
Model Curriculum

Secretary

**SECTOR: Management & Entrepreneurship and Professional Skills
Council**

SUB-SECTOR: Office Management

OCCUPATION: Secretarial

REF ID: MEP/Q0201

NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by
the


Management & Entrepreneurship and Professional Skills Council
for the

MODEL

CURRICULUM

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **Secretary** QP No. **MEP/Q0201 NSQF Level 4**



Authorised Signatory

Date of Issuance: **Aug 18th 2017**

Valid upto: **Aug 18th, 2019**

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

Management & Entrepreneurship and Professional Skills Council

TABLE OF CONTENTS

1. <u>Curriculum</u>	01
2. <u>Trainer Prerequisites</u>	06
3. <u>Annexure: Assessment Criteria</u>	07

Secretary

CURRICULUM/SYLLABUS

This program is aimed at training candidates for the job of a “Secretary”, in the “Management & Entrepreneurship and Professional Skills” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Office Assistant		
Qualification Pack Name & Reference ID	MEP/ Q0201		
Version No.	1.0	Version Update Date	05/12/16
Pre-requisites to Training	NA		
Training Outcomes	After completing this programme, participants will be able to: <ol style="list-style-type: none"> 1. Demonstrate Stenography/Shorthand 2. Assess application of computers 3. Handle operation & usage of various office equipment 4. Apply knowledge on daily office routine activities 5. Comply with industry and organizational requirement 6. Demonstrate soft skills required for the job 7. Maintain a healthy, safe and secure working environment 		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “MEP/ Q0201” Qualification Pack issued by “Management & Entrepreneurship and Professional Skills Council”.

S. No	Module	Key Learning Outcomes	Equipment
1	Introduction and Orientation Theory 2 hours Practical 2 hours Corresponding NOS Bridge Module	<ul style="list-style-type: none"> importance of Education and Skill Development Sector role and responsibility of an Secretary 	Laptop, white board, marker, projector
2	Stenography/ Shorthand Theory 100 Hours Practical 170 hours Corresponding NOS MEP / N0201	<ul style="list-style-type: none"> take dictation using shorthand input and format the text from shorthand notes check content for accuracy, editing and correcting the text use of logograms, grammalogues & contraction, with the use of tick 'The' and punctuation marks and dictation use different input/output devices use alternative forms of R & L, use of thick R And L use of vowels: long & short vowels, dot & dash vowels, places of vowel, following & preceding vowel and intermediate vowel use of phraseography, logograms, grammalogues & contractions present the text in the required format within agreed deadlines use of abbreviated W, Semicircle Y, and Diaphone U use of downward H, Tick H and Dot H and upward SH use of small circle for S & Z, use of S & Z with other stroke consonants use of large circle for SW and their medially use of initial small hooks (double consonants) R & L hooks, SHR & SHL hooked strokes ,vowels and double consonants use of curved hooked strokes i.e. F/V/TH use of N & F/V small hooks, hooks And vowels ,circles and loop with finally hooked strokes use of prefixes/suffixes 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, PPE, First Aid Kit
3	Application of computers Theory 100 hours Practical 150 hours Corresponding NOS MEP/N0202	<ul style="list-style-type: none"> identify & describe various parts of computers like CPU, keyboard, monitor, etc. identify different types of storage devices e.g. portable hard disks, flash drives, pen drives and CDs/DVDs (latest removable devices) connect, turn on and off the computer properly and run computer applications use different input/ output devices connect and dismantle projector, cords, cables and input/output devices view files, work with files and customize window use application of essential accessories such as notepad, WordPad, paintbrush, images, calculator, calendar, media 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.

		<p>players and sounds</p> <ul style="list-style-type: none"> • use multimedia settings and applications of control panel • use word processing software to create and edit official documents and reports (MS Word or equivalent) • use software to create and edit presentations (MS PowerPoint or equivalent) • use software applications to create, apply & modify formulas, generate reports, maintain database & compile data (MS Excel or equivalent) • operate graphic packages e.g. MS Paint, PC Paintbrush etc. • use social media (Google +, Twitter, LinkedIn, Facebook) 	
4	<p>Operation & usage of various office equipment</p> <p>Theory 80 Hours</p> <p>Practical 116 Hours</p> <p>Corresponding NOS MEP/N0203</p>	<ul style="list-style-type: none"> • locate and select the equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment) and resources needed for the task • understand the various parts and functions of the various office equipment (printer, photocopier, scanner, projector, binder, laminator, telephone, A/V equipment) • operate each equipment efficiently and use all its features & applications • replenish material/supplies needed to run each equipment • inform/maintain about material/ supplies required for each equipment to the appropriate person • record usage of material/ equipment • carryout minor maintenance and troubleshooting • understand the network issues with each equipment • know/inform and act on the appropriate channel of communication in case of major breakdown • make sure the equipment is kept clean at all times, before loading, while usage • find alternative means of completion of tasks within stipulated time in case of such breakdown • make sure the equipment, resources and work area are ready for the next user 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.</p>
5	<p>Managing routine office activities</p> <p>Theory 50 hours</p> <p>Practical 70 hours</p> <p>Corresponding NOS MEP/N0204</p>	<ul style="list-style-type: none"> • 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 • 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 • 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 • dress-up appropriately and neatly as per the corporate culture • maintain personal hygiene by keeping self-neat and clean in terms on nails, hair style, teeth etc. 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.</p>

		<ul style="list-style-type: none"> • use the right behavior to strengthen codes which stress the value of poise, grace and dignity • ensure visitors are positively engaged while maintaining decorum • prepare computer generated reports and letters • use accurate grammar, spelling and punctuation while drafting/formatting reports/letters/emails • compose, format, forward/send and print email messages • file documents and develop or modify filing practices • check the files for primary classification, series record, indexing or labeling • manage, record paper files/computer according to business and legal requirements • track movement of files/records • coordinate, organize meetings • prepare draft notice, agenda and minutes of meeting 	
6	<p>Comply with industry and organizational requirement</p> <p>Theory 20 hours</p> <p>Practical 30 hours</p> <p>Corresponding NOS MEP/N0205</p>	<ul style="list-style-type: none"> • describe the organizational standards • implement organizational standards in the work performance • motivate others to follow them • describe the industry standards • align industry standards with the organizational standards • explain political, social, economic, & geographical work environment 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.</p>
7	<p>Demonstrate soft skills required for the job</p> <p>Theory 50 hours</p> <p>Practical 70 hours</p> <p>Corresponding NOS MEP/N0206</p>	<ul style="list-style-type: none"> • ensure instructions and workflows are channelized in the desired manner to the appropriate person • liaise and communicate effectively with all concerned parties, giving regular updates to those required on your work progress • respond appropriately to letters and queries • correspond through writing in vernacular language/ basic English, precisely, with content and structure desired • obtain advice and guidance from appropriate people to develop knowledge, skills and competence • co-ordinate with all the team members and colleagues • communicate politely • keep appropriate records to monitor your work • organize and store important notice or letters • set a realistic work plan by allocating estimated time frames to each activity to aid planning and costing • prioritize and establish work according to its importance • differentiate between relevant/ important and supporting elements of information • perform own duties effectively • take responsibility for own actions • be accountable towards the job role and assigned duties • take initiative and innovate the existing methods • focus on self - learning and improvement • identify the objectives of task at hand and various means to achieve the same • complete the task at hand without errors 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer.</p>

		<ul style="list-style-type: none"> • proofread and correct documents and reports • read, analyse, understand and interpret the data into meaningful information • convert the given information into charts, graphs and statistics using appropriate software's • apply functions and formulas using calculator and appropriate software's • use the existing data points to generate required reports for business • agree with team members to be contacted for specific purposes • ensure that the team members receive the required information on time • encourage others to share information and knowledge within the constraints of confidentiality • respect views and opinions of other team members • manage conflicting situations at workplace 	
8	<p>Maintain a healthy, safe and secure working environment</p> <p>Theory 30 hours</p> <p>Practical 40 hours</p> <p>Corresponding NOS MEP/N0207</p>	<ul style="list-style-type: none"> • comply with your organization's current health, safety and security policies and procedures • report any identified breaches in health, safety, and security policies and procedures to the designated person • identify and correct any hazards that you can deal with safely, competently and within the limits of your authority • report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures • follow your organization's emergency procedures promptly, calmly, and efficiently • identify and recommend opportunities for improving health, safety, and security to the designated person • complete any health and safety records legibly and accurately 	
	<p>Total 1080 hrs.</p> <p>Theory 432 Hours</p> <p>Practical 648 Hours</p>	<p>Unique Equipment Required:</p> <ul style="list-style-type: none"> • computer • projector 	

Grand Course Duration: 1080 Hours

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

Trainer Prerequisites for Job role: “Secretary” mapped to Qualification Pack: “MEP/Q0202 Version 1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “MEP/Q0201 Version 1.0”.
2	Personal Attributes	This job requires the individual to be well groomed, attentive, multi-task, organized with an eye for detail, time sensitive with a positive attitude
3	Minimum Educational Qualification	Graduate with minimum 2 years of industry experience
4a	Domain Certification	Certified for Job Role mapped to respective QP issued by the relevant SSC
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/ Q0102” with scoring of minimum 80%.
5	Experience	As per the standards set by relevant SSC to practice in different industry sectors.

Annexure: Assessment Criteria

Assessment Criteria for Secretary	
Job Role	Secretary
Qualification Pack	MEP/Q 0201 Version 1.0
Sector Skill Council	Management & Entrepreneurship and Professional Skills Council

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 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 this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assess the balance NOS's to pass the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 700					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
1. MEP/N0201 (Stenography/ Shorthand)	PC1. take dictation using shorthand	100	11	1	10
	PC2. input and format the text from shorthand notes		7	2	5
	PC3. check content for accuracy, editing and correcting the text		5	2	3
	PC4. use of logograms, grammalogues & contraction, with the use of tick 'The' and punctuation marks and dictation use different input/output devices		7	2	5
	PC5. use alternative forms of R & L, use of thick R And L		7	2	5
	PC6. use of vowels: long & short vowels, dot & dash vowels, places of vowel, following & preceding vowel and intermediate vowel		7	2	5
	PC7. use of phraseography, logograms, grammalogues & contractions		6	1	5
	PC8. present the text in the required format within agreed deadlines		6	1	5
	PC9. use of abbreviated W, Semicircle Y, and Diaphone U		6	1	5
	PC10. use of downward H, Tick H and Dot H and upward SH		6	1	5
	PC11. use of small circle for S & Z, use of S & Z with other stroke consonants		6	1	5
	PC12. use of large circle for SW and their medially		6	1	5
	PC13. use of initial small hooks (double consonants) R & L hooks, SHR & SHL hooked strokes ,vowels and double consonants		6	1	5
	PC14. use of curved hooked strokes		6	1	5

	i.e. F/V/TH				
	PC15. use of N & F/V small hooks, hooks and vowels, circles and loop with finally hooked strokes		6	1	5
	PC16. use of prefixes/suffixes		3	1	2
		Total	100	20	80
2. MEP/N0202 (Application of computers)	PC1. identify & describe various parts of computers like CPU, keyboard, monitor, etc.	100	7	2	5
	PC2. identify different types of storage devices e.g. portable hard disks, flash drives, pen drives and CDs/DVDs (latest removable devices)		10	3	7
	PC3. connect, turn on and off the computer properly and run computer applications		7	2	5
	PC4. use different input/ output devices		7	1	6
	PC5. connect and dismantle projector, cords, cables and input/output devices		7	1	6
	PC6. view files, work with files and customize window		7	2	5
	PC7. use application of essential accessories such as notepad, WordPad, paintbrush, images, calculator, calendar, media players and sounds		10	5	5
	PC8. use multimedia settings and applications of control panel		5	2	3
	PC9. use word processing software to create and edit official documents and reports (MS Word or equivalent)		10	2	8
	PC10. use software to create and edit presentations (MS PowerPoint or equivalent)		10	2	8
	PC11. use software applications to create, apply & modify formulas, generate reports, maintain database & compile data (MS Excel or equivalent)		10	2	8
	PC12. operate graphic packages e.g. MS Paint, PC Paintbrush etc.		5	3	2

	PC13. use social media(Google + Twitter, LinkedIn, Facebook)		5	3	2
		Total	100	30	70
3.MEP/N0203 (Operate basic Office equipment)	PC1. locate and select the equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment) and resources needed for the task	100	7	2	5
	PC2. understand the various parts and functions of the various office equipment (printer, photocopier, scanner, projector, binder, laminator, telephone, A/V equipment)		10	3	7
	PC3. operate each equipment efficiently and use all its features & applications		7	2	5
	PC4. replenish material/supplies needed to run each equipment		7	1	6
	PC5. inform/maintain about material/supplies required for each equipment to the appropriate person		7	1	6
	PC6. record usage of material/equipment		7	2	5
	PC7. carryout minor maintenance and troubleshooting		10	5	5
	PC8. understand the network issues with each equipment		10	5	5
	PC9. know/inform and act on the appropriate channel of communication in case of major breakdown		10	2	8
	PC10. make sure the equipment is kept clean at all times, before loading, while usage		10	2	8
	PC11. find alternative means of completion of tasks within stipulated time in case of such breakdown make sure the equipment, resources and work area are ready for the next user		10	2	8
	PC12. make sure the equipment, resources and work area are ready for the next user		5	3	2
		Total	100	30	70

4. 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		5	2	3
	PC6. express your concern for any difficulties caused and your commitment to resolving queries		5	2	3
	PC7. refer queries outside your area of competence or authority promptly to appropriate people		5	2	3
	PC8. access your organization's knowledge base for solutions to queries, where available		5	2	3
	PC9. resolve queries within your area of competence or authority in line with organizational standards		5	2	3
	PC10. dress-up appropriately and neatly as per the corporate culture		5	2	3
	PC11. maintain personal hygiene by keeping self-neat and clean in terms on nails, hair style, teeth etc.		5	2	3
	PC12. use the right behavior to strengthen codes which stress the value of poise, grace and dignity		5	2	3
	PC13. ensure visitors are positively engaged while maintaining decorum		5	2	3
	PC14. prepare computer generated reports and letters		5	2	3
	PC15. use accurate grammar, spelling and punctuation while drafting/formatting reports/letters/emails		5	2	3

	PC16. compose, format, forward/send and print email messages		5	2	3
	PC17. file documents and develop or modify filing practices		5	2	3
	PC18. check the files for primary classification, series record, indexing or labelling		5	2	3
	PC19. manage, record paper files/computer according to business and legal requirements		4	2	2
	PC20. track movement of files/records		3	2	1
	PC21. coordinate, organize meetings		4	2	2
	PC22. prepare draft notice, agenda and minutes of meeting		3	2	1
		Total	100	40	60
5. MEP/N0205 (Comply with Industry and organizational requirements)	PC1. describe the organizational standards	100	25	20	5
	PC2. implement organizational standards in the work performance		15	10	5
	PC3. motivate others to follow them		12	10	2
	PC4. describe the industry standards		23	20	3
	PC5. align industry standards with the organizational standards		13	10	3
	PC6. explain political, social, economic, & geographical work environment		12	10	2
		Total	100	80	20
6. MEP/N0206 (Demonstrate soft skills required for the job)	PC1. ensure instructions and workflows are channelized in the desired manner to the appropriate person	100	4	2	2
	PC2. liaise and communicate effectively with all concerned parties, giving regular updates to those required on your work progress		4	3	1
	PC3. respond appropriately to letters and queries		3	2	1

PC4. correspond through writing in vernacular language/ basic English, precisely, with content and structure desired	5	2	3
PC5. obtain advice and guidance from appropriate people to develop knowledge, skills and competence	3	2	1
PC6. co-ordinate with all the team members and colleagues	4	2	2
PC7. communicate politely	3	2	1
PC8. keep appropriate records to monitor your work	4	2	2
PC9. organize and store important notice or letters	4	2	2
PC10. set a realistic work plan by allocating estimated time frames to each activity to aid planning and costing	4	2	2
PC11. prioritize and establish work according to its importance	4	3	1
PC12. differentiate between relevant/ important and supporting elements of information	4	2	2
PC13. perform own duties effectively	4	2	2
PC14. take responsibility for own actions	4	2	2
PC15. be accountable towards the job role and assigned duties	3	2	1
PC16. take initiative and innovate the existing methods	3	2	1
PC17. focus on self - learning and improvement	3	2	1
PC18. identify the objectives of task at hand and various means to achieve the same	3	2	1
PC19. complete the task at hand without errors	3	2	1
PC20. proofread and correct documents and reports	3	1	2

	PC21. read, analyze, understand and interpret the data into meaningful information		4	2	2
	PC22. convert the given information into charts, graphs and statistics using appropriate software's		3	1	2
	PC23. apply functions and formulas using calculator and appropriate software's		3	1	2
	PC24. use the existing data points to generate required reports for business		2	1	1
	PC25. agree with team members to be contacted for specific purposes		3	1	2
	PC26. ensure that the team members receive the required information on time		4	2	2
	PC27. encourage others to share information and knowledge within the constraints of confidentiality		3	2	1
	PC28. respect views and opinions of other team members		3	2	1
	PC29. manage conflicting situations at workplace		3	2	1
		Total	100	55	45
7. MEP/N0207 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures		10	9	1
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		10	9	1
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		20	18	2
	PC4. report any hazards that you are not competent to deal with to the relevant person in		20	15	5

	line with organizational procedures				
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		10	5	5
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		15	12	3
	PC7. complete any health and safety records legibly and accurately		15	12	3
	Total		100	80	20