



# **CCEK – NSQF ALIGNED PROGRAM**

## **COURSE SYLLABUS**

### **FOR**

### **Multifunctional Office Executive**

## CCEK - NATIONAL SKILL DEVELOPMENT TRAINING PROGRAM

### Multifunctional Office Executive

CCEK – NSDC course package covers the following Qualification Packs and leads to the following NSDC certifications. The students who successfully completed the course programs are entitled to get NSDC certification after undergoing the assessment process of NSDC as per the rules and regulations stipulated by NSDC from time to time.

SL. NO.	QUALIFICATIONS PACK	QUALIFICATIONS PACK CODE	NSQF LEVEL
1	<p><b><u>Multifunctional Office Executive</u></b></p> <p><b>Brief Job Description:</b></p> <p>This role involves handling a mix of administrative, clerical, and coordination tasks across departments, ensuring efficiency in office management and internal communication. The ideal candidate will be well-organized, flexible, and capable of juggling various responsibilities.</p>	MEP/Q0205	4.5

**COURSE DETAILS**

**Multifunctional Office Executive**

**EXAMINATION DETAILS**

COURSE NAME	COURSE CODE	ELIGIBILITY	DURATION
Multifunctional Office Executive	G56	12th grade Pass	370 Hrs

SL. NO.	EXAM	EXAM CODE	MAXIMUM MARK	INTERNAL	TOTAL MARK
<b>THEORY PAPERS</b>					
1	Office Administration and Management	T001	100	50	150
<b>PRACTICAL PAPERS</b>					
1	MS Office Tools – Word, Excel, PowerPoint	L001	100	50	150
<b>TOTAL MARKS</b>					
1	Total Examination Marks (Theory Online + Practical Examination)				200
2	Total Internal Marks				100
3	<b>Total Marks (Total Internal Marks + Total Examination Marks )</b>				<b>300</b>

**Multifunctional Office Executive****INTERNAL MARK CRITERIA FOR EACH**

<b>SL NO.</b>	<b>MODULE</b>	<b>MODULE CODE</b>	<b>MAXIMUM MARK</b>	<b>INTERNAL MARK</b>	<b>TOTAL MARK</b>
1	Office Administration and Management	T001	100	50	150
2	MS Office Tools – Word, Excel, PowerPoint	L001	100	50	150
	<b>TOTAL</b>		200	100	300

<b>ATTENDANCE</b>	<b>GENERAL PERFORMANCE</b>	<b>INTERNAL EXAMINATIONS/ PROJECTS/ ASSIGNMENTS</b>	<b>TOTAL MARKS</b>
5	5	40	50

# **COURSE SYLLABUS**

**FOR**

**Multifunctional Office Executive**

<b>COURSE</b>	Multifunctional Office Executive	
<b>TOTAL MARKS</b>	Mark: 300	Internal Mark: 100
<b>TOTAL HOURS</b>	370 Hrs	

**DEFENITION OF CREDIT**

1 Credit	15Hrs Theory/ 30Hrs Practical
Skill Components	60 – 70 % of Total Credit

**MODULES INCLUDED IN THIS SUBJECT**

<b>SI No</b>	<b>Module Name</b>	<b>CREDIT BREAKUP</b>
1	Module 1: Introduction To Skill India And The Job Role Of Multifunctional Office Executive	<b>1</b>
2	Module 2: Ensure Up-Keep Of Office Premises And Facilities	
3	Module 3: Manage Vendors For Procurement Of Office Supplies And Services	<b>1</b>
4	Module 4: Maintain And Issue Office Stationery And Supplies	<b>1</b>
5	Module 5: Maintain Official Records And Documentation	<b>1</b>
6	Module 6: Organise For Local Transport And Out -Station Ticketing For Staff In Co - Ordination With Travel Vendor	<b>1</b>
7	Module 7: Organize For Meeting Rooms And Venues For Office Meetings And Events	<b>1</b>
8	Module 8: Co -Ordinate Incoming And Outgoing Mail	<b>1</b>
9	Module 9: Use Computers To Store, Retrieve And Communicate Information	<b>1</b>

10	Module 10: : Communicate With Clients, Visitors And Colleagues Effectively	<b>1</b>
11	Module 11: Workplace Safety, Rescue And First Aid	<b>1</b>
12	Module 12: Introduction To Employability Skills	<b>.5</b>
13	Module 13: Constitutional Values – Citizenship	<b>.5</b>
14	Module 14: Becoming A Professional In The 21st Century	<b>1</b>
15	Module 15: Basic English Skills	
16	Module 16: Career Development & Goal Setting	
17	Module 17: Communication Skills	
18	Module 18: Diversity & Inclusion	
19	Module 19: Financial And Legal Literacy	
20	Module 20: Essential Digital Skills	
21	Module 21: Entrepreneurship	
22	Module 22: Customer Service	
23	Module 23: Getting Ready For Apprenticeship & Jobs	
	Total	<b>12</b>

## Training Outcomes

- Ensure up-keep of office and smooth operation of office facilities.
- Manage vendors for procurement of office supplies and services.
- Maintain and issue office stationery and supplies.
- Maintain office related records and documentation.
- Organise for local transport and out-station ticketing for staff in co-ordination with travel vendor.
- Organize for readiness of meeting rooms and venues for office meetings and events.
- Co-ordinate incoming and outgoing mail.
- Use computers to store, retrieve and communicate information.
- Communicate with clients, visitors and colleagues effectively.
- Apply clear and appropriate communication with all stakeholders.
- Apply health and safety practices at the workplace.
- Apply principles of professional practice at the workplace.
- Discuss the relevance of employability Skills

## **MODULES**

### **Module 1: Introduction To Skill India And The Job Role Of Multifunctional Office Executive**

#### **THEORY**

- Discuss the structure and functions of skill development sector and Skill India Mission.
- State the job role of Multifunctional Office Executive.
- Describe the common organisational structures and functionalities of organisations in different sectors.

### **Module 2: Ensure Up-Keep Of Office Premises And Facilities**

#### **THEORY**

- Explain the various types of housekeeping requirements of the office.
- Describe the various facilities provided to visitors and staff in an office.
- Identify workplace procedures for up-keep of the allocated area.
- Explain the role of various personnel in maintaining cleanliness and hygiene such as own role, role of housekeeping staff, role of office staff, role of management, etc.
- Identify housekeeping staff requirement based on the office infrastructure as well as in discussion with management.
- Explain on-boarding and orientation formalities for housekeeping staff, its need, composition and delivery requirements.
- Elaborate allocation of staff and briefing them on duties, relevant procedures and any variations relating to their work.
- Explain the various common maintenance requirements in offices such as electric works, air conditioning, plumbing, masonry work, carpentry, painting, etc.
- Log all maintenance requirements as per organisational procedures.
- Co-ordinate with the service provider for repair or maintenance work to ensure minimum downtime.
- Explain the common office facilities and their consumables that require replenishment.
- Explain the importance of regular monitoring and instruction of the house keeping staff's work.
- Explain how to maintain attendance and leave records of the housekeeping staff.

**PRACTICAL**

- Role-play orientation of newly hired housekeeping staff.
- Dramatize verification of housekeeping staff before hiring.
- Demonstrate allocation of duties to staff for the up-keep of the office.  
Prepare housekeeping duty roster for the week.
- Demonstrate briefing of the housekeeping staff.
- Check the hypothetical attendance sheet and enquire with the staff on leave of absence without timely intimation and permissions.

**Module 3: Manage Vendors For Procurement Of Supplies And Services**

**THEORY**

- Explain legislative and organisational procurement guidelines.
- Describe obtaining requisition for goods or services from authorised persons as per organisational requisitioning process.
- Explain types of suppliers in the marketplace and how to acquire their lists.
- Explain indicators which assist in evaluation of supplier and their supplies.
- Explain processes to be followed for registration of vendor and getting services from them.
- Discuss quality check, incorrect order management and dealing with other non-compliance issues.
- Elaborate managing relationships with suppliers to support effective delivery according to workplace procedures.
- Explain managing invoice or bill of purchases from vendor after the delivery of goods or services.
- Describe co-ordination between vendor and finance department for timely release of payment to the vendor.
- Explain financial accountability requirements from an organisation and its staff.
- Explain probity and ethical issues in procurement and related processing.

**PRACTICAL**

- Dramatise getting quotations from supplier(s) as per company policy with required information.
- Dramatise negotiating with supplier(s) on prices and supply time of materials to get the best deal for the organisation
- Demonstrate completing the documentation as per the organisational procedures.
- Prepare a comparative costing and terms and conditions of the vendors.
- Evaluate suppliers using organisational criteria in order to identify supplier(s) that best meet requirements from the sample list provided and requirement specified.
- Prepare purchase order for procurement of the required goods or services to the supplier.

- Demonstrate handling of late or incorrect orders with suppliers.
- Demonstrate handling of queries and complaints from the vendors.

## **Module 4: Maintain And Issue Office Stationery And Supplies**

### **THEORY**

- Explain receiving and storing stationery and supplies as per organisational guidelines in a safe, secure hygienic manner.
- Explain re-order levels.
- Explain how to carry out a stock check of stationery.
- Describe recording request for issuing of stationery and supplies.
- Describe maintaining records of stock issued, against available in storage in the stock register.
- Explain how to calculate quantities of stationery and supplies to be ordered.
- State the factors to consider when ordering stationery such as price, availability, delivery date(s), discount on bulk ordering, choice, one supplier or two.
- Explain how to dispose of or recycle waste.
- Describe the types of problems that may occur with deliveries and stock items.
- Explain how to deal with problems that occur with deliveries and stock items.
- Explain the benefits and limitations of different potential suppliers, against organisational requirements.

### **PRACTICAL**

- Organise the stored supplies to ensure that they are easily retrievable and can be withdrawn on a first in- first out basis.
- Make accurate entries of stock received and stored in the stock register maintained physically as well as using computer applications.
- Demonstrate filing acknowledgement of receipt of stationery or supply issues securely.
- Demonstrate raising requisition when re- order levels are reached.

## **Module 5: Maintain Office Related Records And Documentation**

### **THEORY**

- Explain maintaining list of contact details of staff, service providers, suppliers and emergency services.
- Describe filing system for essential correspondences, vendor rate cards/contracts, office administration related documents and specific documentation given by authorised persons for filing.
- Discuss the importance of naming of files and file folders as per prescribed organizational format.
- Explain the steps of creation of file folders and saving official documentation.

- Explain tracking file movement and associated registers.
- Explain recording of all the files being maintained and take inventory periodically to ensure that all the files are accounted for

### **PRACTICAL**

- Demonstrate the steps of storing, retrieving and communicating of data and information as per organisational format.
- Perform the steps to organize filing system for correspondences, contracts, and other documents.
- File files and documents digitally and in a filing cabinet.
- Demonstrate naming and archiving files with appropriate file retention periods.
- Prepare a sample contact list of staff, service providers, suppliers, and other stakeholders
- Dramatize the procedure of reporting security breaches.

## **Module 6: Organise For Local Transport And Out-Station Ticketing For Staff In Coordination With Travel Vendor**

### **THEORY**

- Explain legislative and organisational procurement guidelines.
- Describe obtaining requisition for goods or services from authorised persons as per organisational requisitioning process.
- Explain types of suppliers in the marketplace and how to acquire their lists.
- Explain indicators which assist in evaluation of supplier and their supplies.
- Explain processes to be followed for registration of vendor and getting services from them.
- Discuss quality check, incorrect order management and dealing with other non-compliance issues.
- Elaborate managing relationships with suppliers to support effective delivery according to workplace procedures.
- Explain managing invoice or bill of purchases from vendor after the delivery of goods or services.
- Describe co-ordination between vendor and finance department for timely release of payment to the vendor.
- Explain financial accountability requirements from an organisation and its staff.
- Explain probity and ethical issues in procurement and related processing.

### **PRACTICAL**

- Dramatise getting quotations from supplier(s) as per company policy with required information.
- Dramatise negotiating with supplier(s) on prices and supply time of materials to get the best deal for the organisation

- Demonstrate completing the documentation as per the organisational procedures.
- Prepare a comparative costing and terms and conditions of the vendors.
- Evaluate suppliers using organisational criteria in order to identify supplier(s) that best meet requirements from the sample list provided and requirement specified.
- Prepare purchase order for procurement of the required goods or services to the supplier.
- Demonstrate handling of late or incorrect orders with suppliers.
- Demonstrate handling of queries and complaints from the vendors.

### **Module 7: Organise For Readiness Of Meeting Rooms And Venues For Office Meetings And Events**

#### **THEORY**

- Identify meeting related specifications such as location, no. of participants expected, budget available, seating arrangements, facilities required from the authorised personnel.
- Explain search for venues available that match the specifications.
- Explain processes and procedures before organising a meeting, the day of meeting and after the meeting.
- Explain to do list for inspecting the meeting venue before the start of the meeting to ensure at the requirements as specified are available.
- Co-ordinate between meeting personnel and service providers to ensure smooth delivery of all facilities as required and organising of additional requirements that arise.
- Obtain feedback from the relevant personnel co-ordinating the meeting after the meeting is completed.
- State the importance of speaking clearly and slowly when dealing with customers by telephone.

#### **PRACTICAL**

- Share venue options that meet specifications with authorised person for selection and approval.
- Follow organisation protocol for registering and engaging vendor for the venue.
- Provide instructions to vendor for facilities required for the meeting such as ICT equipment, pantry services, seating arrangement, etc
- Dramatize how to respond to queries and fix appointments over phone and face to face.
- Prepare sample documents (like notes, letters, etc.) as per organizational format.
- Apply suitable techniques to proofread documents to identify errors before submission.
- Prepare an agenda for a meeting as per specifications given.
- Employ suitable procedure to organize a meeting.

## Module 8: Coordinate Incoming And Outgoing Mail

### THEORY

- List various types of mail and packages to be handled in an organisation including incoming and outgoing; registered, parcel, courier; personal, official; without proper addressee, suspicious; documents, packages; perishables, non-perishables; handle with care and fragile, heavy; public notifications, confidential documents, etc.
- Identify which department or personnel the mail is for
- Record details of the incoming mail as per organisational procedure in a register or using a computer.
- Discuss process for receiving mail and courier and handling of suspicious mail and packets.
- Describe segregating incoming mail or packages based on which department or personnel it is for and other details like weight, type if package, etc.
- Discuss ways to identifying and disposing of unwanted 'junk' mail after taking necessary approvals as per organisational guidelines.
- State the importance of confidentiality while handling mail and relevant organisational policies that exist on confidentiality.

### PRACTICAL

- Arrange for courier service to collect outgoing mail or packages where requested.
- Prepare items for urgent or special delivery.
- Calculate correct postage charges for outgoing mail or packages.
- Demonstrate methods of calculating postage charges for mail or packages, e.g. Franking, stamping, using on- line postage system.
- Record details of the outgoing mail as per organisational process in a register or using a computer such as date and time of dispatch, from, to, mode of dispatch, postage costs, proof of dispatch details, etc.

## Module 9: Use Computers To Store, Retrieve And Communicate Information

### THEORY

- Identify and describe various parts of computers like CPU, keyboard, monitor, etc.
- List different types of storage devices e.g. portable hard disks, flash drives, digital memory card and CDs/DVDs (latest removable devices).
- different functions and features of the various software and multimedia applications.
- Describe the use of Internet to search for information and communication.
- Elaborate professional email etiquette and its various elements while communicating officially.
- Discuss cyber security guidelines to be followed while storing, retrieving or communicating information online.

- Explain the dos and don'ts while using
- computers at workplace.
- Discuss minor problems while using computers.
- Describe steps to be followed for minor trouble shooting.
- Discuss the importance of data security and confidentiality.
- Explain electrical safety precautions to be taken while using computers.

### **PRACTICAL**

- Demonstrate how to start computers.
- Create sample documents using MS Word and Spread sheet Applications.
- Demonstrate the steps of saving and storing of documents, accessing stored data or files and opening of documents on computer.
- Use multimedia applications to upload and download audio and video files.
- Use internet to search for required content.
- Apply the use of email etiquette for communication.
- Employ checks to ensure electrical safety in the place where computer is set-up

## **Module 10: Communicate With Clients, Visitors And Colleagues Effectively**

### **THEORY**

- State the various categories of people that one is required to communicate and coordinate with, at the workplace.
- Describe how to communicate job related requirements, performance indicators, work output and anticipated delays.
- Explain the information and instruction received; pass them on to colleagues.
- Explain communication approaches while working in a team and working independently and be sensitive to the gender, cultural and social differences.
- Explain how to respond to customer dissatisfaction and complaints, as well as communicate issues or problems to clients in advance.
- Discuss effective communication and barriers, and importance of responding to e-mails and messages within timelines.
- Discuss ethical behaviour and communication etiquette at workplace and in dealing with clients

### **PRACTICAL**

- Dramatize communication etiquette in dealing with clients.
- Role-play a situation on how to respond to queries and complaints verbally and in writing.
- Demonstrate ways to communicate with persons with disability.
- Prepare a sample mail to communicate with clients using appropriate language.

## **Module 11: Workplace Safety, Rescue And First Aid**

### **THEORY**

- Describe personal hygiene practices.
- List first aid box items and their use.
- List the situation that may lead to accidents at the workplace and ways to prevent them.
- Describe the steps of emergency procedures during accidents/fire or other hazards situations.
- Identify safety signs.
- Classify the various fire extinguishers for different types of fires.

### **PRACTICAL**

- Demonstrate personal hygiene practices to be followed at workplace.
- Demonstrate appropriate first aid in different situations.
- Practice emergency evacuation drills.
- Demonstrate the use of fire extinguishers.

## **Module 12: Introduction to Employability Skills**

### **THEORY**

- Outline the importance of Employability Skills for the current job market and future of work
- List different learning and employability related GOI and private portals and their usage

### **PRACTICAL**

- Research and prepare a note on different industries, trends, required skills and the available.

## **Module 13: Constitutional Values - Citizenship**

### **THEORY**

- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen

### **PRACTICAL**

- Demonstrate how to practice different environmentally sustainable practices

## **Module 14: Becoming A Professional In The 21st Century**

### **THEORY**

- Discuss relevant 21st century skills required for employment

### **PRACTICAL**

- Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life
- Create a pathway for adopting a continuous learning mindset for personal and professional development

## **Module 15: Basic English Skills**

### **THEORY**

- Read and understand text written in basic English

### **PRACTICAL**

- Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
- Write a short note/paragraph / letter/e -mail using correct basic English

## **Module 16: Career Development & Goal Setting**

### **THEORY**

- Discuss need of career development plan

### **PRACTICAL**

- Create a career development plan
- Identify well-defined short- and long-term goals

## **Module 17: Communication Skills**

### **THEORY**

- Explain the importance of communication etiquette including active listening for effective communication

### **PRACTICAL**

- Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette
- Write a brief note/paragraph on a familiar topic
- Role play a situation on how to work collaboratively with others in a team

## **Module 18: Diversity & Inclusion**

### **THEORY**

- Discuss the significance of escalating sexual harassment issues as per POSH act

### **PRACTICAL**

- Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD

## **Module 19: Financial And Legal Literacy**

### **THEORY**

- Discuss various financial institutions, products, and services
- Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions
- Discuss the legal rights, laws, and aids

### **PRACTICAL**

- Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement
- Calculate income and expenditure for budgetin

## Module 20: Essential Digital Skills

### THEORY

- Describe the role of digital technology in day-to-day life and the workplace
- Discuss the significance of displaying responsible online behavior while using various social media platforms

### PRACTICAL

- Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
- Demonstrate how to connect devices securely to internet using different means
- Follow the dos and don'ts of cyber security to protect against cyber crimes
- Create an e-mail id and follow e-mail etiquette to exchange e-mails
- Show how to create documents, spreadsheets and presentations using appropriate applications
- utilize virtual collaboration tools to work effectively

## Module 21: Entrepreneurship

### THEORY

- Explain the types of entrepreneurship and enterprises
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
- Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement

### PRACTICAL

- Create a sample business plan, for the selected business opportunity

## Module 22: Customer Service

### THEORY

- Classify different types of customers
- Discuss various tools used to collect customer feedback
- Discuss the significance of maintaining hygiene and dressing appropriately

### PRACTICAL

- Demonstrate how to identify customer needs and respond to them in a professional manner

## **Module 23: Getting Ready For Apprenticeship & Jobs**

### **THEORY**

- Discuss the significance of maintaining hygiene and dressing appropriately for an interview
- List the steps for searching and registering for apprenticeship opportunities

### **PRACTICAL**

- Draft a professional Curriculum Vitae (CV)
- Use various offline and online job search sources to find and apply for jobs
- Role play a mock interview