

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Haryana Knowledge Corporation Limited,

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Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File

1. Syllabus,
2. Detailed Curriculum,
3. Lesson Plan,
4. Affiliation Norms

Model Curriculum to be added which will include the following:

- **Indicative list of tools/equipment to conduct the training**
- **Trainers qualification**
 - Trainer Qualification: Graduation and Every Trainer is required to pass an ONCET Examination taken by HKCL. Successful Candidates are recommended as Learning Facilitators for Authorized Learning Center (ALC).
- **Lesson Plan**
- **Distribution of training duration into theory/practical/OJT component**

NSQF QUALIFICATION FILEApproved in 23rd NSQC Meeting, 22nd August 2019**SUMMARY**

1	Qualification Title	eOffice Assistant
2	Qualification Code, if any	
3	NCO code and occupation	4224 Family, 4224.0100
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Nature: Entry Level (Basic) Computer Course Purpose: To provide Comprehensive Computer Course of International Standard to all the citizens and to provide IT Literacy to masses at the lowest cost. This is a short-term course of 3 months duration. The purpose is to provide a comprehensive computer course of International standard to all the citizens of Haryana.
5	Body/bodies which will award the qualification	Haryana State Board of Technical Education (HSBTE) and Haryana Knowledge Corporation Limited (HKCL)
6	Body which will accredit providers to offer courses leading to the qualification	Haryana Knowledge Corporation Limited
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	Affiliation norms are attached.
8	Occupation(s) to which the qualification gives access	Office Assistant, Admin Assistant, where there is a requirement of people who can work with Computers.
9	Job description of the occupation	Office assistant required to organize the office, shorting and distributing communication in a timely manner, Schedule and plan meeting placing orders, and answering calls, Shorting and answering mails, Coordinate events as necessary etc.
10	Licensing requirements	N A

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11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	N/A	
12	Level of the qualification in the NSQF	Level 3	
13	Anticipated volume of training/learning required to complete the qualification	120 Hrs.	
14	Indicative list of training tools required to deliver this qualification	Software tools used – ERA LMS (eLearning Revolution for All), MS Windows	
15	Entry requirements and/or recommendations and minimum age	10 th Pass or 18 years, Knowledge of Hindi or English	
16	Progression from the qualification (Please show Professional and academic progression)	Office Assistant>Office Administrator> Office Manager	
17	Arrangements for the Recognition of Prior learning (RPL)	N/A	
18	International comparability where known (research evidence to be provided)	The course standards are mapped to following International standards - Common Core Standards (California), ISTE Standards for Students (America), National Educational Technology Standards for Students, NorthStar Digital Literacy Standards, Information Literacy Competency Standards for Higher Education City and Guild (UK), Microsoft Standards.	
19	Date of planned review of the qualification.	Jan 2024	
20	Formal structure of the qualification		
	Mandatory components		
	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours)	Level

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	<p>MS-Word Working with text Formatting Text Insert Picture Object Style Layout Insert Table Character Style Paragraph Style</p> <p>MS-Excel Working with spreadsheet Formatting Insert Illustrations Insert Symbols Insert Graphs Sorting</p> <p>MS-PowerPoint Formatting Text Insert Picture Object Style Layout character style Paragraph Style Transition Animation</p> <p>Internet activities Skills Chat Email Talk Bulk SMS Net banking Online Payment Using Google Map Online Shopping More tips for smart use of computer</p>	<p>120</p>	<p>3</p>
	<p>Sub Total (A)</p>	<p>120</p>	
	<p>Optional components</p>		

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	Title of component and identification code/NOSs/ Learning outcomes	Estimated size (learning hours)	Level
	Sub Total (B)		

	Total (A+B)	120 Hrs	
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SECTION 1 ASSESSMENT

21	Body/Bodies which will carry out assessment: Examination Department, Haryana Knowledge Corporation Limited
22	How will RPL assessment be managed and who will carry it out? N/A
23	Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF. The Evaluation of the Learners in the course is done purely by the system and all the Learners are assessed on the same parameters. Overall assessment can be understood by the following – The assessment of each learner is divided into two parts – Internal assessment and External Examination. Internal Assessment: is a Continuous Internal Evaluation of a Learner as a learner learns in the course. This assessment is done after completing respective Theory session. System based assessment: Internal assessment is done by throwing Objective and Practical questions at the Learner through ‘Take-a-Challenge’ (TAC), ‘Take-a-Bigger-Challenge (TABC)’ and Online Tests. Each question carries certain marks. A Learner is given three attempts to solve a question. If the Learner successfully solves the question in first three attempts, he/she gets full marks allocated for that question. But if Learner is not able to solve question in three attempts, a hint is given, and marks are deducted. In this way, a Learner can solve a question. A Learner must solve these TACs and complete Online tests (Continuous and Comprehensive Evaluation) to proceed ahead in the process of Learning. Once a Learner Successfully solves these questions, marks are scored and recorded on server. Unless a Learner has solved a question correctly, s/he will not be able to proceed ahead in the course. An alternate similar question is presented if Learner gives incorrect answer. A Learning outcome is thus recorded and maintained on server.

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The TACs are Objective questions also cover a wide variety of practical application. The objective is to impart a learning that is practical and useful in today's world.

External Examination consists of a Final examination taken under controlled environment by HKCL. The exam consists of computer based Quasi Online test of 25 questions carrying 2 mark each. The duration of the test is 30 minutes. HKCL's policy has always been to encourage excellence and transparency in Examination. External Examination is taken in the following manner –

Learners Eligible for appearing in a particular exam event are listed. These are the Learners who score 20 marks in the internal are eligible for final evaluation. Learners are allotted nearest exam center. At each exam center, an Invigilator is appointed by HKCL who carries out the examination process.

As Examination Process is Quasi-Online, Data is sent to every exam center and exam center synchronizes the data. Only then the paper gets started. Exams are then enabled. Invigilator checks admit card and ID proof of Learners and then allows them to take the examination under his/her invigilation. Signature of Learners taken on attendance sheets and are being sent to HKCL after the exam as evidence. These Attendance sheets are signed by the Invigilator. Invigilator uploads data from exam center and data gets collected on HKCL's servers. After Data upload, Provisional Pass Certificates are also generated instantly and are being sent by the Invigilator alongwith. A Learner may also obtain these Provisional Certificates from the exam center after the exam. Thus, the Learner has material evidence of exam.

The result of exams are also made available on
<http://solarex.mkcl.org/EF/exam/resultDisplay.jsp?vId=6>

Learner Login –
<https://drive.google.com/open?id=1j83EeKqF8LU5raz4aKQBHWIS4kq7bVAy>

With continuous and comprehensive internal assessment, during Learning, every Learner is personally accessed on same parameters. Moreover, the content delivery mechanism involved in the process and the examination system has been time tested, which makes the overall assessment to be valid, reliable and fair.

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

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NSQF QUALIFICATION FILEApproved in 23rd NSQC Meeting, 22nd August 2019**24. Assessment evidences**

Title of Component: Internal Assessment of Learner in eOffice Assistance.

Outcomes to be assessed	Assessment criteria for the outcome
Internal Assessment – System based Objective and Practical Questions	Objective and Practical Questions Divided into the following
MS-Word	<ul style="list-style-type: none"> • Working with text • Formatting Text • Insert Picture • Object Style • Layout • Insert Table • Character Style • Paragraph Style
MS-Excel	<ul style="list-style-type: none"> • Working with spreadsheet • Formatting • Insert Illustrations • Insert Symbols • Insert Graphs • Sorting
MS-PowerPoint	<ul style="list-style-type: none"> • Formatting Text • Insert Picture • Object Style • Layout • character style • Paragraph Style • Transition • Animation
Internet activities Skills	<ul style="list-style-type: none"> • Chat • Email • Talk • Bulk SMS • Net banking • Online Payment Using Google • Map • Online Shopping

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	<ul style="list-style-type: none">• More tips for smart use of computer
Final Exam: System Based	40% marks to be scored (20 out of 50) – Mode – Computer based Online Test to be taken under invigilation by HKCL of 30 minutes. Each question carrying 2 marks each. Total 25 Questions.
Means of assessment <u>Internal Assessment</u> – System based Objective questions, Practical questions and Quasi Online test. (Continuous and Comprehensive Evaluation). A Learner must score at least 40% in the internal assessment for being eligible for the Final exam. <u>External Assessment/Final Exam</u> – System based Online test by HKCL	Assessment Evidence - https://drive.google.com/open?id=1j83EeKqF8LU5raz4aKQBHWIS4kq7bVAy Results - http://solarex.mkcl.org/EF/exam/resultDisplay.jsp?vld=6
Pass/Fail A Learner passes if s/he scores 40% in the final assessment.	

All the questions in the External Examination are divided into 3 levels.

- Level 1 = Low difficulty level
- Level 2 = Medium difficulty level
- Level 3 = High difficulty level

Exam Pattern: Level wise distribution of questions and Marks

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Level	Difficulty	No. of questions			Marks per question	Maximum Marks
		Objective	Practical	Total		
1	Low	3	7	10	2	20
2	Medium	3	7	10		20
3	High	2	3	5		10
TOTAL		8	17	25		50

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SECTION 2

25. EVIDENCE OF LEVEL

Title/Name of qualification/component: eOffice Assistant		Level: 3	
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	The job may be defined, but not limited to, for using computers in a job as well as in day to day use. Also, Becoming an advanced user of computer. Use of computer and Internet for tasks like using Word, Excel, PowerPoint, Outlook, Access and Internet. One becomes an IT user with all the skills required to be IT Literate.	A person possessing the qualification is able to apply for basic IT Literacy course. Job role resembles with that of a Data Entry Operator, Clerk, office administrator etc. equipping a Learner to Work in a predictable and routine situation. Also, this course is helpful in less situations like research on Internet etc.	3
Professional knowledge	One acquires skills in Word, Excel, PowerPoint, Outlook and Internet and becomes an advanced user of computers.	Basics of IT skills like MS WORD, MS Excel, PowerPoint, Outlook, Internet – 21 st Century Life skills, Study Skills, Job Skills, Citizenship skills, Basic IT awareness, IT Ethics etc. applied in trade of employment	3
Professional skill	By acquiring skills in Word, Excel, PowerPoint, Outlook and Internet (Including information in using Android apps), one applies these in the job.	One can recall and Demonstrate practical skill, routine work on computer and repetitive work in range of application specific to computers.	3
Core skill	Individual can Communicate well in Written via email using Gmail or Outlook and also orally, with required clarity. Will have skills of application of basics of arithmetic and algebraic formulas, skills of personal internet and mobile banking, basic understanding of	In the Clerical Job, one is often required to generate reports, create documents, make communications and use computers for many other purposes. One is able to use not just mobile banking with ease but also wide variety of Mobile apps, Govt Services, Online Applications,	3

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Title/Name of qualification/component: eOffice Assistant			Level: 3
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
	social and natural environment.	Search Internet, Use email services etc.	
Responsibility	One is able to work on computer individually and work within defined limit.	Data Entry Operators, Computer Operators and clerks have the responsibility for own work within defined limit and may work independently.	3

SECTION 3

EVIDENCE OF NEED

<p>26</p>	<p>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <p>The Demand of office assistant can be determined from the following job requirement posted on popular job search websites as given below. There is a demand of office assistant jobs which shows the need of the qualification.</p> <p>https://www.indeed.co.in/Office-Assistant-jobs-in-Panchkula,-Haryana</p> <p>https://www.monsterindia.com/office-assistant-jobs.html</p> <p>https://www.timesjobs.com/jobskill/office-assistant-jobs</p> <p>https://www.quikr.com/jobs/office-assistant+panchkula+zwqxj4157493934</p> <p>HKCL has a Network of 250+ Authorized Learning Centers (ALCs) in Haryana. They have well equipped Computer Labs and classrooms, Good Internet Connectivity, certified Learning Facilitators etc. With the existing Infrastructure, ALCs can admit more than 10,000 Learners for this course in a calendar year.</p>
<p>27</p>	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences.</p>
<p>28</p>	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>These courses shall be taught in Haryana State through Authorised Learning Centers of HKCL Only.</p> <p>Apart from the syllabus, duration and other variables, the following are the Unique Unique Characteristics of the course –</p> <ul style="list-style-type: none">• Inform > Perform > Transform• e-Content• Socially Useful Productive Work

	<ul style="list-style-type: none"> • Latest Version of Windows and Office • International Standards • Continuous and Comprehensive Evaluation • Uniform Content Delivery.
29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p> <p>From time to time, Inputs are being taken from the Government and the Industry regarding contents, Trends, New Apps, Sevices etc. Contents are updated Regularly so that the Learner has most updated contents as per required by the Industry.</p> <p>Updated Contents in the qualification are being pushed from our servers and are available for Download at the Learning Center's end.</p>

Please attach most relevant and recent documents giving further information about any of the topics above.
 Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4
EVIDENCE OF PROGRESSION

30	<p>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? <i>Show the career map here to reflect the clear progression</i></p> <p>An Individual has vertical pathway to promote to higher designations in an organisation. Can further undergo specialization course to excel to the higher post in Office.</p>
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