MEP/N9991 : Use Basic English for Employability - Variant I

Description

This unit is about recognising and using basic, select words and phrases of English in selected, familiar contexts with no direct customer interface

Scope

This unit/ task covers the following:

Elements and Performance Criteria

Listen

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

PC1. recognize familiar English words and very basic phrases concerning themselves and their family

PC2. recognize basic personal information from English Statements (e.g. name, age, place of residence, origin) when other people introduce themselves, provided that they speak slowly and clearly directly to him/her

PC3. recognise basic terminology and short phrases of English, commonly used in the selected themes and contexts, including the workplace

Speak

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

PC4. speak to produce the letters of the alphabet correctly

PC5. use familiar everyday words and phrases of English intermittently, while speaking in mother tongue or local language on basic everyday themes and in limited, familiar contexts

PC6. ask and tell the day of the week, time of the day and date accurately in English

PC7. say yes, no, excuse me, please, thank you, sorry, as suitable to the requirement

PC8. ask basic questions in areas of immediate needs, using familiar everyday words and phrases of English, interspersed within mother tongue or the local language

Read

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

PC9. read very basic words in English that have been taught with respect to selected themes and contexts, eg. Days of the week, direction, prices, timings.

PC10. read crucial health, safety, security signage, in English, at work and public places, or on gadgets and appliances, when accompanied by related images or graphics

PC11. read very basic registration forms in English recognizing fields that require very basic personal details: name, gender, date of birth, ID numbers, address, nationality, marital status

Write

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

PC12. write very basic words in English that have been taught with respect to selected themes and contexts

PC13. write commonly used words for safety instructions in English

PC14. fill in very simple registration forms in English with very basic personal details: name, gender, date of birth, ID numbers, address, nationality, marital status

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. use of appropriate, professionally acceptable words and phrases, when interacting with others as per organisation hierarchy and protocol

KU2. importance of filling personal details on various forms accurately

KU3. key component of language Components: Reading, Writing, Listening, Speaking

KU4. the English Alphabet

KU5. English numbers in figures

KU6. English numbers from one to twenty in words

KU7. types and use of simple present and simple past tense

KU8. common words used in everyday and familiar contexts and select basic themesBasic Themes: Greetings, Introductions, Professions, Time and Calendar, Weather and Seasons, Clothes, Food, Everyday Objects, Transport, Directions, Colours, Hobbies, Feelings and Emotions, Planning AheadLimited Familiar contexts: Family and Friends, Home and Neighbourhood, Market, Workplace, Travelb. Limited Familiar contexts: Family and Friends, Home and Neighbourhood, Market, Workplace, Travelnouns used to identify personal details

KU9. basic common pronouns, action words (verbs) and adjectives

Generic Skills (GS)

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

GS1. write letters of the English alphabet and simple words correctly

GS2. write simple words in English including names, other personal information, etc.

GS3. write numbers in figures in the Arabic Numeral script

GS4. write numbers up to 20 in words, in English

GS5. recognise English language alphabet and words

GS6. recognise numbers up to 100 in Arabic Numeral script

GS7. recognise numbers up to 20 written in words, in English

GS8. read basic English language phrases

GS9. state personal details in English accurately

GS10. use effective listening skills

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Listen	**6**	**15**	**-**	**-**
PC1. recognize familiar English words and very basic phrases concerning themselves and their family	2	5	-	-
PC2. recognize basic personal information from English Statements (e.g. name, age, place of residence, origin) when other people introduce themselves, provided that they speak slowly and clearly directly to him/her	2	5	-	-
PC3. recognise basic terminology and short phrases of English, commonly used in the selected themes and contexts, including the workplace	2	5	-	-
Speak	**7**	**31**	**-**	**-**
PC4. speak to produce the letters of the alphabet correctly	2	5	-	-
PC5. use familiar everyday words and phrases of English intermittently, while speaking in mother tongue or local language on basic everyday themes and in limited, familiar contexts	2	8	-	-
PC6. ask and tell the day of the week, time of the day and date accurately in English	1	6	-	-
PC7. say yes, no, excuse me, please, thank you, sorry, as suitable to the requirement	1	6	-	-
PC8. ask basic questions in areas of immediate needs, using familiar everyday words and phrases of English, interspersed within mother tongue or the local language	1	6	-	-
Read	**3**	**18**	**-**	**-**
PC9. read very basic words in English that have been taught with respect to selected themes and contexts, eg. Days of the week, direction, prices, timings.	1	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read crucial health, safety, security signage, in English, at work and public places, or on gadgets and appliances, when accompanied by related images or graphics	1	6	-	-
PC11. read very basic registration forms in English recognizing fields that require very basic personal details: name, gender, date of birth, ID numbers, address, nationality, marital status	1	6	-	-
Write	**4**	**16**	**-**	**-**
PC12. write very basic words in English that have been taught with respect to selected themes and contexts	2	5	-	-
PC13. write commonly used words for safety instructions in English	1	6	-	-
PC14. fill in very simple registration forms in English with very basic personal details: name, gender, date of birth, ID numbers, address, nationality, marital status	1	5	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9991
NOS Name	Use Basic English for Employability - Variant I
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	2
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	24/09/2021
Deactivation Date	24/09/2021
NSQC Clearance Date	NA

MEP/N9992 : Use Basic English for Employability - Variant II

Description

This unit is about following and using basic English expressions, phrases and sentences to meet communication needs in a familiar, routine and defined contexts, with limited customer interface

Scope

This unit/tasks covers the following:

- Listening
- Speaking
- Reading
- Writing
- Grammar
- Basic Themes: Greetings, Introductions, Professions, Time and Calendar, Weather and Seasons, Clothes, Food, Everyday Objects, Transport, Directions, Colours, Hobbies, Feelings and Emotions, Planning, Entertainment, Festivals, Sports, talking on the Telephone, Etiquette in Public Places, Likes and Dislikes, Talking about the Past, Hygiene and Cleanliness, Environment, Technology
- Limited Familiar contexts: Family and Friends, Home and Neighbourhood, Market, Workplace, Travel, Study

Elements and Performance Criteria

Listen

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

PC1. follow English speech and questions that are very slowly and carefully articulated with long pauses for him/her to process meaning in areas of immediate priority (e.g. basic personal and family information, shopping, local geography, employment etc.)

PC2. follow and use some basic, formulaic English expressions used for requesting actions, expressing and acknowledging gratitude, agreeing and disagreeing, requesting and refusing

PC3. interpret correctly, figures, prices and times given slowly and clearly in an announcement by loudspeaker, e.g. in a promotional announcement, or at a railway station or in a shop

PC4. interpret correctly predictable instructions, repetitive information, in particular if the conditions of listening are good

PC5. interpret correctly standard recorded messages, if messages are pronounced slowly and / or clearly, are illustrated or doubled by the paper and repeated, respectively

Speak

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

PC6. converse with others on basic everyday themes, in limited, familiar contexts, using English language words and phrases with support from the other person through repetition, slowing pace and assisting in formulation

PC7. describe himself/herself (e.g. interests, likes and dislikes, goals and desires), using basic English words and formulaic expressions, provided he/she can prepare in advance, in predictable situations

PC8. use and interpret basic numbers in English, in everyday conversations

PC9.   apply very basic principles of word order in short English statements

PC10. speak over the phone in an audible manner, using appropriate greetings, opening and closing statements in English

Read

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

PC11. read very short and simple English texts, picking up familiar names and basic phrases one at a time and re-reading as required, to follow key theme and message

PC12. recognize names, the most common words or expressions in simple situations of the everyday life: signs, handwritten indications doubled by icons, prices, schedules

PC13. spot and interpret correctly quantified data, proper nouns and other very simple information in a short text

PC14. interpret correctly texts constituted by one or two sentences, containing familiar words and expressions (postcard or instructions)

Write

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

PC15. write short, simple sentences in English on predictable topics

PC16. write short phrases and messages for immediate communication needs eg. lunch break, do not disturb, counter closed, do not touch, call at 9xxxxxxxxxxx (Phone number), etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   use of appropriate, professionally acceptable words and phrases, when interacting with others as per organisation hierarchy and protocol

KU2.   importance of filling personal details on various forms accurately

KU3.   English numbers from one to hundred in words

KU4.   common words used in everyday and familiar contexts and select basic themesa. Basic Themes: Greetings, Introductions, Professions, Time and Calendar, Weather and Seasons, Clothes, Food, Everyday Objects, Transport, Directions, Colours, Hobbies, Feelings and Emotions, Planning, Entertainment, Festivals, Sports, talking on the Telephone, Etiquette in Public Places, Likes and Dislikes, Talking about the Past, Hygiene and Cleanliness, Environment, Technologyb. Limited Familiar contexts: Family and Friends, Home and Neighbourhood, Market, Workplace, Travel, Study

KU5.   nouns used to identify personal details

KU6.   commonly used pronouns, verbs, adjectives and comparative adjectives

KU7.   how to create questions using question tags

KU8.   use and examples of conjunctions, modal verbs

KU9.   common prepositions and their correct use

KU10. articles (a/an/the) and their correct use

KU11. common opening and closing phrases in telephonic communication

KU12. communication etiquette in public places and its importance

Generic Skills (GS)

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

GS1.   write letters of the English alphabet and simple words correctly

GS2.   write simple phrases and short sentences in English

GS3.   write numbers in figures in the Arabic Numeral script

GS4.   write numbers up to 100 in words, in English

GS5.   recognise English language alphabets and words

GS6.   recognise numbers in Arabic Numeral script

GS7.   recognise numbers up to 100 written in words, in English

GS8.   read basic English language phrases and basic sentences

GS9.   use effective listening skills

GS10. speak over the phone in an audible manner with the correct pitch

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Listen	**3**	**26**	**-**	**-**
PC1. follow English speech and questions that are very slowly and carefully articulated with long pauses for him/her to process meaning in areas of immediate priority (e.g. basic personal and family information, shopping, local geography, employment etc.)	-	6	-	-
PC2. follow and use some basic, formulaic English expressions used for requesting actions, expressing and acknowledging gratitude, agreeing and disagreeing, requesting and refusing	-	6	-	-
PC3. interpret correctly, figures, prices and times given slowly and clearly in an announcement by loudspeaker, e.g. in a promotional announcement, or at a railway station or in a shop	-	6	-	-
PC4. interpret correctly predictable instructions, repetitive information, in particular if the conditions of listening are good	2	4	-	-
PC5. interpret correctly standard recorded messages, if messages are pronounced slowly and / or clearly, are illustrated or doubled by the paper and repeated, respectively	1	4	-	-
Speak	**10**	**25**	**-**	**-**
PC6. converse with others on basic everyday themes, in limited, familiar contexts, using English language words and phrases with support from the other person through repetition, slowing pace and assisting in formulation	2	6	-	-
PC7. describe himself/herself (e.g. interests, likes and dislikes, goals and desires), using basic English words and formulaic expressions, provided he/she can prepare in advance, in predictable situations	2	5	-	-
PC8. use and interpret basic numbers in English, in everyday conversations	2	5	-	-
PC9. apply very basic principles of word order in short English statements	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. speak over the phone in an audible manner, using appropriate greetings, opening and closing statements in English	2	4	-	-
Read	**8**	**16**	**-**	**-**
PC11. read very short and simple English texts, picking up familiar names and basic phrases one at a time and re-reading as required, to follow key theme and message	2	4	-	-
PC12. recognize names, the most common words or expressions in simple situations of the everyday life: signs, handwritten indications doubled by icons, prices, schedules	2	4	-	-
PC13. spot and interpret correctly quantified data, proper nouns and other very simple information in a short text	2	4	-	-
PC14. interpret correctly texts constituted by one or two sentences, containing familiar words and expressions (postcard or instructions)	2	4	-	-
Write	**4**	**8**	**-**	**-**
PC15. write short, simple sentences in English on predictable topics	2	4	-	-
PC16. write short phrases and messages for immediate communication needs eg. lunch break, do not disturb, counter closed, do not touch, call at 9xxxxxxxxxx (Phone number), etc.	2	4	-	-
NOS Total	**25**	**75**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9992
NOS Name	Use Basic English for Employability - Variant II
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	09/04/2018
Next Review Date	24/09/2021
Deactivation Date	24/09/2021
NSQC Clearance Date	19/12/2018

MEP/N9993 : Use Basic English for Employability - Variant III

Description

This unit is about using basic English language sentences, expressions and text to meet communication needs, including for direct customer interface

Scope

This unit/ task covers the following:

Elements and Performance Criteria

Listen

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

PC1. follow English phrases and expressions related to areas of personal, social and professional domains provided speech is clearly articulated

PC2. follow the general outline of a demonstration or presentation on a familiar or predictable topic, where the message is expressed in simple English language and there is visual support (e.g. slides, handouts)

PC3. follow and correctly interpret instructions delivered in English, addressed to him/her and follow short, simple directions

PC4. interpret correctly, when someone tells him/her in English, where something is, provided the object is in the immediate environment

PC5. follow questions in English, on basic themes addressed to him/her, though the questions may need to be repeated

Speak

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

PC6. converse with others including with customers, in English, on basic everyday themes, in limited, familiar contexts, with factual information

PC7. ask and respond to basic direct questions in English, in an interview, spoken clearly in direct non-idiomatic speech about personal details

PC8. describe him/herself (e.g. interests, likes and dislikes, goals and desires) in English, using simple, rehearsed sentences

PC9. read-out basic, short rehearsed texts or statements of English accurately, with short pauses

PC10. speak over the phone in English, in an audible manner, using appropriate greetings, opening and closing statements

PC11. speak in public places using a tone, pitch and manner that is socially appropriate

PC12. read and understand routine information and instructions in English, and the basic meaning of non-routine information only in a familiar area and re-reading as required

PC13. read short, simple English texts on familiar matters which consist of high frequency, every day or job-related language

PC14. read very basic formal English emails and letters and correctly interpret them (e.g. information being provided or asked for, confirmation of transactions, etc.)

PC15. read and correctly interpret simple, brief instructions provided that they are illustrated and not written in continuous text

Write

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

PC16. write short, basic messages and take notes on areas of immediate priority and can complete forms and necessary paperwork, in English

PC17. write basic letters in English, with accuracy to communicate the main message and specific details

PC18. write email in English, using professional protocols and following email etiquette

PC19. write information or descriptive text in short paragraphs, in English, accurately and in a logical flow

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. importance and components of appropriate communication protocols in professional settings

KU2. use of appropriate, professionally acceptable words and phrases, when interacting with others as per organisation hierarchy and protocol

KU3. importance of filling personal details on various forms accurately

KU4. English numbers from one to hundred in words

KU5. singular and plural forms of nouns

KU6. types, use, and importance of tenses

KU7. types, uses and impact of direct and indirect speech

KU8. 1. common words used in everyday and familiar contexts and select basic themesa. Basic Themes: Greetings, Introductions, Professions, Time and Calendar, Weather and Seasons, Clothes, Food, Everyday Objects, Transport, Directions, Colours, Hobbies, Feelings and Emotions, Planning, Entertainment, Festivals, Sports, talking on the Telephone, Etiquette in Public Places, Likes and Dislikes, Talking about the Past, Hygiene and Cleanliness, Environment, Technologyb. Limited Familiar contexts: Family and Friends, Home and Neighbourhood, Market, Workplace, Travel, Study, Interviews

KU9. commonly used pronouns, verbs, adverbs, adjectives and comparative adjectives

KU10. how to create questions using question tags

KU11. use and examples of conjunctions, modal verbs

KU12. common prepositions and their correct use

KU13. articles (a/an/the) and their correct use

KU14. greetings, opening and closing remarks in English, commonly used over the telephone

KU15. communication etiquette in public places and its importance

KU16. structure and key elements of a basic personal and business letter

KU17. importance of logical flow while writing a letter

KU18. email etiquette and its importance

KU19. common interview questions, their purpose and likely responses

Generic Skills (GS)

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

GS1. write simple phrases and short sentences in English

GS2. write short paragraphs

GS3. prepare a basic format of a formal letter

GS4. read basic English language phrases, simple sentences and short texts

GS5. use phonics to predict pronunciation of everyday, simple, common English words

GS6. state personal details in English accurately

GS7. use words in the correct order to construct simple sentences

GS8. speak in a respectable pitch and tone

GS9. use effective listening skills speak over the phone in an audible manner with the correct pitch

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Listen	**4**	**20**	**-**	**-**
PC1. follow English phrases and expressions related to areas of personal, social and professional domains provided speech is clearly articulated	-	4	-	-
PC2. follow the general outline of a demonstration or presentation on a familiar or predictable topic, where the message is expressed in simple English language and there is visual support (e.g. slides, handouts)	2	4	-	-
PC3. follow and correctly interpret instructions delivered in English, addressed to him/her and follow short, simple directions	-	4	-	-
PC4. interpret correctly, when someone tells him/her in English, where something is, provided the object is in the immediate environment	-	4	-	-
PC5. follow questions in English, on basic themes addressed to him/her, though the questions may need to be repeated	2	4	-	-
Speak	**8**	**48**	**-**	**-**
PC6. converse with others including with customers, in English, on basic everyday themes, in limited, familiar contexts, with factual information	2	4	-	-
PC7. ask and respond to basic direct questions in English, in an interview, spoken clearly in direct non-idiomatic speech about personal details	2	4	-	-
PC8. describe him/herself (e.g. interests, likes and dislikes, goals and desires) in English, using simple, rehearsed sentences	2	5	-	-
PC9. read-out basic, short rehearsed texts or statements of English accurately, with short pauses	-	5	-	-
PC10. speak over the phone in English, in an audible manner, using appropriate greetings, opening and closing statements	-	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. speak in public places using a tone, pitch and manner that is socially appropriate	-	5	-	-
PC12. read and understand routine information and instructions in English, and the basic meaning of non-routine information only in a familiar area and re-reading as required	-	5	-	-
PC13. read short, simple English texts on familiar matters which consist of high frequency, every day or job-related language	-	5	-	-
PC14. read very basic formal English emails and letters and correctly interpret them (e.g. information being provided or asked for, confirmation of transactions, etc.)	-	5	-	-
PC15. read and correctly interpret simple, brief instructions provided that they are illustrated and not written in continuous text	2	5	-	-
Write	**4**	**16**	**-**	**-**
PC16. write short, basic messages and take notes on areas of immediate priority and can complete forms and necessary paperwork, in English	-	4	-	-
PC17. write basic letters in English, with accuracy to communicate the main message and specific details	2	4	-	-
PC18. write email in English, using professional protocols and following email etiquette	2	4	-	-
PC19. write information or descriptive text in short paragraphs, in English, accurately and in a logical flow	-	4	-	-
NOS Total	**16**	**84**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9993
NOS Name	Use Basic English for Employability - Variant III
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	09/04/2018
Next Review Date	22/09/2025
Deactivation Date	24/09/2021
NSQC Clearance Date	22/09/2020

MEP/N9994 : Use Basic Generic Skills for Employability Part I

Description

This unit is about using and displaying effective skills for employability during recruitment and selection processes and at work for improved performance

Scope

This unit/ task covers the following:

Elements and Performance Criteria

Digital Literacy

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

PC1. identify different types of digital devices, their features, hardware and software

PC2. operate and use common features of phones/smartphones correctlyOperate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera

PC3. use messaging service on phones for communications and recharging phones

PC4. identify common applications on the phone and their purpose

PC5. follow effective safety and security measures related to information sharing on digital devices and platforms

PC6. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.

PC7. use internet search engines to find required information

PC8. identify relevant and common social media platforms and their basic features

PC9. follow safe online browsing practices and display responsible online behavior

PC10. create a personal email account, send and process received messages as per requirement

PC11. follow instructions to access information on relevant government schemes and related documents

Financial Literacy

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

PC12. identify own needs for various types of financial products and services for different purposesNeeds: Saving, Insurance, Loan, etc.Purposes: Education Wedding, Home, Medical, Emergencies, Business, etc.

PC13. select reliable institutions for the relevant financial products and services they offer, to meet own requirementsFinancial Service Institutions: Banks, Post Office, Micro-Finance Institutions, etc.Financial Services: Deposits (Fixed Deposit, Saving Deposit, Recurring Deposit); other Investment (Monthly Investment Scheme, National Saving Certificate, Kisan Vikas Patra), Insurance, Loans, Tax returns, etc.

PC14. confirm that the savings are done by the service provider, using the correct instrument as per requirement and instruction

PC15. identify available and authorized sources from where one can get reliable financial advice

PC16. identify common components of salary on a salary slip

PC17. identify and use common features of debit and credit cards to transact, correctly and securely

PC18. deposit and withdraw money from a bank using respective slips and cheque book

PC19. identify passbook entries correctly and procedure for updating it

PC20. deposit cheques and cash in a bank or an ATM using correct procedures

PC21. select appropriate category of insurance as per requirement, and relevant locally available service providers of health, general and life insurance

PC22. record income and expenditure accurately in a basic and convenient format, for budgeting activity

PC23. identify locally available and reliable sources of loan

PC24. choose tenure and terms of loan as per requirement

PC25. follow safe and secure practices related to own financial information and transactions

PC26. transfer money using various, authorised money transfer services Money Transfer (MT) Services: Phone/Computer Apps - Unified Payment Interface (UPI), eWallets, netbanking, MT institutions (Banks, Post Office, Authorised Money Transfer Private Institutions, etc.)

Communication Skills

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

PC27. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC28. use active listening techniques for effective communicationActive listening techniques: eg. focus, clarifications, managing distractions, etc.

PC29. communicate needs, rights, disagreements and dissatisfaction, to others in a calm, polite and positive manner

Self-Management

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

PC30. maintain good standards of personal and professional hygiene

PC31. identify, use and display good work ethics Good work ethics: honesty, integrity, punctuality, etc.

PC32. develop a basic plan for achieving given tasks in the workplace

PC33. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results

PC34. use basic techniques to remain positive in the face of challenges and difficult circumstances

PC35. use basic self-control techniques to deal with stress and anger effectively

Working with others

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

PC36. display communication and behavioural practices that respect diversity in the workplace, social and personal settings at all times

PC37. display interpersonal skills that help to build effective relationships with others Interpersonal skills: respecting diversity, empathy, being flexible, helping others, humour, trust, listening, tolerance, etc.

PC38. display initiative and take responsibility in work settings to achieve results

Dealing with Customers

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

PC39. identify different types of customers Types: new, regular, previous

PC40. respond to different customer requests and needs in a professional manner Professional manner: timely, efficiently, effectively, politely, calmly, etc.Needs: product and service, attention, respect, information, advice, etc.

Seeking Jobs

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

PC41. identify various reliable and available job search services for seeking jobsJob search services: Employment exchange, online services, job fairs, recruitment agencies and centers, etc.

PC42. apply to identified job openings using relevant methods and requirementsMethods: Registration, application, posting, requests, online, in-person, etc.

PC43. dress neatly and appropriately for the recruitment and selection process

PC44. answer questions politely, with clarity and confidence, during recruitment and selection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. means and methods used in the organisation to convey health, safety and security information

KU2. importance and components of appropriate communication protocols in professional settings

KU3. use of appropriate, professionally acceptable words and phrases, when interacting with others as per organisation hierarchy and protocol

KU4. importance of filling personal details on various forms accurately

KU5. types of digital devices and their main components of digital devices

KU6. features and utilities available on a phone

KU7. processes to carry out common operations on the phone and inbuilt utilities

KU8. applications (apps) for online payments and process to make payments through these

KU9. process to use and manage messages on a phone

KU10. recharge options available, related common terms and conditions and process to recharge pre-paid phones

KU11. options and processes for connecting to the internet

KU12. common reasons for phone related problems

KU13. process for searching for information using the internet

KU14. relevant and common social media platforms and their basic features

KU15. various email applications, commonly used and the process to create email accounts and send messages

KU16. safety precautions while using digital devices

KU17. security guidelines while storing, retrieving or communicating information online (through the internet or phone)

KU18. methods to deal with digital device related problems

KU19. important documents for identification and social welfare participation and how to obtain them and related information Documents: Pan Card, Aadhaar Card, Ration Card, Health Insurance Card, BPL Card, Voter Id, Birth & Death registration, etc.

KU20. good personal and professional hygiene and habits

KU21. concept of career and career development

KU22. importance and avenues of learning and development

KU23. what is self-learning and its importance

KU24. types of learning activities that can fulfil learning needs (online &offline)

KU25. available, relevant and reliable sources of learning and development for oneself

KU26. meaning, components and importance of good work ethics

KU27. importance of good planning and basic components of a good plan

KU28. concept, importance and techniques of time management such as prioritisation, scheduling, etc.

KU29. importance and techniques of recognizing and controlling emotions and their effect in interpersonal situations

KU30. formal and informal sources of reliable assistance for various specific types of issues, difficulties and challenges

KU31. importance and techniques of self-control including stress and anger

KU32. circumstances that may require adjustment of own behaviour, work and lifestyles in order to successfully adapt to these

KU33. need and techniques for adapting to cultural fitment requirements with respect to migration across organization, city, state and country

KU34. changes expected during work related migration to new places and related safety precautions

KU35. what is communication, importance of communication, elements of communication

KU36. types of communication such as verbal, non-verbal communication (body language, eye contact, facial expression, posture, touch space), written, based on style & purpose (formal & informal)

KU37. types of listening (active & passive), barrier to listening, probing as a technique for active listening

KU38. importance of saving money and different methods of saving money

KU39. types of financial services and institutions that provide these such as Banks, Post Office, etc.

KU40. investment and saving instruments Fixed Deposit (FD), Recurring Deposit (RD), Monthly Income Schemes (MIS), Kisan Vikas Patra (KVP), National Savings Certificate (NSC), etc.

KU41. safety and security guidelines for financial information and transactions

KU42. components of salary

KU43. types of taxes applicable to individuals such as Income tax, Goods and Services Tax (GST)

KU44. financial benefits and rights of employees Employees State Insurance (ESI), Employee Provident Fund (EPF)

KU45. basic arithmetic operations to do simple numeric calculations for common purposes such as salary, deductions, etc.

KU46. reliable sources of assistance related to financial advice and services

KU47. insurance, its types, importance and sources

KU48. methods to make money transfers

KU49. difference between debit/credit cards and how to use them

KU50. security tools and precautions to be taken while using financial instruments

KU51. how to build effective working relationships with others

KU52. diversity, its importance, types and benefits

KU53. common communication and behaviour practices that are a result of insensitivity to diversity

KU54. importance and benefits of taking initiative and responsibility, and related considerations

KU55. role, importance and types of customers

KU56. importance of customer satisfaction

KU57. customer needs, expectations and behaviour

KU58. principles and practices of good customer service

KU59. job portals and other job searching avenues and how to use them for searching for jobs

KU60. techniques to prepare oneself for job search different recruitment and selection processes

Generic Skills (GS)

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

GS1. prepare a professional CV

GS2. fill forms and applications accurately

GS3. type using a qwerty keyboard

GS4. type and send messages

GS5. read a passbook to interpret entries correctly

GS6. read information on websites and in advertisements to extract relevant information correctly

GS7. read employment offer letters and terms and conditions to extract relevant meaning and information correctly

GS8. speak in a respectable pitch and tone

GS9. use effective listening skills by focusing away from distraction and towards the speaker and seeking clarification, repetition where required

GS10. speak over the phone in an audible manner with the correct pitch

GS11. collect relevant information within a time frame to make an informed decision

GS12. use prioritisation based on importance and urgency to make timely decisions

GS13. position oneself in a manner to be best placed to hear speakers clearly

GS14. create short and focused personal development and learning plans for oneself

GS15. create to do lists to create basic action plans

GS16. listen to customers and co-workers attentively in order to contribute to sense of care and customer satisfaction

GS17. maintain professional communication etiquette such as speaking in respectable tone and pitch of voice, maintaining suitable physical distance, etc. with visitor or co-worker during conversation

GS18. be patient and courteous with different types of visitors and workers under all circumstances and situations

GS19. act as appropriate to requests or problems, based on company policy and acceptable professional practice

GS20. identify sources of support that can be useful in resolution of problems related to communication

GS21. escalate matters to appropriate personnel or resolve matters by oneself, based on nature of the issue and limits of authority required to address it

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Digital Literacy	**11**	**12**	**-**	**-**
PC1. identify different types of digital devices, their features, hardware and software	1	1	-	-
PC2. operate and use common features of phones/smartphones correctlyOperate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera	1	1	-	-
PC3. use messaging service on phones for communications and recharging phones	1	2	-	-
PC4. identify common applications on the phone and their purpose	1	1	-	-
PC5. follow effective safety and security measures related to information sharing on digital devices and platforms	1	1	-	-
PC6. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.	1	1	-	-
PC7. use internet search engines to find required information	1	1	-	-
PC8. identify relevant and common social media platforms and their basic features	1	1	-	-
PC9. follow safe online browsing practices and display responsible online behavior	1	1	-	-
PC10. create a personal email account, send and process received messages as per requirement	1	1	-	-
PC11. follow instructions to access information on relevant government schemes and related documents	1	1	-	-
Financial Literacy	**16**	**17**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. identify own needs for various types of financial products and services for different purposesNeeds: Saving, Insurance, Loan, etc.Purposes: Education Wedding, Home, Medical, Emergencies, Business, etc.	1	1	-	-
PC13. select reliable institutions for the relevant financial products and services they offer, to meet own requirementsFinancial Service Institutions: Banks, Post Office, Micro-Finance Institutions, etc.Financial Services: Deposits (Fixed Deposit, Saving Deposit, Recurring Deposit); other Investment (Monthly Investment Scheme, National Saving Certificate, Kisan Vikas Patra), Insurance, Loans, Tax returns, etc.	1	1	-	-
PC14. confirm that the savings are done by the service provider, using the correct instrument as per requirement and instruction	1	1	-	-
PC15. identify available and authorized sources from where one can get reliable financial advice	1	1	-	-
PC16. identify common components of salary on a salary slip	1	1	-	-
PC17. identify and use common features of debit and credit cards to transact, correctly and securely	1	1	-	-
PC18. deposit and withdraw money from a bank using respective slips and cheque book	1	1	-	-
PC19. identify passbook entries correctly and procedure for updating it	1	1	-	-
PC20. deposit cheques and cash in a bank or an ATM using correct procedures	1	1	-	-
PC21. select appropriate category of insurance as per requirement, and relevant locally available service providers of health, general and life insurance	1	1	-	-
PC22. record income and expenditure accurately in a basic and convenient format, for budgeting activity	1	1	-	-
PC23. identify locally available and reliable sources of loan	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. choose tenure and terms of loan as per requirement	1	1	-	-
PC25. follow safe and secure practices related to own financial information and transactions	2	1	-	-
PC26. transfer money using various, authorised money transfer services Money Transfer (MT) Services: Phone/Computer Apps - Unified Payment Interface (UPI), eWallets, netbanking, MT institutions (Banks, Post Office, Authorised Money Transfer Private Institutions, etc.)	1	2	-	-
Communication Skills	**3**	**3**	**-**	**-**
PC27. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	1	1	-	-
PC28. use active listening techniques for effective communicationActive listening techniques: eg. focus, clarifications, managing distractions, etc.	1	1	-	-
PC29. communicate needs, rights, disagreements and dissatisfaction, to others in a calm, polite and positive manner	1	1	-	-
Self-Management	**6**	**8**	**-**	**-**
PC30. maintain good standards of personal and professional hygiene	1	1	-	-
PC31. identify, use and display good work ethics Good work ethics: honesty, integrity, punctuality, etc.	1	1	-	-
PC32. develop a basic plan for achieving given tasks in the workplace	1	1	-	-
PC33. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results	1	1	-	-
PC34. use basic techniques to remain positive in the face of challenges and difficult circumstances	1	2	-	-
PC35. use basic self-control techniques to deal with stress and anger effectively	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Working with others	**3**	**5**	**-**	**-**
PC36. display communication and behavioural practices that respect diversity in the workplace, social and personal settings at all times	1	1	-	-
PC37. display interpersonal skills that help to build effective relationships with others Interpersonal skills: respecting diversity, empathy, being flexible, helping others, humour, trust, listening, tolerance, etc.	1	2	-	-
PC38. display initiative and take responsibility in work settings to achieve results	1	2	-	-
Dealing with Customers	**2**	**3**	**-**	**-**
PC39. identify different types of customers Types: new, regular, previous	1	1	-	-
PC40. respond to different customer requests and needs in a professional manner Professional manner: timely, efficiently, effectively, politely, calmly, etc.Needs: product and service, attention, respect, information, advice, etc.	1	2	-	-
Seeking Jobs	**4**	**7**	**-**	**-**
PC41. identify various reliable and available job search services for seeking jobsJob search services: Employment exchange, online services, job fairs, recruitment agencies and centers, etc.	1	1	-	-
PC42. apply to identified job openings using relevant methods and requirementsMethods: Registration, application, posting, requests, online, in-person, etc.	1	2	-	-
PC43. dress neatly and appropriately for the recruitment and selection process	1	2	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	1	2	-	-
NOS Total	**45**	**55**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9994
NOS Name	Use Basic Generic Skills for Employability Part I
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	2
Credits	TBD
Version	1.0
Last Reviewed Date	09/04/2018
Next Review Date	24/09/2021
Deactivation Date	24/09/2021
NSQC Clearance Date	19/12/2018

MEP/N9995 : Use Basic Generic Skills for Employability Part II

Description

This unit is about using effectively using and displaying skills for employability during recruitment, selection processes and on the job for improved work performance.

Scope

This unit/ task covers the following:

Elements and Performance Criteria

Digital Literacy Digital Devices, Internet & Email, MS Office tools

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

PC1. identify different types of digital devices, their features and components eg. hardware & software

PC2. operate digital devices including start and shutdown, securing a device, manage files and folders, apps

PC3. operate and use common features of phones/smartphones correctlyOperate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, delete messages/files for restoring memoryCommon phone feature: Clock, calculator, calendar, alarm, radio, camera,

PC4. use messaging service on phones for communications and recharging phones

PC5. identify common applications on the phone and their purpose

PC6. follow effective safety and security measures related to information sharing on digital devices and platforms

PC7. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.

PC8. identify relevant and common social media platforms and their basic features

PC9. follow safe online browsing practices and display responsible online behavior

PC10. create a personal email account, send and process received messages as per requirement

PC11. follow instructions to access information on relevant government schemes and related documents

PC12. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applicationsProcedures: create, save, open, close; identify Ribbon panel; edit (type, copy, cut, paste, delete, search); format text (wrap, font); insert pictures, tables, headers and footers; spell check; name and rename files; insert rows, columns, and cells; insert, delete, copy, rename worksheets; use basic formulas: sum, avg, max, min, count in spreadsheets; sort and filter data in worksheets; print files and portions of files; add and delete slides in presentations; run a slide show presentation;

PC13. carry out basic internet operationsBasic Internet Operations: connect with Internet, use search engines and browse the internet, open and close websites, navigate web pages, etc.

Financial Literacy

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

PC14. identify own needs for various types of financial products and services for different purposesNeeds: Saving, Insurance, Loan, etc.Purposes: Education Wedding, Home, Emergencies, Business, etc.

PC15. select reliable institutions for the relevant financial products and services they offer, to meet own requirementsFinancial Service Institutions: Banks, Post Office, Micro-Finance Institutions, etc.Financial Services: Deposits (Fixed Deposit, Saving Deposit, Recurring Deposit); other Investment (Monthly Investment Scheme, National Saving Certificate, Kisan Vikas Patra), Insurance, Loans, Tax returns, etc.

PC16. choose type of term deposit that matches investment objectives and time frame

PC17. confirm with the service provider, that request for savings is complied with using the correct instrument as per requirement and instruction

PC18. identify common components of salary on a salary slip

PC19. identify and use common features of debit and credit cards to transact, correctly and securely

PC20. deposit and withdraw money from a bank using respective slips and cheque book

PC21. identify passbook entries correctly and procedure for updating it

PC22. deposit cheques and cash in a bank or an ATM using correct procedures

PC23. select appropriate category of insurance as per requirement, and relevant locally available service providers of health, general and life insurance

PC24. record income and expenditure accurately in a basic and convenient format, for budgeting activity

PC25. identify locally available and reliable sources of loans

PC26. choose tenure and terms of loans as per requirement

PC27. follow safe and secure practices related to own financial information and transactions

PC28. transfer money using various, authorised money transfer services Money Transfer (MT) Services: Phone/Computer Apps - Unified Payment Interface (UPI), eWallets, netbanking, MT institutions (Banks, Post Office, Authorised Money Transfer Private Institutions, etc.)

PC29. carry out online shopping from reputed sites safely and accurately

PC30. carry out ticket bookings for various purposes, related cancellation, enquiries and basic operations online in safe and accurate manner

Communication Skills

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

PC31. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC32. communicate in writing using appropriate style and format based on formal or informal requirements

PC33. use a range of techniques to overcome barriers to effective communicationTechniques: e.g. minimize distractions, use repetition, clarify and ask questions, reconfirm messages, highlight important information, use supportive and consistent gestures, etc.

PC34. use active listening techniques for effective communication

PC35. use basic negotiation strategies at work and in the marketplace

PC36. use basic conflict resolution techniques to address disagreements and deadlock situations

PC37. identify known members of accessible networks and how they can help in building influence and enhancing opportunities

PC38. give feedback to others in a positive, constructive and supportive way which reflects current good practice

Self-Management

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

PC39. maintain good standards of personal and professional hygiene

PC40. identify, use and display good work ethics in professional settings

PC41. develop short term and long-term plans with SMART goal setting

PC42. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results

PC43. use stress and anger management techniques to deal with these effectively

PC44. use affirmations, goal setting, reframing, refocusing, and other techniques to motivate oneself

PC45. identify and respond to safety hazards, security regulations, equipment and procedures in line with organisation procedures

PC46. adapt to cultural fitment requirements with respect to migration across organization, city, state and country

Problem Solving

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

PC47. isolate and identify the problem in a given situation which is limiting goal achievement, and also the range of issues that are influencing it

PC48. list numerable possible solutions to a problem, that are viable to implement including creative out of the box solutions

PC49. select and implement the best solution that satisfies a defined criteria and priorities, to address identified problems

PC50. monitor implementation of solutions to problems identified, and its impact to ensure resolution of the problem

Dealing with others

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

PC51. work collaboratively together with others to achieve group goals and objectives

PC52. identify interpersonal skills to build effective relationships within the teamInterpersonal skills: respecting diversity, empathy, being flexible, helping others, humor, trust, listening, tolerance, etc.

PC53. identify conflicts and use conflict mediation techniques in interpersonal conflict situations

PC54. practice good interpersonal and leadership skills to develop these skills

Dealing with customers

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

PC55. identify different types of customers Types: new, regular, previous

PC56. respond to customer requests and needs in a professional mannerProfessional manner: timely, efficiently, effectively, politely, calmly, etc.

Seeking Jobs and Interview Handling

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

PC57. create a professional Curriculum vitae (Rsum) for oneself

PC58. create accounts, register and search suitable jobs on job search portals

PC59. dress neatly and appropriately for the recruitment and selection process

PC60. answer questions politely, with clarity and confidence, during recruitment and selection

PC61. use various reliable sources to collect information related to the sector/market to identify job/livelihood opportunities across sectors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. means and methods used in the organisation to convey health, safety and security information

KU2. importance and components of appropriate communication protocols in professional settings

KU3. use of appropriate, professionally acceptable words and phrases, when interacting with others as per organisation hierarchy and protocol

KU4. importance of filling personal details on various forms accurately

KU5. main components of a computer, how-to setup a computer, various operating systems

KU6. how to start, operate and navigate computers using common operating systems such as Windows, Linux and MacOS

KU7. data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word-processer application

KU8. data entry, editing and storage, calculation, formatting, organising and presenting tools and techniques using spreadsheet application

KU9. searching for information using the internet

KU10. how to create simple presentations using presentation software

KU11. how to use printers connected to computers to obtain printouts of files or information in files

KU12. various email applications used in organisations and related etiquette

KU13. ergonomic guidelines specified for working on computers

KU14. security guidelines while storing, retrieving or communicating information online (through the internet)

KU15. methods to deal with computer related problems

KU16. good personal and professional hygiene and habits

KU17. meaning, components and importance of good work ethics

KU18. importance of good planning and goal setting

KU19. importance of result orientation in professional and organisational success

KU20. concept, importance and techniques of time management

KU21. importance and techniques of recognizing and controlling emotions and their effect in interpersonal situations

KU22. importance and techniques of stress and anger management

KU23. importance and techniques of self-motivation

KU24. how to identify and respond to safety hazards, security regulations, equipment and procedures and its importance

KU25. what is self-learning and why it is important

KU26. need, importance and techniques for adjusting to changed circumstances

KU27. importance of a proactive approach to changing circumstances

KU28. communication etiquette in public places and its importance

KU29. what is communication, importance of communication, elements of communication, types of communication such as verbal, non-verbal communication, based on style & purpose (formal & informal)

KU30. communication barriers and techniques to overcome these

KU31. types of listening (active & passive), probing as a technique for active listening

KU32. importance of appreciating differing points of view, concerns or positions in a given context

KU33. a range of negotiation strategies, and their use

KU34. skills and approaches to manage disagreements and deadlock situations

KU35. importance of network to build influence and enhance opportunities

KU36. importance of effective feedback, Dos and Donts while giving feedback

KU37. types of financial services and institutions that provide these such as Banks, Post Office, etc.

KU38. importance of savings and various investment and saving instruments Fixed Deposit (FD), Recurring Deposit (RD), Monthly Income Schemes (MIS), Kisan Vikas Patra (KVP), National Savings Certificate (NSC), etc.

KU39. safety and security guidelines for financial information and transactions

KU40. types of taxes applicable to individuals such as Income tax, Goods and Sales Tax (GST)

KU41. financial benefits and rights of employees such as Employees State Insurance (ESI), Employee Provident Fund (EPF)

KU42. tax returns, their purpose and service providers

KU43. basic arithmetic operations to do simple numeric calculations for common purposes such as salary, deductions, etc.

KU44. reliable sources of assistance related to financial advice and services

KU45. methods to make money transfers

KU46. process to deposit and withdraw money from a bank using slips

KU47. purpose and format of a passbook and need for regularly updating it

KU48. process to carry out online shopping, ticket booking

KU49. difference between debit/credit cards and how to use them

KU50. security tools and precautions to be taken while using financial instruments and with personal financial information

KU51. problem solving techniques and processes

KU52. need and importance of teams in professional settings

KU53. how to work effectively in a team an build productive relationships

KU54. conflict resolution techniques and skills

KU55. Importance, skills and role of leadership

KU56. role, importance and types of customers

KU57. importance of customer satisfaction, types of customer needs, expectations and behaviour

KU58. principles and practices of good customer service

KU59. purpose of Curriculum Vitae (CV) and importance of having a professional, updated CV for seeking jobs

KU60. job portals and how to use them for searching for jobs

KU61. purpose and process of interview for recruitment and selection

KU62. types of questions and activities one can expect in interviews/selection process

KU63. importance, uses and methods to study the sector/market and identify job opportunities across sectors

KU64. need and techniques for adapting to cultural fitment requirements with respect to migration across organization, city, state and country

Generic Skills (GS)

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

GS1. write letters of alphabets and simple words correctly and neatly

GS2. write simple phrases and short sentences in English and/or local language

GS3. write numbers in figures in the Arabic Numeral script

GS4. write numbers in words

GS5. write paragraphs in a coherent and logical manner

GS6. prepare a professional CV

GS7. fill forms and applications accurately

GS8. type using a qwerty keyboard

GS9. types and send messages

GS10. recognise English and/or local language alphabets and words

GS11. recognise numbers in Arabic Numeral script

GS12. recognise numbers written in words, in English

GS13. read basic English and/or local language phrases, basic sentences and short texts

GS14. read information on websites and in advertisements to extract relevant information correctly

GS15. read employment offer letters and terms and conditions to extract relevant meaning and information correctly

GS16. speak in a respectable pitch and tone

GS17. use effective listening skills

GS18. speak over the phone in an audible manner with the correct pitch

GS19. collect relevant information within a time frame to make an informed decision

GS20. use prioritisation based on importance and urgency to make timely decisions

GS21. create short and focused personal development and learning plans for oneself

GS22. use time management principles, goal setting and to do lists to create action plans for days, weeks, months and years

GS23. identify potential impact on customer and organization of inaccurate communication and provision of erroneous details

GS24. listen to customers and co-workers attentively in order to contribute to sense of care and customer satisfaction

GS25. act as appropriate to requests or problems, based on company policy and acceptable professional practice

GS26. identify sources of support that can be useful in resolution of problems related to communication

GS27. escalate matters to appropriate personnel or resolve matters by oneself, based on nature of the issue and limits of authority required to address it

GS28. breakdown relevant a process into its constituent activities/stages for ease of analysis

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Digital Literacy Digital Devices, Internet & Email, MS Office tools	**8**	**12**	**-**	**-**
PC1. identify different types of digital devices, their features and components eg. hardware & software	0.5	0.5	-	-
PC2. operate digital devices including start and shutdown, securing a device, manage files and folders, apps	0.5	0.5	-	-
PC3. operate and use common features of phones/smartphones correctlyOperate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, delete messages/files for restoring memoryCommon phone feature: Clock, calculator, calendar, alarm, radio, camera,	0.5	0.5	-	-
PC4. use messaging service on phones for communications and recharging phones	0.5	0.5	-	-
PC5. identify common applications on the phone and their purpose	0.5	0.5	-	-
PC6. follow effective safety and security measures related to information sharing on digital devices and platforms	0.5	0.5	-	-
PC7. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.	0.5	0.5	-	-
PC8. identify relevant and common social media platforms and their basic features	0.5	0.5	-	-
PC9. follow safe online browsing practices and display responsible online behavior	0.5	0.5	-	-
PC10. create a personal email account, send and process received messages as per requirement	0.5	0.5	-	-
PC11. follow instructions to access information on relevant government schemes and related documents	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applicationsProcedures: create, save, open, close; identify Ribbon panel; edit (type, copy, cut, paste, delete, search); format text (wrap, font); insert pictures, tables, headers and footers; spell check; name and rename files; insert rows, columns, and cells; insert, delete, copy, rename worksheets; use basic formulas: sum, avg, max, min, count in spreadsheets; sort and filter data in worksheets; print files and portions of files; add and delete slides in presentations; run a slide show presentation;	1	1	-	-
PC13. carry out basic internet operationsBasic Internet Operations: connect with Internet, use search engines and browse the internet, open and close websites, navigate web pages, etc.	1	4	-	-
Financial Literacy	**11.5**	**13.5**	**-**	**-**
PC14. identify own needs for various types of financial products and services for different purposesNeeds: Saving, Insurance, Loan, etc.Purposes: Education Wedding, Home, Emergencies, Business, etc.	1	1	-	-
PC15. select reliable institutions for the relevant financial products and services they offer, to meet own requirementsFinancial Service Institutions: Banks, Post Office, Micro-Finance Institutions, etc.Financial Services: Deposits (Fixed Deposit, Saving Deposit, Recurring Deposit); other Investment (Monthly Investment Scheme, National Saving Certificate, Kisan Vikas Patra), Insurance, Loans, Tax returns, etc.	0.5	0.5	-	-
PC16. choose type of term deposit that matches investment objectives and time frame	0.5	0.5	-	-
PC17. confirm with the service provider, that request for savings is complied with using the correct instrument as per requirement and instruction	1	1	-	-
PC18. identify common components of salary on a salary slip	0.5	0.5	-	-
PC19. identify and use common features of debit and credit cards to transact, correctly and securely	0.5	0.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. deposit and withdraw money from a bank using respective slips and cheque book	1	1	-	-
PC21. identify passbook entries correctly and procedure for updating it	1	1	-	-
PC22. deposit cheques and cash in a bank or an ATM using correct procedures	0.5	0.5	-	-
PC23. select appropriate category of insurance as per requirement, and relevant locally available service providers of health, general and life insurance	0.5	0.5	-	-
PC24. record income and expenditure accurately in a basic and convenient format, for budgeting activity	0.5	0.5	-	-
PC25. identify locally available and reliable sources of loans	1	1	-	-
PC26. choose tenure and terms of loans as per requirement	0.5	0.5	-	-
PC27. follow safe and secure practices related to own financial information and transactions	0.5	1.5	-	-
PC28. transfer money using various, authorised money transfer services Money Transfer (MT) Services: Phone/Computer Apps - Unified Payment Interface (UPI), eWallets, netbanking, MT institutions (Banks, Post Office, Authorised Money Transfer Private Institutions, etc.)	1	1	-	-
PC29. carry out online shopping from reputed sites safely and accurately	0.5	1.5	-	-
PC30. carry out ticket bookings for various purposes, related cancellation, enquiries and basic operations online in safe and accurate manner	0.5	0.5	-	-
Communication Skills	**5**	**8**	**-**	**-**
PC31. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	0.5	0.5	-	-
PC32. communicate in writing using appropriate style and format based on formal or informal requirements	0.5	0.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. use a range of techniques to overcome barriers to effective communicationTechniques: e.g. minimize distractions, use repetition, clarify and ask questions, reconfirm messages, highlight important information, use supportive and consistent gestures, etc.	0.5	1.5	-	-
PC34. use active listening techniques for effective communication	0.5	0.5	-	-
PC35. use basic negotiation strategies at work and in the marketplace	1	1	-	-
PC36. use basic conflict resolution techniques to address disagreements and deadlock situations	1	1	-	-
PC37. identify known members of accessible networks and how they can help in building influence and enhancing opportunities	0.5	1.5	-	-
PC38. give feedback to others in a positive, constructive and supportive way which reflects current good practice	0.5	1.5	-	-
Self-Management	**7.5**	**8.5**	**-**	**-**
PC39. maintain good standards of personal and professional hygiene	0.5	0.5	-	-
PC40. identify, use and display good work ethics in professional settings	1	2	-	-
PC41. develop short term and long-term plans with SMART goal setting	1	1	-	-
PC42. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results	1	1	-	-
PC43. use stress and anger management techniques to deal with these effectively	1	1	-	-
PC44. use affirmations, goal setting, reframing, refocusing, and other techniques to motivate oneself	1	1	-	-
PC45. identify and respond to safety hazards, security regulations, equipment and procedures in line with organisation procedures	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC46. adapt to cultural fitment requirements with respect to migration across organization, city, state and country	1	1	-	-
Problem Solving	**3**	**3**	**-**	**-**
PC47. isolate and identify the problem in a given situation which is limiting goal achievement, and also the range of issues that are influencing it	1	1	-	-
PC48. list numerable possible solutions to a problem, that are viable to implement including creative out of the box solutions	1	1	-	-
PC49. select and implement the best solution that satisfies a defined criteria and priorities, to address identified problems	0.5	0.5	-	-
PC50. monitor implementation of solutions to problems identified, and its impact to ensure resolution of the problem	0.5	0.5	-	-
Dealing with others	**3**	**3**	**-**	**-**
PC51. work collaboratively together with others to achieve group goals and objectives	0.5	0.5	-	-
PC52. identify interpersonal skills to build effective relationships within the teamInterpersonal skills: respecting diversity, empathy, being flexible, helping others, humor, trust, listening, tolerance, etc.	0.5	0.5	-	-
PC53. identify conflicts and use conflict mediation techniques in interpersonal conflict situations	1	1	-	-
PC54. practice good interpersonal and leadership skills to develop these skills	1	1	-	-
Dealing with customers	**2**	**2**	**-**	**-**
PC55. identify different types of customers Types: new, regular, previous	1	1	-	-
PC56. respond to customer requests and needs in a professional mannerProfessional manner: timely, efficiently, effectively, politely, calmly, etc.	1	1	-	-
Seeking Jobs and Interview Handling	**5**	**5**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC57. create a professional Curriculum vitae (Rsum) for oneself	1	1	-	-
PC58. create accounts, register and search suitable jobs on job search portals	1	1	-	-
PC59. dress neatly and appropriately for the recruitment and selection process	1	1	-	-
PC60. answer questions politely, with clarity and confidence, during recruitment and selection	1	1	-	-
PC61. use various reliable sources to collect information related to the sector/market to identify job/livelihood opportunities across sectors	1	1	-	-
NOS Total	**45**	**55**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9995
NOS Name	Use Basic Generic Skills for Employability Part II
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	09/04/2018
Next Review Date	24/09/2021
Deactivation Date	24/09/2021
NSQC Clearance Date	19/12/2018

MEP/N9996 : Plan for basic entrepreneurial activity

Description

This unit is about identifying opportunities and developing plans for basic entrepreneurial activity

Elements and Performance Criteria

Identify and assess Entrepreneurial opportunity

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

PC1. identify different types of Entrepreneurship and EnterprisesFor-Profit/Business Entrepreneurship, Social Entrepreneurship, etc.Types of firms/types of Enterprises - Small, Medium, Large

PC2. use various techniques and approaches to discover opportunities for potential business

PC3. develop and assess ideas and opportunities for potential viable business, suited to own capabilities

PC4. undertake competition analysis to assess business opportunities

Develop a Basic Rudimentary Business Plan

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

PC5. create a basic, rudimentary business plan involving 4 Ps of marketing - product, price, place, & promotion

PC6. research and identify sources of funding for the proposed businessSources: eg. formal schemes, loans and micro-loans, personal borrowings, etc.

PC7. identify risks related to the business and develop plans to minimize risk

PC8. identify regulatory/statutory and other rules or guidelines applicable to proposed line of business and include in the basic business plan

PC9. develop a resource plan for the business and estimate costs for the sameResources: eg. human resources, raw materials, machinery, equipment and tools

PC10. define customer base, key value proposition and targeted customer experience

PC11. use success and failure stories of other Entrepreneurs and ventures to extract relevant lessons for self-development as an Entrepreneur

Use effective approaches to acquire knowledge and develop skills for Entrepreneurship

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

PC12. identify avenues for relevant skills and knowledge development for oneself, in preparation for entrepreneurial activity

PC13. identify personnel who can support own development, by providing guidance and feedback

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. purpose of the proposed organization

KU2. key value proposition and offering of the proposed organization

KU3. targeted customer segments

KU4. organization capabilities and resources

KU5. capital sources of the organization and quantum of capital that is accessible through these

KU6. the concept of entrepreneurship

KU7. types of entrepreneurship and enterprises

KU8. difference between self-employment and entrepreneurship

KU9. techniques and methods to discover, develop and evaluate opportunities for potential business

KU10. purpose, requirements, tools and techniques and importance of competition analysis

KU11. 4 Ps of Marketing - Product, Price, Place, & Promotion

KU12. purpose, importance and elements of a good Business Plan

KU13. sources of information on various schemes for funding and other support

KU14. various sources of capital and related considerations

KU15. importance, elements of, and tools and techniques for - risk analysis and minimisation

KU16. sources of learning and developing own skills and knowledge for entrepreneurship

KU17. basic business terminologies

KU18. fundamentals of accounting

KU19. various types and categories of costsCosts: Fixed vs Variable

KU20. concept, purpose and use of Balance sheet, P&L, working capital, etc

KU21. concept of regulatory compliances (income tax, Goods and Sales Tax (GST), shop & establishment act/ Employees State Insurance (ESI)/labour act, etc.)

KU22. concept, importance and principles of Customer Relationship Management and related good practice

Generic Skills (GS)

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

GS1. write paragraphs in a coherent and logical manner

GS2. prepare a professional CV

GS3. fill forms and applications accurately

GS4. read information on websites and in advertisements to extract relevant information correctly

GS5. read stories and news items to extract relevant meaning and information correctly

GS6. speak in a respectable pitch and tone

GS7. collect relevant information within a time frame to make an informed decision

GS8. use prioritisation based on importance and urgency to make timely decisions

GS9. create short and focused personal development and learning plans for oneself

GS10. use time management principles, goal setting and to do lists to create action plans for days, weeks, months and years

GS11. identify customer need that is proposed to be met by product or service offering

GS12. identify sources of support that can be useful in resolution of problems

GS13. breakdown relevant a process into its constituent activities/stages for ease of analysis

GS14. evaluate own strengths and areas of improvement by accurately matching results of own efforts to actions/approaches taken

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Identify and assess Entrepreneurial opportunity	**14**	**20**	**-**	**-**
PC1. identify different types of Entrepreneurship and EnterprisesFor-Profit/Business Entrepreneurship, Social Entrepreneurship, etc.Types of firms/types of Enterprises - Small, Medium, Large	2	4	-	-
PC2. use various techniques and approaches to discover opportunities for potential business	4	4	-	-
PC3. develop and assess ideas and opportunities for potential viable business, suited to own capabilities	4	6	-	-
PC4. undertake competition analysis to assess business opportunities	4	6	-	-
Develop a Basic Rudimentary Business Plan	**22**	**36**	**-**	**-**
PC5. create a basic, rudimentary business plan involving 4 Ps of marketing - product, price, place, & promotion	4	6	-	-
PC6. research and identify sources of funding for the proposed businessSources: eg. formal schemes, loans and micro-loans, personal borrowings, etc.	4	6	-	-
PC7. identify risks related to the business and develop plans to minimize risk	4	6	-	-
PC8. identify regulatory/statutory and other rules or guidelines applicable to proposed line of business and include in the basic business plan	4	6	-	-
PC9. develop a resource plan for the business and estimate costs for the sameResources: eg. human resources, raw materials, machinery, equipment and tools	2	4	-	-
PC10. define customer base, key value proposition and targeted customer experience	2	4	-	-
PC11. use success and failure stories of other Entrepreneurs and ventures to extract relevant lessons for self-development as an Entrepreneur	2	4	-	-
Use effective approaches to acquire knowledge and develop skills for Entrepreneurship	**4**	**4**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. identify avenues for relevant skills and knowledge development for oneself, in preparation for entrepreneurial activity	2	2	-	-
PC13. identify personnel who can support own development, by providing guidance and feedback	2	2	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9996
NOS Name	Plan for basic entrepreneurial activity
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	18/08/2021
Next Review Date	18/08/2024
Deactivation Date	18/08/2024
NSQC Clearance Date	19/12/2018