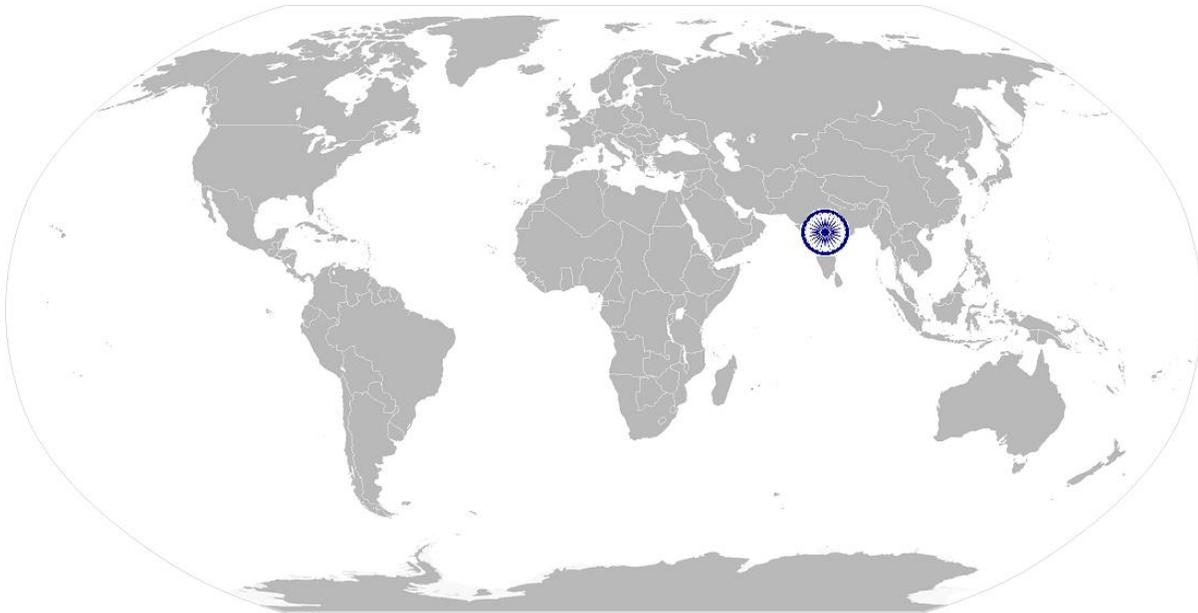


National Occupational Standard



Overview

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

MEP/N9995

Use Generic Skills for Employability – Variant II

National Occupational Standard

Unit Code	MEP/N9995
Unit Title (Task)	Use and display Generic Skills for Employability – Variant II
Description	This unit is about using and displaying effective skills for employability during recruitment, selection processes and on the job for improved work performance.
NSQF Level	3
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Digital Literacy – Digital Devices, Internet & Email, MS Office tools • Financial Literacy • Communication Skills • Self-Management • Problem Solving • Dealing with others • Dealing with customers • Seeking Jobs and Interview Handling

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Digital Literacy – Digital Devices, Internet & Email, MS Office tools	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. identify different types of digital devices, their features and components eg. hardware & software</p> <p>PC2. operate digital devices including start and shutdown, securing a device, manage files and folders, apps</p> <p>PC3. operate and use common features of phones/smartphones correctly Operate: 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,</p> <p>PC4. use messaging service on phones for communications and recharging phones</p> <p>PC5. identify common applications on the phone and their purpose</p> <p>PC6. follow effective safety and security measures related to information sharing on digital devices and platforms</p> <p>PC7. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.</p> <p>PC8. identify relevant and common social media platforms and their basic features</p> <p>PC9. follow safe online browsing practices and display responsible online behavior</p> <p>PC10. create a personal email account, send and process received messages as per requirement</p> <p>PC11. follow instructions to access information on relevant government schemes and related documents</p> <p>PC12. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications</p>

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	<p>Procedures: 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;</p> <p>PC13. carry out basic internet operations</p> <p>Basic Internet Operations: connect with Internet, use search engines and browse the internet, open and close websites, navigate web pages, etc.</p>
<p>Financial Literacy</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. identify own needs for various types of financial products and services for different purposes</p> <p>Needs: Saving, Insurance, Loan, etc.</p> <p>Purposes: Education Wedding, Home, Emergencies, Business, etc.</p> <p>PC15. select reliable institutions for the relevant financial products and services they offer, to meet own requirements</p> <p>Financial Service Institutions: Banks, Post Office, Micro-Finance Institutions, etc.</p> <p>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.</p> <p>PC16. choose type of term deposit that matches investment objectives and time frame</p> <p>PC17. confirm with the service provider, that request for savings is complied with using the correct instrument as per requirement and instruction</p> <p>PC18. identify common components of salary on a salary slip</p> <p>PC19. identify and use common features of debit and credit cards to transact, correctly and securely</p> <p>PC20. deposit and withdraw money from a bank using respective slips and cheque book</p> <p>PC21. identify passbook entries correctly and procedure for updating it</p> <p>PC22. deposit cheques and cash in a bank or an ATM using correct procedures</p> <p>PC23. select appropriate category of insurance as per requirement, and relevant locally available service providers of health, general and life insurance</p> <p>PC24. record income and expenditure accurately in a basic and convenient format, for budgeting activity</p> <p>PC25. identify locally available and reliable sources of loans</p> <p>PC26. choose tenure and terms of loans as per requirement</p>

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	<p>PC27. follow safe and secure practices related to own financial information and transactions</p> <p>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.)</p> <p>PC29. carry out online shopping from reputed sites safely and accurately</p> <p>PC30. carry out ticket bookings for various purposes, related cancellation, enquiries and basic operations online in safe and accurate manner</p>
<p>Communication Skills</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC31. follow verbal and non-verbal communication etiquette while communicating in professional and public settings</p> <p>PC32. communicate in writing using appropriate style and format based on formal or informal requirements</p> <p>PC33. use a range of techniques to overcome barriers to effective communication Techniques: e.g. minimize distractions, use repetition, clarify and ask questions, reconfirm messages, highlight important information, use supportive and consistent gestures, etc.</p> <p>PC34. use active listening techniques for effective communication</p> <p>PC35. use basic negotiation strategies at work and in the marketplace.</p> <p>PC36. use basic conflict resolution techniques to address disagreements and deadlock situations</p> <p>PC37. identify known members of accessible networks and how they can help in building influence and enhancing opportunities</p> <p>PC38. give feedback to others in a positive, constructive and supportive way which reflects current good practice</p>
<p>Self-Management</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC39. maintain good standards of personal and professional hygiene</p> <p>PC40. identify, use and display good work ethics in professional settings</p> <p>PC41. develop short term and long-term plans with SMART goal setting</p> <p>PC42. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results</p> <p>PC43. use stress and anger management techniques to deal with these effectively</p> <p>PC44. use affirmations, goal setting, reframing, refocusing, and other techniques to motivate oneself</p> <p>PC45. identify and respond to safety hazards, security regulations, equipment and procedures in line with organisation procedures</p> <p>PC46. adapt to cultural fitment requirements with respect to migration across organization, city, state and country</p>

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<p>Problem Solving</p>	<p>To be competent, the user/ individual must be able to:</p> <p>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</p> <p>PC48. list numerable possible solutions to a problem, that are viable to implement including creative out of the box solutions</p> <p>PC49. select and implement the best solution that satisfies a defined criteria and priorities, to address identified problems</p> <p>PC50. monitor implementation of solutions to problems identified, and its impact to ensure resolution of the problem</p>
<p>Dealing with others</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC51. work collaboratively together with others to achieve group goals and objectives</p> <p>PC52. identify interpersonal skills to build effective relationships within the team Interpersonal skills: respecting diversity, empathy, being flexible, helping others, humor, trust, listening, tolerance, etc.</p> <p>PC53. identify conflicts and use conflict mediation techniques in interpersonal conflict situations</p> <p>PC54. practice good interpersonal and leadership skills to develop these skills</p>
<p>Dealing with customers</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC55. identify different types of customers Types: new, regular, previous</p> <p>PC56. respond to customer requests and needs in a professional manner Professional manner: timely, efficiently, effectively, politely, calmly, etc.</p>
<p>Seeking Jobs and Interview Handling</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC57. create a professional Curriculum vitae (Résumé) for oneself</p> <p>PC58. create accounts, register and search suitable jobs on job search portals</p> <p>PC59. dress neatly and appropriately for the recruitment and selection process</p> <p>PC60. answer questions politely, with clarity and confidence, during recruitment and selection</p> <p>PC61. use various reliable sources to collect information related to the sector/market to identify job/livelihood opportunities across sectors</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company /organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. means and methods used in the organisation to convey health, safety and security information</p> <p>KA2. importance and components of appropriate communication protocols in professional settings</p> <p>KA3. use of appropriate, professionally acceptable words and phrases, when interacting with others as per organisation hierarchy and protocol</p>

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<p>B. Technical Knowledge</p>	<p>KA4. importance of filling personal details on various forms accurately</p> <p>The individual on the job needs to know and understand:</p> <p>KB1. main components of a computer, how-to setup a computer, various operating systems</p> <p>KB2. how to start, operate and navigate computers using common operating systems such as Windows, Linux and MacOS</p> <p>KB3. data entry, editing, storage, designing, formatting, referencing and reviewing activities in a word-processor application</p> <p>KB4. data entry, editing and storage, calculation, formatting, organising and presenting tools and techniques using spreadsheet application</p> <p>KB5. searching for information using the internet</p> <p>KB6. how to create simple presentations using presentation software</p> <p>KB7. how to use printers connected to computers to obtain printouts of files or information in files</p> <p>KB8. various email applications used in organisations and related etiquette</p> <p>KB9. ergonomic guidelines specified for working on computers</p> <p>KB10. security guidelines while storing, retrieving or communicating information online (through the internet)</p> <p>KB11. methods to deal with computer related problems</p> <p>KB12. good personal and professional hygiene and habits</p> <p>KB13. meaning, components and importance of good work ethics</p> <p>KB14. importance of good planning and goal setting</p> <p>KB15. importance of result orientation in professional and organisational success</p> <p>KB16. concept, importance and techniques of time management</p> <p>KB17. importance and techniques of recognizing and controlling emotions and their effect in interpersonal situations</p> <p>KB18. importance and techniques of stress and anger management</p> <p>KB19. importance and techniques of self-motivation</p> <p>KB20. how to identify and respond to safety hazards, security regulations, equipment and procedures and its importance</p> <p>KB21. what is self-learning and why it is important</p> <p>KB22. need, importance and techniques for adjusting to changed circumstances</p> <p>KB23. importance of a proactive approach to changing circumstances</p> <p>KB24. communication etiquette in public places and its importance</p> <p>KB25. what is communication, importance of communication, elements of communication, types of communication such as verbal, non-verbal communication, based on style & purpose (formal & informal)</p> <p>KB26. communication barriers and techniques to overcome these</p> <p>KB27. types of listening (active & passive), probing as a technique for active listening</p> <p>KB28. importance of appreciating differing points of view, concerns or positions in a given context</p> <p>KB29. a range of negotiation strategies, and their use</p> <p>KB30. skills and approaches to manage disagreements and deadlock situations</p> <p>KB31. importance of network to build influence and enhance opportunities</p> <p>KB32. importance of effective feedback, Dos and Don'ts while giving feedback</p>
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	<p>KB33. types of financial services and institutions that provide these such as Banks, Post Office, etc.</p> <p>KB34. 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.</p> <p>KB35. safety and security guidelines for financial information and transactions</p> <p>KB36. types of taxes applicable to individuals such as Income tax, Goods and Sales Tax (GST)</p> <p>KB37. financial benefits and rights of employees such as Employees’ State Insurance (ESI), Employee Provident Fund (EPF)</p> <p>KB38. tax returns, their purpose and service providers</p> <p>KB39. basic arithmetic operations to do simple numeric calculations for common purposes such as salary, deductions, etc.</p> <p>KB40. reliable sources of assistance related to financial advice and services</p> <p>KB41. methods to make money transfers</p> <p>KB42. process to deposit and withdraw money from a bank using slips</p> <p>KB43. purpose and format of a passbook and need for regularly updating it</p> <p>KB44. process to carry out online shopping, ticket booking</p> <p>KB45. difference between debit/credit cards and how to use them</p> <p>KB46. security tools and precautions to be taken while using financial instruments and with personal financial information</p> <p>KB47. problem solving techniques and processes</p> <p>KB48. need and importance of teams in professional settings</p> <p>KB49. how to work effectively in a team and build productive relationships</p> <p>KB50. conflict resolution techniques and skills</p> <p>KB51. Importance, skills and role of leadership</p> <p>KB52. role, importance and types of customers</p> <p>KB53. importance of customer satisfaction, types of customer needs, expectations and behaviour</p> <p>KB54. principles and practices of good customer service</p> <p>KB55. purpose of Curriculum Vitae (CV) and importance of having a professional, updated CV for seeking jobs</p> <p>KB56. job portals and how to use them for searching for jobs</p> <p>KB57. purpose and process of interview for recruitment and selection</p> <p>KB58. types of questions and activities one can expect in interviews/selection process</p> <p>KB59. importance, uses and methods to study the sector/market and identify job opportunities across sectors</p> <p>KB60. need and techniques for adapting to cultural fitment requirements with respect to migration across organization, city, state and country</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write letters of alphabets and simple words correctly and neatly</p> <p>SA2. write simple phrases and short sentences in English and/or local language</p>

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	<p>SA3. write numbers in figures in the Arabic Numeral script SA4. write numbers in words SA5. write paragraphs in a coherent and logical manner SA6. prepare a professional CV SA7. fill forms and applications accurately SA8. type using a qwerty keyboard SA9. types and send messages</p>
	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to: SA10. recognise English and/or local language alphabets and words SA11. recognise numbers in Arabic Numeral script SA12. recognise numbers written in words, in English SA13. read basic English and/or local language phrases, basic sentences and short texts SA14. read information on websites and in advertisements to extract relevant information correctly SA15. read employment offer letters and terms and conditions to extract relevant meaning and information correctly</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/ individual on the job needs to know and understand how to: SA16. speak in a respectable pitch and tone SA17. use effective listening skills SA18. speak over the phone in an audible manner with the correct pitch</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to: SB1. collect relevant information within a time frame to make an informed decision SB2. use prioritisation based on importance and urgency to make timely decisions</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to: SB3. create short and focused personal development and learning plans for oneself SB4. use time management principles, goal setting and to do lists to create action plans for days, weeks, months and years</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to: SB5. identify potential impact on customer and organization of inaccurate communication and provision of erroneous details SB6. listen to customers and co-workers attentively in order to contribute to sense of care and customer satisfaction</p>
	<p>Problem Solving</p>

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. act as appropriate to requests or problems, based on company policy and acceptable professional practice</p> <p>SB8. identify sources of support that can be useful in resolution of problems related to communication</p> <p>SB9. escalate matters to appropriate personnel or resolve matters by oneself, based on nature of the issue and limits of authority required to address it</p>
	<p>Analytical Thinking</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB10. breakdown relevant a process into its constituent activities/stages for ease of analysis</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>NA</p>



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NOS Version Control

NOS Code	MEP/N9995		
Credits	TBD	Version number	1.0
Industry	Management, Entrepreneurship and Professional Skills	Drafted on	26/08/2018
Industry Sub-sector	Professional Skills	Last reviewed on	04/09/2018
Occupation	Generic	Next review date	03/09/2022



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Use Generic Skills for Employability – Variant II Criteria For Assessment Of Trainees

Compulsory NOS				Marks Allocation	
Total Marks: 100				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
MEP/N9995 Use Generic Skills for Employability Variant II	PC1. identify different types of digital devices, their features and components eg. hardware & software	100	1	0.5	0.5
	PC2. operate digital devices including start and shutdown, securing a device, manage files and folders, apps		1	0.5	0.5
	PC3. operate and use common features of phones/smartphones correctly		1	0.5	0.5
	PC4. use messaging service on phones for communications and recharging phones		1	0.5	0.5
	PC5. identify common applications on the phone and their purpose		1	0.5	0.5
	PC6. follow effective safety and security measures related to information sharing on digital devices and platforms		1	0.5	0.5
	PC7. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.		1	0.5	0.5
	PC8. identify relevant and common social media platforms and their basic features		1	0.5	0.5
	PC9. follow safe online browsing practices and display responsible online behavior		1	0.5	0.5
	PC10. create a personal email account, send and process received messages as per requirement		1	0.5	0.5
	PC11. follow instructions to access information on relevant government schemes and related documents		3	1	2
	PC12. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications		2	1	1
	PC13. carry out basic internet operations		5	1	4
	PC14. identify own needs for various types of financial products and services for different purposes		2	1	1
	PC15. select reliable institutions for the relevant financial products and services they offer, to meet own requirements		1	0.5	0.5
	PC16. choose type of term deposit that matches investment objectives and time frame		1	0.5	0.5

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PC17. confirm with the service provider, that request for savings is complied with using the correct instrument as per requirement and instruction	2	1	1
PC18. identify common components of salary on a salary slip	1	0.5	0.5
PC19. identify and use common features of debit and credit cards to transact, correctly and securely	1	0.5	0.5
PC20. deposit and withdraw money from a bank using respective slips and cheque book	2	1	1
PC21. identify passbook entries correctly and procedure for updating it	2	1	1
PC22. deposit cheques and cash in a bank or an ATM using correct procedures	1	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	1	0.5	0.5
PC24. record income and expenditure accurately in a basic and convenient format, for budgeting activity	1	0.5	0.5
PC25. identify locally available and reliable sources of loans	2	1	1
PC26. choose tenure and terms of loans as per requirement	1	0.5	0.5
PC27. follow safe and secure practices related to own financial information and transactions	2	0.5	1.5
PC28. transfer money using various, authorised money transfer services	2	1	1
PC29. carry out online shopping from reputed sites safely and accurately	2	0.5	1.5
PC30. carry out ticket bookings for various purposes, related cancellation, enquiries and basic operations online in safe and accurate manner	1	0.5	0.5
PC31. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	1	0.5	0.5
PC32. communicate in writing using appropriate style and format based on formal or informal requirements	1	0.5	0.5
PC33. use a range of techniques to overcome barriers to effective communication	2	0.5	1.5
PC34. use active listening techniques for effective communication	1	0.5	0.5
PC35. use basic negotiation strategies at work and in the marketplace	2	1	1

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PC36. use basic conflict resolution techniques to address disagreements and deadlock situations	2	1	1
PC37. identify known members of accessible networks and how they can help in building influence and enhancing opportunities	2	0.5	1.5
PC38. give feedback to others in a positive, constructive and supportive way which reflects current good practice	2	0.5	1.5
PC39. maintain good standards of personal and professional hygiene	1	0.5	0.5
PC40. identify, use and display good work ethics in professional settings	3	1	2
PC41. develop short term and long-term plans with SMART goal setting	2	1	1
PC42. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results	2	1	1
PC43. use stress and anger management techniques to deal with these effectively	2	1	1
PC44. use affirmations, goal setting, reframing, refocusing, and other techniques to motivate oneself	2	1	1
PC45. identify and respond to safety hazards, security regulations, equipment and procedures in line with organisation procedures	2	1	1
PC46. adapt to cultural fitment requirements with respect to migration across organization, city, state and country	2	1	1
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	2	1	1
PC48. list numerable possible solutions to a problem, that are viable to implement including creative out of the box solutions	2	1	1
PC49. select and implement the best solution that satisfies a defined criteria and priorities, to address identified problems	1	0.5	0.5
PC50. monitor implementation of solutions to problems identified, and its impact to ensure resolution of the problem	1	0.5	0.5
PC51. work collaboratively together with others to achieve group goals and objectives	1	0.5	0.5
PC52. identify interpersonal skills to build effective relationships within the team	1	0.5	0.5
PC53. identify conflicts and use conflict mediation techniques in interpersonal conflict situations	2	1	1
PC54. practice good interpersonal and leadership skills to develop these skills	2	1	1

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PC55. identify different types of customers	2	1	1
PC56. respond to customer requests and needs in a professional manner	2	1	1
PC57. create a professional Curriculum vitae (Résumé) for oneself	2	1	1
PC58. create accounts, register and search suitable jobs on job search portals	2	1	1
PC59. dress neatly and appropriately for the recruitment and selection process	2	1	1
PC60. answer questions politely, with clarity and confidence, during recruitment and selection	2	1	1
PC61. use various reliable sources to collect information related to the sector/market to identify job/livelihood opportunities across sectors	2	1	1
Total	100	45	55

