

NSQF QUALIFICATION FILE : Certified Office Automation and IT Assistant**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE****Name and address of submitting body:**

NATIONAL INSTITUTE OF ELECTRONICS AND INFORMATION TECHNOLOGY
NIELIT Bhawan,
Plot No. 3 PSP Pocket Sector-8,
Dwarka, New Delhi-110077

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. Annexure-I Detailed Curriculum
2. Annexure-II Evidence of Need

NSQF QUALIFICATION FILE**Approved in 22nd NSQC – NCVET, Dated: 25th August, 2022****• SUMMARY**

1	Qualification Title	Certified Office Automation and IT Assistant
2	Qualification Code, if any	Certified Office Automation and IT Assistant
3	NCO code and occupation	3341.1000 office Assistant
4	Nature and purpose of the qualification (Please specify whether a qualification is a short term or long term)	<ul style="list-style-type: none">• Short term• Learners who attain this qualification are competent in Office Applications, Internet usage, maintain and handle computers hardware, editing images and videos and can get a job in Govt. or Private IT Enterprises or becomes an entrepreneur.
5	Body/bodies which will award the qualification	National Institute of Electronics and Information Technology (NIELIT) NIELIT Bhawan, Plot No. 3, PSP Pocket, Sector-8, Dwarka, New Delhi-110077
6	Body which will accredit providers to offer courses leading to the qualification	NIELIT
7	Whether accreditation/affiliation norms are already in place or not, if applicable (If yes, attach a copy)	Yes, Available at www.nielit.gov.in
8	Occupation(s) to which the qualification gives access	<ul style="list-style-type: none">• Office Assistant /Lower Division Clerk/ Assistant Multimedia Content Creator / Assistant Computer Technician, Assistant Network Administrator, IT Support Staff, Graphics Designer, Data Entry Operator, Computer Instructor
9	Job description of the occupation	A person who has completed Certified Office Automation and IT Assistant (COAITA) can apply as a computer operator, any clerical levels jobs like receptionist, office assistant, computer operator computer teachers at the primary level or become entrepreneurs by running a Computer teaching Centre, BPO etc..

NSQF QUALIFICATION FILE**Approved in 22nd NSQC – NCVET, Dated: 25th August, 2022**

10	Licensing requirements	License of all the relevant softwares are needed according to the syllabus.
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	NA
12	Level of the qualification in the NSQF	Level 3
13	Anticipated volume of training/learning required to complete the qualification	450 Hours Theory: 150 Practical : 240 OJT: 30 ES: 30
14	Indicative list of training tools required to deliver this qualification	Available at Annexure-I
15	Entry requirements and/or recommendations and minimum	10th Pass Or 8th Class Pass and pursuing continuous regular schooling Or 8th Class Pass + 2 Years ITI in relevant field Or 8th Class Pass + 1 Year of Experience in relevant field Or NSQF Level 2 with 1 Year of Experience in relevant field
16	Progression from the qualification (Please show Professional and academic progression)	Professional: Clerical staff → Data Entry Operator/Junior Technician_ → Senior Technician → Programmer → Project Leader → Project Manager Academic: IT O level-> IT A level -> IT B level
17	Arrangements for the Recognition of Prior learning (RPL)	The candidates who will undergo training shall only be assessed.

NSQF QUALIFICATION FILEApproved in 22nd NSQC – NCVET, Dated: 25th August, 2022

18	International comparability Where known (research evidence to be provided)	NA		
19	Date of a planned review of the qualification	25/08/2025		
20	Formal structure of the qualification Mandatory components			
A. Title of component and identification code/ NOSs/ Learning outcomes		Learning hours (Theory)	Learning hours (Practical)	Level
1. Fundamental of Computer	1. Various parameters like familiarity with the computers, handling of computer. 2. Interfacing basic parts of a computer.	7	10	3
2. Operating System	1. Candidate should know the basics of operating systems. 2. Candidate should know the User interface, changes of basic settings, etc. 3. Candidate will be able to manage File and directory	8	10	3
3. Office Automation	1. Candidate should know the basics of word processing like editing & formatting of text. 2. Working with images & tables in word documents. 3. Candidates should be able to work with spreadsheets, cell manipulation, and the basics of Functions and Charts. 4. Candidate should know how to create a presentation and apply various settings to it.	60	100	3
4. Networking and Introduction to Internet	1. Candidates should be aware of the various services of the internet, Commerce on the	10	12	3

NSQF QUALIFICATION FILE**Approved in 22nd NSQC – NCVET, Dated: 25th August, 2022**

	Internet, governance on the internet 2. Candidates should know the internet access techniques. 3. Candidate should know how to create and send Email.			
5. Digital Financial Tools and Application	1. Candidate should be learned about various digital financial services of Govt. of India.	8	10	3
6. Computer Graphics and Desktop Publishing	1. Candidate should be able to develop specific skills in terms of production of publications that include basic InDesign and Photoshop. 2. Manipulating graphic effects and creating art that enhances writing and editing etc.	18	40	3
7. Overview of Cyber Security	1. The candidate will be able to understand how technologies are used in virtual collaboration and gain experience in working with new technologies. 2. Candidates will be aware of various crimes created due to Internet technology.	6	8	3
8. Database Handling	1. The candidate will have a broad understanding of database concepts and database management system software. 2. Design a simple database. 3. Build a new database with related tables. 4. Manage the data in a table. 5. Generate a report.	10	20	3

NSQF QUALIFICATION FILEApproved in 22nd NSQC – NCVET, Dated: 25th August, 2022

9. Overview of E-Governance And E-Commerce	1. Candidate will be aware of the E-Governance and know how to access the service delivery of the governance. 2. Candidate will be able to explain the concept of e-commerce and its (r)evolution 3. Understand current Internet business models and strategies	8	10	3
10. Soft Skills	1. Candidate will be aware of the basics of soft skills & Communication Skills.	15	20	3
		150	240	
Sub Total (A)		390		
B. Employability Skills	<ul style="list-style-type: none"> • Introduction to Employability Skills • Career Development & Goal Setting • Becoming a Professional in the 21st Century • Basic English Skills • Communication Skills • Financial and Legal Literacy • Entrepreneurship • Diversity & Inclusion • Constitutional values - Citizenship 	30		3
Sub Total (B)		30		3
C. On Job Training		30		3
Sub Total (C)		30		3
Total(A+B+C)		450		3

Detailed Curriculum attached as – Annexure I

**SECTION 1
ASSESSMENT**

21	Body/Bodies which will carry out an assessment:
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	NATIONAL INSTITUTE OF ELECTRONICS AND INFORMATION TECHNOLOGY NIELIT Bhawan, Plot No. 3 PSP Pocket Sector-8, Dwarka, New Delhi-110077
22	<p>How will RPL assessment be managed and who will carry it out?</p> <p>The candidates who will undergo training shall only be assessed.</p>
23	<p>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.</p> <p>The emphasis is on the practical demonstration of skills & knowledge based on the performance criteria. Each OUTCOME is assessed & marked separately. A Student is required to pass all OUTCOMES individually and marks are allotted. Following assessment, methodologies are used.</p> <p>A. Written Assessment (Multiple Choice Questions and True or False type) B. Practical Assessment C. Internal Assessment</p> <p>The candidate's performance shall be tested based on both Theory and Practical assessment in addition to Internal assignment. Candidates must score not less than 40% in all the respective tests conducted to certify this course.</p> <p>Supporting evidence for Assessment</p> <ol style="list-style-type: none"> 1. The assessment collects a copy of attendance sheets signed and stamped by the In-charge / Head of the Training Centre. 2. The assessor verifies the authenticity of the candidate by checking the photo ID card issued by the institute as well as anyone Photo ID card issued by the Central/Government. The same is mentioned in the attendance sheet.

24. Assessment evidence

Title of Component: Certified Office Automation and IT Assistant

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Fundamental of Computer	1. Familiarity with the basic components or peripherals of computers, handling of computer.

NSQF QUALIFICATION FILE**Approved in 22nd NSQC – NCVET, Dated: 25th August, 2022**

Operating System	<ol style="list-style-type: none">1. Candidate should know the basics of operating systems.2. Candidate should know the User interface, changes of basic settings, etc.3. Candidate will be able to manage File and directory
Office Automation	<ol style="list-style-type: none">1. Candidate should know the basics of word processing like editing & formatting of text.2. Working with images & table in word documents.3. Candidates should be able to work with spreadsheets, cell manipulation, basics of Function, and Charts.4. Candidate should know how to create a presentation and apply various settings to it.
Introduction to Internet and Networking	<ol style="list-style-type: none">1. Candidate should be aware of the various services of the internet, Commerce on the Internet, governance on the internet2. Candidates should know the internet access techniques.3. Candidate should know how to create and send Emails.4. Design HTML pages, documents, tables, web publishing etc.
Digital Financial Tools and Application	<ol style="list-style-type: none">1. Candidate should be learned about various digital financial services of Govt. of India.
Computer Graphics and Desktop Publishing	<ol style="list-style-type: none">1. Candidate should be able to develop specific skills in terms of production of publications that include basic InDesign and Photoshop.2. Manipulating graphic effects and creating art that enhances writing and editing etc.
Overview of Cyber Security	<ol style="list-style-type: none">1. Candidate will be able to understand cybersecurity risks.2. Candidate will be able to ensure the privacy of information.3. Candidates will be aware of various crimes created due to internet technology.
Database Handling	<ol style="list-style-type: none">1. Candidate will have a broad understanding of database concepts and database management system software.2. Design a simple database.3. Build a new database with related tables.4. Manage the data in a table.5. Generate a report.
Overview of E-Governance And E-Commerce	<ol style="list-style-type: none">1. Candidate will be aware of the E-Governance and know how to access the service delivery of the governance.2. Candidate will be able to explain the concept of e-commerce and its (r)evolution

NSQF QUALIFICATION FILEApproved in 22nd NSQC – NCVET, Dated: 25th August, 2022

	3. Understand current Internet business models and strategies
Basic Soft Skills	1. Candidate will be aware of the basics of soft skills & Communication Skills. 2. Candidates will be aware of various types of etiquette.
Typing Skills	1. Candidates should be able to type a minimum of 35 words per minute.
Project /OJT	1. Candidates will be able to prepare a project report based on the Knowledge and skills learned from the course.
Employability Skills	1. Candidates will be able to develop their communication and professional skills and hence it will help to set a suitable goal. 2. It will enhance to become a better entrepreneur in society.

Means of assessment :

T1 (TP1) : Theory Paper 1

T2 (TP2) : Theory Paper 2

PR(P) : Practical Paper comprising 2 Practical Exams i.e. PR-1 and PR-2(Typing Test)

IA : Internal Assessment.

P : Project

Examination Pattern :

Sl. No.	Examination Pattern	Modules Covered	Duration in Minutes	Maximum Marks
1	Theory Paper 1 : Fundamental of Computer and IT Applications.	Module 1,2,4,7,10	60	70
1	Theory Paper 2 : Advance Office Automation tools	Module 3,5,6,8,9	60	70
2	PR-1	Module 1 - 10	120	80
3	PR-2	Typing Test	10	20
4	Internal Assessment	Module 1 - 10	-	30
5	Project/Presentation	Module 1 - 10	10	30
	Total			300

- Theory Paper should be objective type questions only and each question will carry 1 mark.
- Project/Presentation/Assignment:

NSQF QUALIFICATION FILE

Approved in 22nd NSQC – NCVET, Dated: 25th August, 2022

- To complete either Project/Presentation or Assignment a minimum of 10 working days or 80 working hours should be given.
- Internal Evaluation: Practical examination and Project/Presentation/Assignment should be evaluated internally.
- OJT and Employability skills should be evaluated by the respective Regional NIELIT centre (representative member).
- Exam should be conducted in the English Language only.
- Candidate are permitted to re-appear exams within the validity of Registration.

- **Pass/Fail**

1. Pass percentage would be 40% marks in each component, with an aggregate pass percentage of 40% and above.
2. Grading Scheme (based on total marks) will be followed:

Grade	S	A	B	C	D	Fail
Marks Range (in %)	$\geq 85\%$	$\geq 75\%$ and $< 85\%$	$\geq 65\%$ and $< 75\%$	$\geq 55\%$ and $< 65\%$	$\geq 40\%$ and $< 55\%$	$< 40\%$

- Assessment of the Qualification will be conducted as per the guidelines as applicable from time to time.

SECTION 2

25. EVIDENCE OF LEVEL

Option A			
Title / Name of the Qualification / Component Certified Office Automation and IT Assistant (COAITA)			
Level : 3			
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relate to the NSQF level descriptors	Level
Process	After acquiring the fundamental knowledge of Information Technology and office automation software, individual will be able to manage all office work through computer and enhance the E-Governance.	A person may carry out as Assistant Grade, LDC, UDC, data entry operator or Lab assistant or Junior assistant	3
Professional knowledge	The candidate should have knowledge of all the topics. Proficiency in practical skills in terms of the topic covered in the curriculum. Acquainted with common official language and personality development.	Learning Office automation and typing will help the students to get employment opportunities in Computer related fields. And also with basic skills of software skills, candidate can improve their personality.	3
Professional skills	Handling of appropriate software tools. Take adequate steps, and possess soft skills required to deal with the profession efficiently	Based on practical knowledge, the candidate can develop and enhance job roles in the field of IT application skills.	3
Core skills	Individuals should have strong technical, analytical, and problem-solving skills. Individuals should update their job knowledge by using the latest technology and software products to enhance job roles. Individuals can do routine tasks like drafting and making calculations, Internet-based applications, etc. independently	Candidates will be able to learn effective applications of IT and communications which will enhance their jobs.	3
Responsibility	The employee will be able to deliver services to work with any office for data entry, data processing work, Internet-based applications, etc. as per their requirements.	Candidates can be able to perform assigned duties on time corporate and supervise other team members in an organization.	3
Option B			
Title / Name of the Qualification / Component Certified Office Automation and IT Assistant (COAITA)			
Level : 3			

NSQF QUALIFICATION FILE**Approved in 22nd NSQC – NCVET, Dated: 25th August, 2022**

NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level description	Level
Process	Individual understands the applications of IT and preparing various reports. Knowledge of facts and principles of document design, sheet design, charts, Multilingual presentations with Multimedia, Information Security, and Database management.	Individuals must have the basic knowledge to help set up systems or resolve issues, operate and maintain a computer, troubleshoot and solve basic hardware/ software faults, etc. Individuals must also be able to prepare reports, and presentations, and even edit images as per requirement.	3
Professional knowledge	This job requires the individual to apply basic knowledge and facts, processes, and principle in design, Image editing, spreadsheets, Documentation, presentations, use of Multimedia, and secure Communications.	The individual should know and understand how to prepare various kinds of Reports, Presentations, basic editing principles, and knowledge about the usage of Image/Audio/ Video, etc. Job Holders have factual knowledge of the field of database design & secure communication. Therefore this is pegged at Level 3.	3
Professional skill	Individuals have to deal directly with IT services. They must be able to manage routine tasks like digital database management, spreadsheets, charts, documentation, presentations, and the use of Multimedia. And also they will be able to effectively communicate among the pair groups/other people.	The professional skills required at this level are necessary to address tasks to monitor systems and identify and diagnose promptly any hardware/ software faults and organization service requests. It is also necessary to analyze networks and even perform services to manage proper connectivity. Image/ Audio/ Video editing may contribute to practical skills as and when demanded using appropriate rules and tools, using quality concepts.	3
Core skills	Individuals should be motivated to do daily activities with the help of IT and communication skills. Candidates will acquire theoretical, practical problem solving skills in digital database management, Creating documents, Spreadsheets, charts,	Job holder needs to understand the task requirements as assigned by superiors who require clarity in IT applications, and oral and written skills, and while working on the content they	3

	presentations, and online services using appropriate applications.	need to be aware of the social, political, and natural environment and skill in basic arithmetic and algebraic principles. Therefore, it is pegged at level 3.	
Responsibility	Individuals are mainly responsible for the smooth implementation of office automation and they are also responsible for proper communication and the presentation of proper reports for various purposes.	The job holder is required to carry out functions such as maintaining computer systems, typing; editing audio and video effects using suitable application software. In these activities, the job holder is doing the tasks and taking responsibility for his own and team works at an organizational level. Therefore, it is pegged at level 3.	3

SECTION 3

EVIDENCE OF NEED

26	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?	
	Need of the qualification	<p>In this present day of Information Technology enabled services era, like the other professional skills, applications of Computers skilled officials' staffs of any level are in high demand to enhance the performance of the organization in all sectors.</p> <p>This course has been created to meet the growing demand for skilled professionals in computer proficiency, data handling, various office automation tools, Presentations, basic knowledge of web technology, and Multimedia content.</p> <p>A Certified person will be ready to create and manage some small databases like maintaining details and all other activities of a shop, schools, etc. recorded in a computer for future or further information system.</p> <p>Overall, every technical person needs to have some basic knowledge of how to identify or avoid unwanted circumstances</p>

NSQF QUALIFICATION FILE**Approved in 22nd NSQC – NCVET, Dated: 25th August, 2022**

		due to cybercrime. That is why this course has been created as it imparts knowledge related fulfill our requirements.
	Estimated uptake	The estimated uptake is 20 students/Batch. The number of Batches per Year can be based on facilities and infrastructure in training centers.

27	Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidence. NA
28	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. <ul style="list-style-type: none">• In some state Government Departmental Recruitment Rule, it accepts/considers only 6 moths Computer Proficiency training certificate.• This qualification has been precisely designed after studying the market demand any computer operator, Clerk, etc. should also have basic knowledge of graphic editing skills.• There is no such qualification that exists to fulfill the professional skills with IT proficiency.• As per many employers' strong recommendations, the Importance of communication skills and etiquette are included.• There is a need for a course which we can claim is the most suitable course for a Clerical Job that is a minimum requirement of Typing skills.• It has also covered more than one "word processing" software.
29	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>The Qualification is to be monitored and reviewed every three years. The following criterions shall be used</p> <ul style="list-style-type: none">• Results of assessments• Employer feedback regarding student skills after conducting a placement drive.• Employer feedback will be sought post-placement• Student feedbacks Workshops and seminars for reviewing the qualification

SECTION 4

EVIDENCE OF RECOGNITION OR 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?</p> <p>This qualification comprises both technical and analytical skills and can be linked to any qualification higher than this one, existing or to come. Opportunity for Assistant Grade, LDC, UDC, and Data entry operators to venture into more advanced courses or to start their own business. After doing Certified Office Automation and IT Assistant can be linked to any qualification higher than this one in the software & IT Field such as NIELIT O Level (IT) (NSQF Level 04).</p>
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