: 4

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Contents

Qualification Pack

DWC/Q0103: Multipurpose Executive (Small Establishment & Household)

Brief Job Description

The individual at work is responsible for performing basic office activities for home-based businesses, such as maintaining office areas, cleaning and performing administrative work.

Personal Attributes

The person should be physically fit, polite, friendly, patient, punctual, along with multi-tasking ability.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. DWC/N0110: Perform basic office activities

2. DWC/N9902: Maintain service standards and communicate effectively

3. DWC/N9903: Maintain health, hygiene and safety standards

4. DWC/N9904: Operate hardware devices and basic software applications

5. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Housekeeping
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2022/5152.0100

Minimum Educational Qualification & Experience	10th Class (pursuing continuous schooling, No Experience Required) OR 10th Class with 2 Years of experience relevant of experience OR Certificate-NSQF (Level 3 (General Housekeeper)-DWC/Q0102)) with 3 Years of experience relevant of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	05/01/2026
NSQC Approval Date	05/01/2023
Version	2.0
Reference code on NQR	QG-04-TX-00107-2023-V1-DWSSC
NQR Version	1

DWC/N0110: Perform basic office activities

Description

This OS unit is about performing housekeeping activities for the home-based businesses, replenishing supplies, managing visitors/guests, and performing administrative tasks as per the requirement.

Scope

The scope covers the following :

- Perform housekeeping and replenish supplies in the office area
- Manage visitors
- Perform administrative tasks
- Follow verification process

Elements and Performance Criteria

Perform housekeeping and replenish supplies in the office area

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

PC1. communicate with the owner to understand the daily requirements for the office area

PC2. ensure availability of necessary supplies such as cleaning agents, stationery items, etc.

PC3. replenish daily consumable items, supplies, tools, and equipment, as required

PC4. clean the office area including furniture, windows, floor, etc. efficiently

PC5. check the office equipment for proper functioning

PC6. report the repair or replacement requirement of the office equipment, as required

PC7. keep a record of the office supplies and equipment

Manage visitors

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

PC8. greet visitors upon arrival, as appropriate

PC9. note down the visitor's name and other details

PC10. respond to the visitor's query

PC11. verify visitor's identity as per instructions

PC12. escort visitors/guests to the visitor area and serve water and tea/coffee

PC13. confirm whom the visitor wants to meet

PC14. notify the concerned person regarding the visitor

Perform administrative tasks

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

PC15. answer telephones, direct calls, and take messages

PC16. maintain the records as per requirement

PC17. take printouts, make copies, scan documents, and perform other similar operations

PC18. compile, copy, sort, and file records of work-related activities, including business transactions

PC19. deliver or collect documents, packages, and supplies or messages between the workplace and other locations

PC20. run office errands, as directed

PC21. serve water and tea/coffee to the office staff at their workstation

Follow verification process

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

PC22. make checklist of the documents required for verification like pan card, aadhaar card, voter id, ration card, driving licence, passport, educational certificates etc.

PC23. submit attested copies of the documents to the concern person

PC24. fill the employee verification form

PC25. accompany employer to police station for verification process

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. standard procedure to communicate with owner, employees and visitors

KU2. types of supplies required for office

KU3. procedure to clean office area

KU4. methods to maintain inventory of the office supplies

KU5. how to use new technology equipment in housekeeping, office and administrative area

KU6. ways to greet visitors/guests at workplace

KU7. types of administrative support required at workplace

KU8. appropriate ways to answer calls and messages at workplace

KU9. methods to operate office equipment such as photocopiers, scanners, facsimile machines, voice mail systems, personal computers, etc.

KU10. types of files required to keep track of documents

KU11. types of office errands such as depositing cheques or drafts in banks, buying any item like medicines, lunch, etc.

KU12. SOP for employee verification

KU13. types of documents for verification like pan card, aadhaar card, voter id, ration card, driving licence, passport, educational certificates etc.

Generic Skills (GS)

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

GS1. read and write the instructions received from owner, employees and others

GS2. communicate effectively with the owner, employees and others

GS3. report any issues at the workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform housekeeping and replenish supplies in the office area	**10**	**10**	**-**	**5**
PC1. communicate with the owner to understand the daily requirements for the office area	-	-	-	-
PC2. ensure availability of necessary supplies such as cleaning agents, stationery items, etc.	-	-	-	-
PC3. replenish daily consumable items, supplies, tools, and equipment, as required	-	-	-	-
PC4. clean the office area including furniture, windows, floor, etc. efficiently	-	-	-	-
PC5. check the office equipment for proper functioning	-	-	-	-
PC6. report the repair or replacement requirement of the office equipment, as required	-	-	-	-
PC7. keep a record of the office supplies and equipment	-	-	-	-
Manage visitors	**10**	**10**	**-**	**5**
PC8. greet visitors upon arrival, as appropriate	-	-	-	-
PC9. note down the visitor's name and other details	-	-	-	-
PC10. respond to the visitor's query	-	-	-	-
PC11. verify visitor's identity as per instructions	-	-	-	-
PC12. escort visitors/guests to the visitor area and serve water and tea/coffee	-	-	-	-
PC13. confirm whom the visitor wants to meet	-	-	-	-
PC14. notify the concerned person regarding the visitor	-	-	-	-
Perform administrative tasks	**10**	**10**	**-**	**5**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. answer telephones, direct calls, and take messages	-	-	-	-
PC16. maintain the records as per requirement	-	-	-	-
PC17. take printouts, make copies, scan documents, and perform other similar operations	-	-	-	-
PC18. compile, copy, sort, and file records of work-related activities, including business transactions	-	-	-	-
PC19. deliver or collect documents, packages, and supplies or messages between the workplace and other locations	-	-	-	-
PC20. run office errands, as directed	-	-	-	-
PC21. serve water and tea/coffee to the office staff at their workstation	-	-	-	-
Follow verification process	**10**	**10**	**-**	**5**
PC22. make checklist of the documents required for verification like pan card, aadhaar card, voter id, ration card, driving licence, passport, educational certificates etc.	-	-	-	-
PC23. submit attested copies of the documents to the concern person	-	-	-	-
PC24. fill the employee verification form	-	-	-	-
PC25. accompany employer to police station for verification process	-	-	-	-
NOS Total	**40**	**40**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0110
NOS Name	Perform basic office activities
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Housekeeping
NSQF Level	4
Credits	10
Version	2.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023

DWC/N9902: Maintain service standards and communicate effectively

Description

This OS unit is about the maintaining behavioural etiquette, maintaining professional manner at work, and giving specific services as per the residents' requirements.

Scope

The scope covers the following :

- Maintain behavioural etiquette
- Maintain professional manner at work
- Give specific services as per the residents' requirements

Elements and Performance Criteria

Maintain behavioural etiquette

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

PC1. greet the residents promptly and appropriately in accordance with the procedure

PC2. interact with all residents in a polite and professional manner

PC3. make requirements clear by asking appropriate questions

PC4. respond effectively to residents' dissatisfactions and complaints

PC5. create and maintain an effective but impersonal relationship with residents

PC6. notify residents in advance of any issues or problems, as well as any developments that may affect them

PC7. seek feedback from the residents and incorporate them to improve their experience

PC8. avoid arguing with the residents

PC9. report any workplace issues to the residents/employers immediately

PC10. ensure appropriate personal behaviour and conduct taking gender into consideration

PC11. follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.

PC12. recognise, acknowledge and overcome inherent biases regarding disabilities

PC13. carry out tasks in a timely and disciplined manner

Maintain professional manner at work

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

PC14. report to work on time

PC15. behave appropriately when communicating with coworkers and others

PC16. keep proper attire and a presentable demeanour

PC17. maintain personal hygiene

PC18. respect privacy of others at the workplace

Give specific services as per the residents' requirements

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

PC19. provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards

PC20. assist people with disabilities when necessary

PC21. follow gender and age-sensitive service practices at all times

PC22. identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, color, sexual orientation, and culture

PC23. maintain social distance in social situations/at work

PC24. inform the employer of any personal health issues related to injury or infectious diseases

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. communication fundamentals and active listening

KU2. professional behavioural etiquette

KU3. gender-sensitive workplace service practises

KU4. quality of service standards

KU5. how to maintain personal hygiene

KU6. procedure of positively giving and receiving feedback

KU7. gender specific requirements

KU8. the specific needs of different age groups of residents

KU9. age and gender specific etiquette

KU10. how to behave with persons with specific needs

Generic Skills (GS)

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

GS1. communicate (read, write, and speak) in the language used at work

GS2. discuss the tasks list, schedules, and workload (if any) with residents'

GS3. manage relationships with employers

GS4. adhere to basic work ethics such as punctuality, discipline, and consistency

GS5. make decisions concerning the relevant area of work

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain behavioural etiquette	**20**	**20**	**-**	**10**
PC1. greet the residents promptly and appropriately in accordance with the procedure	-	-	-	-
PC2. interact with all residents in a polite and professional manner	-	-	-	-
PC3. make requirements clear by asking appropriate questions	-	-	-	-
PC4. respond effectively to residents' dissatisfactions and complaints	-	-	-	-
PC5. create and maintain an effective but impersonal relationship with residents	-	-	-	-
PC6. notify residents in advance of any issues or problems, as well as any developments that may affect them	-	-	-	-
PC7. seek feedback from the residents and incorporate them to improve their experience	-	-	-	-
PC8. avoid arguing with the residents	-	-	-	-
PC9. report any workplace issues to the residents/employers immediately	-	-	-	-
PC10. ensure appropriate personal behaviour and conduct taking gender into consideration	-	-	-	-
PC11. follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.	-	-	-	-
PC12. recognise, acknowledge and overcome inherent biases regarding disabilities	-	-	-	-
PC13. carry out tasks in a timely and disciplined manner	-	-	-	-
Maintain professional manner at work	**10**	**10**	**-**	**5**
PC14. report to work on time	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. behave appropriately when communicating with coworkers and others	-	-	-	-
PC16. keep proper attire and a presentable demeanour	-	-	-	-
PC17. maintain personal hygiene	-	-	-	-
PC18. respect privacy of others at the workplace	-	-	-	-
Give specific services as per the residents' requirements	**10**	**10**	**-**	**5**
PC19. provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards	-	-	-	-
PC20. assist people with disabilities when necessary	-	-	-	-
PC21. follow gender and age-sensitive service practices at all times	-	-	-	-
PC22. identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, color, sexual orientation, and culture	-	-	-	-
PC23. maintain social distance in social situations/at work	-	-	-	-
PC24. inform the employer of any personal health issues related to injury or infectious diseases	-	-	-	-
NOS Total	**40**	**40**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9902
NOS Name	Maintain service standards and communicate effectively
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023

DWC/N9903: Maintain health, hygiene and safety standards

Description

This unit is about the following personal and workplace hygiene, following workplace practices to promote wellbeing and managing waste at workplace.

Scope

The scope covers the following :

- Follow personal and workplace hygiene
- Follow workplace practices to promote wellbeing
- Manage waste at workplace

Elements and Performance Criteria

Follow personal and workplace hygiene

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

PC1. wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers

PC2. keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals

PC3. wash the dishes and other items in accordance with the set requirements

PC4. sanitize all tools, equipment, and appliances with touch points on a regular basis

PC5. make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance

PC6. place trash in designated bins or the proper trash container

PC7. wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work

PC8. maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.

PC9. avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace

Follow workplace practices to promote wellbeing

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

PC10. adhere to safety protocols when using materials, tools, and equipment

PC11. follow guidelines and safety protocol while using electrical household gadgets

PC12. follow first aid instructions appropriately

PC13. recognize workplace risks and promptly inform anybody who should know about them

PC14. report to various emergency circumstances with prompt response and reporting

PC15. attend regular health check-ups

PC16. place medicines and hazardous chemicals away

PC17. keep sharp objects out of reach of child

Manage waste at workplace

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

PC18. identify and separate hazardous, recyclable, and non-recyclable waste at the workplace

PC19. manage wastages like food, water, etc., as directed

PC20. dispose of sanitary and other hazardous wastes appropriately

PC21. recycle waste wherever applicable

PC22. discard PPEs in plastic bags that are sealed and labeled "infectious waste"

PC23. conserve materials, natural resources, and energy at work

PC24. use eco-friendly methods at work to reduce pollution of the air, water, and earth

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. reporting and handling safety-related issues

KU2. process for maintaining hygienic standards at work

KU3. process on personal hygiene

KU4. the significance of housekeeping in maintaining a secure and safe workplace

KU5. chemical solutions used for cleaning

KU6. various emergency circumstances and how they are handled

KU7. importance of preventive health check-up and healthy living

KU8. procedure to report health issues

KU9. instructions for operating and handling equipment as per standard

KU10. purpose and usage of PPE

KU11. basic first-aid procedures

KU12. methods of the waste management

KU13. resource conservation methods

Generic Skills (GS)

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

GS1. note down instructions given by residents

GS2. communicate effectively with residents and others

GS3. report any issues at the workplace

GS4. analyze the impact of not adhering to the health and safety procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow personal and workplace hygiene	**15**	**15**	**-**	**8**
PC1. wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers	-	-	-	-
PC2. keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals	-	-	-	-
PC3. wash the dishes and other items in accordance with the set requirements	-	-	-	-
PC4. sanitize all tools, equipment, and appliances with touch points on a regular basis	-	-	-	-
PC5. make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance	-	-	-	-
PC6. place trash in designated bins or the proper trash container	-	-	-	-
PC7. wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work	-	-	-	-
PC8. maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.	-	-	-	-
PC9. avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace	-	-	-	-
Follow workplace practices to promote wellbeing	**15**	**15**	**-**	**6**
PC10. adhere to safety protocols when using materials, tools, and equipment	-	-	-	-
PC11. follow guidelines and safety protocol while using electrical household gadgets	-	-	-	-
PC12. follow first aid instructions appropriately	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. recognize workplace risks and promptly inform anybody who should know about them	-	-	-	-
PC14. report to various emergency circumstances with prompt response and reporting	-	-	-	-
PC15. attend regular health check-ups	-	-	-	-
PC16. place medicines and hazardous chemicals away	-	-	-	-
PC17. keep sharp objects out of reach of child	-	-	-	-
Manage waste at workplace	**10**	**10**	**-**	**6**
PC18. identify and separate hazardous, recyclable, and non-recyclable waste at the workplace	-	-	-	-
PC19. manage wastages like food, water, etc., as directed	-	-	-	-
PC20. dispose of sanitary and other hazardous wastes appropriately	-	-	-	-
PC21. recycle waste wherever applicable	-	-	-	-
PC22. discard PPEs in plastic bags that are sealed and labeled "infectious waste"	-	-	-	-
PC23. conserve materials, natural resources, and energy at work	-	-	-	-
PC24. use eco-friendly methods at work to reduce pollution of the air, water, and earth	-	-	-	-
NOS Total	**40**	**40**	**-**	**20**

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Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9903
NOS Name	Maintain health, hygiene and safety standards
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023

DWC/N9904: Operate hardware devices and basic software applications

Description

This unit is about operating hardware devices and using basic software applications as per the requirement.

Scope

The scope covers the following :

- Use hardware devices and basic software applications

Elements and Performance Criteria

Use hardware devices and basic software applications

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

PC1. operate office and hardware devices, such as a printer, copier, projector, binder, laminator, scanners, laptop/computer, etc.

PC2. create, format, and send attachments for emails

PC3. create, transfer, and maintain electronic documents using MS office tools

PC4. use software and applications for collaboration at the workplace

PC5. use the internet for research and unique job requirements, as directed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to operate hardware devices like printer, copier, projector, binder, laminator, audio/visual equipment scanners, laptop/computer, etc.

KU2. operating procedure of MS office application such word, PPT, excel, etc.

KU3. software and applications used for collaboration like slack, zoom, google meet, etc.

KU4. how to search for things on the internet

Generic Skills (GS)

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

GS1. read a user manual and instructions about using devices

GS2. communicate effectively with the owner, employees and others

GS3. report any issues at the workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Use hardware devices and basic software applications	**20**	**20**	**-**	**10**
PC1. operate office and hardware devices, such as a printer, copier, projector, binder, laminator, scanners, laptop/computer, etc.	-	-	-	-
PC2. create, format, and send attachments for emails	-	-	-	-
PC3. create, transfer, and maintain electronic documents using MS office tools	-	-	-	-
PC4. use software and applications for collaboration at the workplace	-	-	-	-
PC5. use the internet for research and unique job requirements, as directed	-	-	-	-
NOS Total	**20**	**20**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9904
NOS Name	Operate hardware devices and basic software applications
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.

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

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

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

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

6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N0110.Perform basic office activities	40	40	-	20	100	40
DWC/N9902.Maintain service standards and communicate effectively	40	40	-	20	100	15
DWC/N9903.Maintain health, hygiene and safety standards	40	40	-	20	100	20
DWC/N9904.Operate hardware devices and basic software applications	20	20	0	10	50	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
Total	**160**	**170**	**0**	**0**	**400**	**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.