Accounts Executive

QP Code: BSC/Q8101

Version: 2.0

NSQF Level: 4

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BSC/Q8101: Accounts Executive

Brief Job Description

Accounts Executive maintains records of receipts, payments and provisions; compiles periodic bank reconciliation statement and depreciation schedules and presents any other defined report to senior(s).

Personal Attributes

The individual is required to be self- driven and organized, with high level of integrity and ability to perform multiple tasks in a day

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. BSC/N8101: Prepare tax compliance related documents

2. BSC/N8102: Prepare and perform payroll function

3. BSC/N8103: Prepare receipt and payment voucher

4. BSC/N8104: Understand and book credit purchases and sales

5. BSC/N8105: Prepare financial statements

6. BSC/N9902: Communicate Effectively and achieve Customer Satisfaction

7. BSC/N9903: Maintain integrity and ethics

8. BSC/N9904: Focus on teamwork

Qualification Pack (QP) Parameters

Sector	BFSI
Sub-Sector	Lending, Fund Investment & Services, Payments, Broking, BFSI Processing
Occupation	Finance and Accounts
Country	India
NSQF Level	4

Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3313
Minimum Educational Qualification & Experience	12th Class (with Commerce) OR Graduate with 2-3 years of experience in financial services OR BBA/Graduation (with Economics)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	13/03/2019
Next Review Date	08/04/2023
NSQC Approval Date	25/06/2020
Version	2.0
Reference code on NQR	2020/BFSI/BFSISSC/03775
NQR Version	1.0

BSC/N8101: Prepare tax compliance related documents

Description

This OS unit is about compliance to service tax, TDS and VAT

Scope

The task needs the person in this job role to:

- Understand the tax terminologies and computations
- Access tax compliance related documents
- Ascertain different types of tax liabilities
- Prepare tax challan
- Pay taxes to government
- Perform the accounting entry
- Perform filing and record keeping
- Perform general administrative tasksRange: Accounting Software

Elements and Performance Criteria

Understanding the tax terminologies and computations

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

PC1. understand in detail tax terminologies such as input tax credit, output tax, TDS, tax collected at source (TCS) and rates of TDS, input Value Added Tax (VAT), output tax, and/or Goods and Services Tax (GST),etc.

PC2. list GST rates of different HS-code-wise items

PC3. do computation of amounts/transactions on which taxes are levied

PC4. understand and identify the transactions that attract TDS and on which TDS rules are to be applied

PC5. understand and identify the transaction value beyond which TDS rules are applicable

PC6. differentiate between the different types/rates of taxes that are applicable to the business transactions

PC7. seek information/clarification from any other person/authority in case of uncertain data

PC8. have awareness towards the changes in tax laws that are applicable to the company such as migration to GST

Accessing tax computation related documents

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

PC9. have access to obtain/receive relevant documents as is required for performing the role

PC10. understand the relevance of these documents

PC11. thoroughly understand the contents of these documents

PC12. gather additional documents pertaining to any special requirement

PC13. check for authenticity of the documents and report to the concerned authority regarding any deviation

PC14. have clear demarcation regarding the documents that relates to the time period for which calculation of tax liability is being undertaken

PC15. have knowledge of due date for payment of taxes

PC16. have knowledge of filing of returns on behalf of the company

Ascertaining different tax liabilities

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

PC17. prepare (by referring the documents) a tabular statement detailing the date, particulars and value of transactions that attracts service tax liability, TDS and VAT liability and/or GST.

PC18. mention clearly for each transaction, the section of law under which these deductions have been done

PC19. prepare (by referring the documents) a tabular statement for each section for TDS, statement detailing the date, particulars and value of transactions on which service tax is already paid (i.e.) service tax paid on expenses that are booked during the period and on which value added tax is already paid (i.e.) tax paid on purchases that are used for further sales during the period

PC20. refer the updated TDS rate chart applicable to the transactions

PC21. fill-up the tabular statement with precise and relevant information

PC22. ascertain from such statement, the tax liability (if any) that needs to be paid to the government

PC23. understand in detail, the effects of negative tax liability (i.e) excess tax already paid by the company

PC24. carry forward in the books of accounts such excess tax paid and be able to make adjustments while making the next payment

PC25. seek approval of such statement from supervisor/manager with whom such authority rests

Preparing tax challan

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

PC26. thoroughly understand the concepts and terms of tax payment procedures

PC27. understand and identify the tax rate applicable to the nature of transactions

PC28. have knowledge of electronic payment system

PC29. have thorough understanding of government websites through which payment is to be made

PC30. seek and receive any log-in id required to perform the role

PC31. make use of already existing id (if any) to perform the function

PC32. fill-up the payment form electronically with details such as PAN no., assessment year, type and nature of payment, bank details etc.

PC33. seek and receive approval of payment from senior

Paying taxes to the government

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

PC34. have knowledge of electronic payment system

PC35. have thorough understanding of government websites through which payment is to be made

PC36. seek and receive any log-in id required to perform the role

PC37. make use of already existing id (if any) to perform the function

PC38. make payment electronically of such amount of tax liability

PC39. generate tax paid challan as acknowledgement for making the payment

PC40. have awareness of the due date within which such TDS has to be deposited to the government account

PC41. ensure the payment is made within the due date, but for exceptional cases

PC42. calculate any interest for late payment for such exceptional

Performing the accounting entry

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

PC43. have knowledge of the accounting software used by the company

PC44. seek and receive any log-in id required to operate the software

PC45. understand the account types and codes (if used in the software)

PC46. to make use of already existing log-in id (if required so)

PC47. to update/check for automatic updation regarding any new account

PC48. update account codes into the books of accounts

PC49. have understanding of the voucher type required to record this transaction

PC50. have thorough understanding of the double entry system of accounting

PC51. give appropriate effect to the relevant account codes

Performing filing and record keeping

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

PC52. have understanding of the government websites where the tax returns are to be filed

PC53. have understanding of time period within which such returns are to be filed with the concerned authority

PC54. fill-up the tax return form in the prescribed format with relevant transaction details

PC55. seek approval/authorization from senior/manager to submit the same

PC56. have access/authorization to submit the form on behalf of the company

PC57. file the relevant documents in chronological order for seamless retrieval for future reference/audit purpose

PC58. segregate the data as required in the current financial year

PC59. prepare and present quarterly, half-yearly reports as per requirements

Performing general administrative tasks

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

PC60. update details of tax receipt/payments into information system/records

PC61. prepare and submit periodic reports on the nature of tax payments to senior/manager

PC62. discuss and set work targets with senior/manager if applicable

PC63. prepare and present any other report as is required while performing the role in the organization

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies and governance structure

KU2. companys policy and work instructions on service quality standards

KU3. companys personnel management and incentives rules

KU4. companys rules on sexual harassment

KU5. importance of the individuals role in the workflow

KU6. companys reporting structure

KU7. accounting principles

KU8. accounting concepts and techniques for recording transactions

KU9. financial concepts such as calculation of tax liabilities ST, VAT, GST, etc

KU10. Tax rates and computation of TDS, TCS, net value of taxable goods/ supplies under GST

KU11. preparation and accurate filling of electronic statement detailing outward supplies of goods or services including returns and amount collected, under GST

KU12. TCS and electronic cash ledger under GST

KU13. stipulated timelines for depositing taxes, including GST, to government or tax authority

KU14. applicable minimum value of contract for calculation of TDS under GST

KU15. timeline for issue of TDS cerificate by deductor to deductee and details There in under GST and penalties

KU16. rules for refund under GST

KU17. tax laws and tariffs as applicable to the business, especially, GST Law

KU18. transaction processing

KU19. invoice and particulars, thereof

KU20. clients and suppliers of the company

KU21. products/services the company deals in

KU22. different accounting system/procedure/processes followed by the company

KU23. organizational guidelines for dealing with different types of receipts and payments.

KU24. processes and methods of collections and payments to different customers/ suppliers

KU25. accounting processes and procedures to record the details of invoice

KU26. the difference between invoice and other supported documents such as purchase order, delivery challan, etc.

KU27. procedures for digitally updating customers details

KU28. IT skills and operating procedures of computers and other electronic devices

KU29. preparation of collection schedule, if required.

KU30. use of computers and have working knowledge of MS Excel and Word, etc.

Generic Skills (GS)

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

GS1. read about various accounting procedures and updates

GS2. read mails and information related to various types of documents

GS3. read forms and policy directives

GS4. maintain records of work assigned as per companys policy

GS5. update information

GS6.   send and reply to mails

GS7.   prepare MIS reports as per companys accounting policy

GS8.   communicate and share knowledge with peers and supervisors

GS9.   inform about any work-flow concerns

GS10. seek required information from employee, management, suppliers. regulator, etc.

GS11. handle auditors queries

GS12. distinguish between what entry/ amount is taxable and what is not

GS13. determine taxes as per updated norms

GS14. prioritize and execute tasks such that the work-flow is not disrupted

GS15. organize work and time in order to maximize overall productivity

GS16. ensure that tax deducted is correct

GS17. inform about ay errors or refuds to be sought and extra taxes to be paid

GS18. inform about tax savngs scheme

GS19. resolve tax related issues and concerns

GS20. avoid work-flow concerns

GS21. escalate problems beyond control

GS22. analyse tax norms and accounting information

GS23. prepare useful reports for management and regulator as per companys policy

GS24. improve work so that there are zero errors

GS25. avoid any penalties to firm because of poor or inadequate reporting

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understanding the tax terminologies and computations	**2**	**8**	**-**	**-**
PC1. understand in detail tax terminologies such as input tax credit, output tax, TDS, tax collected at source (TCS) and rates of TDS, input Value Added Tax (VAT), output tax, and/or Goods and Services Tax (GST),etc.	2	8	-	-
PC2. list GST rates of different HS-code-wise items	-	-	-	-
PC3. do computation of amounts/transactions on which taxes are levied	-	-	-	-
PC4. understand and identify the transactions that attract TDS and on which TDS rules are to be applied	-	-	-	-
PC5. understand and identify the transaction value beyond which TDS rules are applicable	-	-	-	-
PC6. differentiate between the different types/rates of taxes that are applicable to the business transactions	-	-	-	-
PC7. seek information/clarification from any other person/authority in case of uncertain data	-	-	-	-
PC8. have awareness towards the changes in tax laws that are applicable to the company such as migration to GST	-	-	-	-
Accessing tax computation related documents	**2**	**10**	**-**	**-**
PC9. have access to obtain/receive relevant documents as is required for performing the role	2	10	-	-
PC10. understand the relevance of these documents	-	-	-	-
PC11. thoroughly understand the contents of these documents	-	-	-	-
PC12. gather additional documents pertaining to any special requirement	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. check for authenticity of the documents and report to the concerned authority regarding any deviation	-	-	-	-
PC14. have clear demarcation regarding the documents that relates to the time period for which calculation of tax liability is being undertaken	-	-	-	-
PC15. have knowledge of due date for payment of taxes	-	-	-	-
PC16. have knowledge of filing of returns on behalf of the company	-	-	-	-
Ascertaining different tax liabilities	**2**	**10**	**-**	**-**
PC17. prepare (by referring the documents) a tabular statement detailing the date, particulars and value of transactions that attracts service tax liability, TDS and VAT liability and/or GST.	2	10	-	-
PC18. mention clearly for each transaction, the section of law under which these deductions have been done	-	-	-	-
PC19. prepare (by referring the documents) a tabular statement for each section for TDS, statement detailing the date, particulars and value of transactions on which service tax is already paid (i.e.) service tax paid on expenses that are booked during the period and on which value added tax is already paid (i.e.) tax paid on purchases that are used for further sales during the period	-	-	-	-
PC20. refer the updated TDS rate chart applicable to the transactions	-	-	-	-
PC21. fill-up the tabular statement with precise and relevant information	-	-	-	-
PC22. ascertain from such statement, the tax liability (if any) that needs to be paid to the government	-	-	-	-
PC23. understand in detail, the effects of negative tax liability (i.e) excess tax already paid by the company	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. carry forward in the books of accounts such excess tax paid and be able to make adjustments while making the next payment	-	-	-	-
PC25. seek approval of such statement from supervisor/manager with whom such authority rests	-	-	-	-
Preparing tax challan	**4**	**10**	**-**	**-**
PC26. thoroughly understand the concepts and terms of tax payment procedures	4	10	-	-
PC27. understand and identify the tax rate applicable to the nature of transactions	-	-	-	-
PC28. have knowledge of electronic payment system	-	-	-	-
PC29. have thorough understanding of government websites through which payment is to be made	-	-	-	-
PC30. seek and receive any log-in id required to perform the role	-	-	-	-
PC31. make use of already existing id (if any) to perform the function	-	-	-	-
PC32. fill-up the payment form electronically with details such as PAN no., assessment year, type and nature of payment, bank details etc.	-	-	-	-
PC33. seek and receive approval of payment from senior	-	-	-	-
Paying taxes to the government	**4**	**10**	**-**	**-**
PC34. have knowledge of electronic payment system	4	10	-	-
PC35. have thorough understanding of government websites through which payment is to be made	-	-	-	-
PC36. seek and receive any log-in id required to perform the role	-	-	-	-
PC37. make use of already existing id (if any) to perform the function	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC38. make payment electronically of such amount of tax liability	-	-	-	-
PC39. generate tax paid challan as acknowledgement for making the payment	-	-	-	-
PC40. have awareness of the due date within which such TDS has to be deposited to the government account	-	-	-	-
PC41. ensure the payment is made within the due date, but for exceptional cases	-	-	-	-
PC42. calculate any interest for late payment for such exceptional	-	-	-	-
Performing the accounting entry	**6**	**12**	**-**	**-**
PC43. have knowledge of the accounting software used by the company	6	12	-	-
PC44. seek and receive any log-in id required to operate the software	-	-	-	-
PC45. understand the account types and codes (if used in the software)	-	-	-	-
PC46. to make use of already existing log-in id (if required so)	-	-	-	-
PC47. to update/check for automatic updation regarding any new account	-	-	-	-
PC48. update account codes into the books of accounts	-	-	-	-
PC49. have understanding of the voucher type required to record this transaction	-	-	-	-
PC50. have thorough understanding of the double entry system of accounting	-	-	-	-
PC51. give appropriate effect to the relevant account codes	-	-	-	-
Performing filing and record keeping	**6**	**12**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC52. have understanding of the government websites where the tax returns are to be filed	6	12	-	-
PC53. have understanding of time period within which such returns are to be filed with the concerned authority	-	-	-	-
PC54. fill-up the tax return form in the prescribed format with relevant transaction details	-	-	-	-
PC55. seek approval/authorization from senior/manager to submit the same	-	-	-	-
PC56. have access/authorization to submit the form on behalf of the company	-	-	-	-
PC57. file the relevant documents in chronological order for seamless retrieval for future reference/audit purpose	-	-	-	-
PC58. segregate the data as required in the current financial year	-	-	-	-
PC59. prepare and present quarterly, half-yearly reports as per requirements	-	-	-	-
Performing general administrative tasks	**6**	**12**	**-**	**-**
PC60. update details of tax receipt/payments into information system/records	6	12	-	-
PC61. prepare and submit periodic reports on the nature of tax payments to senior/manager	-	-	-	-
PC62. discuss and set work targets with senior/manager if applicable	-	-	-	-
PC63. prepare and present any other report as is required while performing the role in the organization	-	-	-	-
NOS Total	**32**	**84**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N8101
NOS Name	Prepare tax compliance related documents
Sector	BFSI
Sub-Sector	Lending, Fund Investment & Services, Payments, Broking, BFDSI
Occupation	Finance and Accounts
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	30/09/2020

Qualification Pack

BSC/N8102: Prepare and perform payroll function

Description

Prepare and perform payroll function

Scope

This unit/task covers the following:

- Understand the components of salary and its details
- Obtain and understand the salary register
- Maintain records of employees, verifying their details and understanding the relevance of documents
- Record the earning/salary detail
- Understand salary deduction
- Have access to relevant and reference document
- Obtain salary journal
- Make adjustments regarding deduction
- Understand statutory deduction
- Seek and receive Income Tax declarations from employee
- Prepare advice statement relating to Income Ta
- Prepare advice statement relating to Professional Tax Deduction
- Understand the details regarding PF deductions
- Prepare advice statement relating to Provident Fund (PF) Deduction.
- Understand the details regarding ESI deductions
- Prepare Net salary statement
- Prepare summary details of earnings of employees and deductions to be made from employee's salaries
- File and maintain records Range: Accounting Software

Elements and Performance Criteria

Understanding the components of Salary and its details

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

PC1. understand in detail the various components forming part of salary payable to employees

PC2. have detail knowledge of the components of fixed pay such as basic, HRA, any special allowance etc.

PC3. understand the components of variable portion of salary such as Incentive, commission, overtime which varies month on month

PC4. understand and differentiate between fixed and variable portions of salaries

PC5. understand the constituents of fixed salary

PC6. have detailed understanding about the company policies regarding variable pay

Obtaining and understanding the salary register

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

PC7. have access to/obtain salary register or by any other term referred or any other document that contains the employee details

PC8. seek and receive login-id to access employee details when stored in electronic mode

PC9. understand the contents and methods of recording data onto it

Maintaining records of employees, verifying their details and understanding the relevance of documents

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

PC10. maintain and update records of date of joining of new employees

PC11. seek from relevant authority the employee number issued to such person and maintain the records of the same

PC12. record and update the performance role and designation of the employee and any changes details of the employee into the database

PC13. record the data as to which department/team and role, the new employee has been assigned

PC14. record the verified and attested date of birth of the new employee into various/required documents

PC15. record and update the salary components and other details of the employee

PC16. record and update the date of resignation of the employee

PC17. mark the employee number of such person to mean resigned

PC18. understand in detail the Salary calculation that forms part of full and final settlement

PC19. record and maintain the correct name of the employee as per validated proof

PC20. understand and record the date of any promotion and/or change in job role

PC21. have access to the leave details of the employee for salary calculation process

PC22. update leave details of employees into the database

PC23. record the leave without pay details of employees

PC24. record the overtime details of employees (when applicable)

PC25. check and verify individual data for each employee

PC26. verify whether employee name corresponds to employee code

PC27. verify the updated job role, designation appears alongside the employee details

PC28. co-relate the date of joining/leaving of the employee with the available documents

PC29. maintain employee details in the chronological order along with their respective codes

PC30. classify present employee details and past employee detail

PC31. understand the relevance of the documents

PC32. prioritize according to the importance of the documents and maintain the same order

PC33. file and maintain the employees details

PC34. file the transactional documents along with the salary details

PC35. attach copy of any other related document

Recording the earning/salary details

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

PC36. understand the components of salary

PC37. record the fixed amounts as earned by the employee on monthly basis

PC38. record the variable amounts as earned by the employee on monthly basis

PC39. prepare statements highlighting the salary payable and statutory payments for the current period

PC40. prepare and present any report indicating the overtime payment to employees in general

PC41. prepare and present any bonus payment report

PC42. prepare and present any other report as is required by the Senior/Manager

PC43. export Tally data in multiple formats such as XML, Excel, PDF, Image, HTML, etc

Understanding salary deductions

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

PC44. understand the concept of deductions

PC45. understand in detail the various forms of deductions from salary

PC46. understand the company policy regarding the deduction relating to advances and loans

PC47. have thorough understanding about the income tax laws and deductions from salary

PC48. have access to the leave details of employees and its effects/deductions from salary as per the company policy

Having access to relevant and reference documents

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

PC49. have access to obtain/receive relevant and reference documents as is required for performing the role

PC50. understand the relevance of these documents

PC51. understand thoroughly the contents of these documents

PC52. gather additional documents pertaining to any special requirement

PC53. check for authenticity of the documents and report to the concerned authority regarding any deviation

PC54. have clear demarcation regarding the documents that relates to the time period for which calculation of salary is being undertaken

PC55. understand the company policy/process manual regarding the payroll process

PC56. refer any already designed format and/or salary calculation guide in case of clarifications

PC57. obtain clear data relating to the deductions to be made from salary of respective employees

Obtaining salary journal

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

PC58. have access to/obtain salary journal of the current accounting period

PC59. seek and receive login id to access and update data when stored in electronic mode

PC60. read and understand thoroughly the contents of the salary journal

PC61. collect and compile data as required to update the salary journal

PC62. have access to receive any other document required for performance of the job role

Making adjustments regarding deductions

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

PC63. understand the concept of deductions

PC64. have access to obtain all documents in original form as required for calculation of specific deduction

PC65. calculate the various deductions from salary such as HRA, TDS, esi, pf etc as applicable to each employee

PC66. record the amount of deductions against the earning details of employee

PC67. refer the company policy regarding any other form of deductions (statutory or otherwise)

Understanding statutory deductions as applicable to the organization

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

PC68. have thorough understanding of the statutory deductions as carried out in the organization

PC69. have updated information on all the changes in applicable laws

PC70. have knowledge on the statutory due dates for submitting various payments into the government account

PC71. prepare statutory advice statements detailing the type and amount of statutory deductions to be made during the month for each employee

PC72. seek and receive login id to access such data when stored in electronic mod

PC73. update and maintain such data in orderly manner for easy retrieval at a future date for audit/reference purposes

Seeking and receiving Income Tax declarations from employees

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

PC74. have authority to obtain rent declaration from the employees in time

PC75. have authorization to receive savings declaration from the employees

PC76. obtain investment declaration from employees

PC77. seek and receive declarations regarding housing loan/allied documents

PC78. record leave travel documents/declarations from the employees into the database

PC79. obtain previous employment details if required/applicable

Preparing advice statement relating to Income Tax

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

PC80. have access to/obtain pre-designed statement advice relating to income tax deductions

PC81. prepare such statement where no such pre-designed statement exists

PC82. seek and receive login id to fill and update data into such statement when stored in electronic form

PC83. read and understand thoroughly the contents of such statement

PC84. collect and compile data as required to prepare the statement

PC85. fill-in data such as gross salary, net salary, and income tax deduction at source (TDS) for each employee

PC86. prepare summary of such statement highlighting the total amount of TDS deduction made during the month

PC87. make a note into such statement, details regarding the due date for depositing such TDS amount to the government account

PC88. present such advice statement to senior/manager for approval

Preparing advice statement relating to Professional Tax Deduction

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

PC89. have access to/obtain pre-designed statement advice relating to professional tax deductions

PC90. prepare such statement where no such pre-designed statement exists

PC91. seek and receive login id to fill and update data into such statement when stored in electronic form

PC92. read and understand thoroughly the contents of such statement

PC93. collect and compile data as required to prepare the statement

PC94. fill-in data such as gross salary and professional tax deducted for each

PC95. employee (where applicable)

PC96. prepare summary of such statement highlighting the total amount of professional tax deduction made during the month

PC97. make a note into such statement, details regarding the due date for depositing such professional tax amount to the government account

pc98. present such advice statement to Senior/Manager for approval

Understanding the details regarding PF deductions

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

PC99. understand thoroughly the concepts and terms regarding pf deduction procedures

PC100. calculate the amount of PF to be deducted individually from employees salaries

PC101. calculate the amount of PF deducted totally that needs to be submitted to the government account

PC102. have thorough understanding of government websites through which payment is to be made

PC103. have understanding of the organizations contribution to PF accounts

Preparing advice statement relating to Provident Fund (PF) Deduction.

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

PC104. have access to/obtain pre-designed statement advice relating to provident fund (PF) deductions

PC105. prepare such statement where no such pre-designed statement exists

PC106. have thorough understanding of employee deduction and employer contribution to provident fund

PC107. seek and receive login id to fill and update data into such statement when stored in electronic form

PC108. read and understand thoroughly the contents of such statement

PC109. collect and compile data as required to prepare the statement

PC110. fill-in data such as employee deduction and employer contribution details towards each employee

PC111. prepare summary of such statement highlighting the total amount of provident fund deduction and contribution made during the month

PC112. make a note into such statement, details regarding the due date for depositing such provident fund amount to the government account

PC113. present such advice statement to Senior/Manager for approval

Understanding the details regarding ESI deductions

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

PC114. understand thoroughly the concepts and terms regarding ESI deduction procedures

PC115. understand the applicability of ESI provisions to employees with salary as limited by present rules

PC116. calculate the amount of ESI to be deducted individually from employees salaries

PC117. calculate the amount of ESI deducted totally that needs to be submitted to the government account

PC118. understand thoroughly government websites through which payment is to be made

PC119. understand organizations contribution to ESI accounts

Preparing net salary statement

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

PC120. have access to the salary statement format as designed in the organization

PC121. seek and receive any log-in id required to record data in electronic mode

PC122. understand the contents of such statement

PC123. collect and compile data as required to prepare the statement

PC124. prepare and fill in the salary advice detailing the net salary statement to each employee

PC125. have access to/obtain the gross salary statement payable and approved and verified deduction details to all employees

PC126. calculate and highlight the net salaries payable to employees for the month/period

PC127. prepare and present the above for approval from Senior/Manager

Preparing summary details of earnings of employees and deductions to be made from employees salaries

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

PC128. have access to approved salary advice for the month/period

PC129. fill-in the total of basic salary component, total of allowance component, incentive component, commission component, employees contribution to PF component, ESI, Professional Tax, TDS, total of leave without pay (if any), advance/loan recovered from employees, any miscellaneous deduction component, overtime payment (if any) and any other earning component of all employees put together for the month/period

PC130. calculate and highlight the total amount of gross salaries of employees and total amount of deductions to be made from gross salaries of the employees for the month/period

PC131. prepare and present any other data as is required

Filing and maintaining records

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

PC132. understand the relevance of the main/supported documents

PC133. prioritize according to the importance of the documents and maintain the same order

PC134. file the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future

PC135. produce such document as is needed at the time for clarifications

PC136. segregate the data as required in the current financial year

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies and governance structure

KU2. companys policy and work instructions on service quality standards

KU3. companys personnel management and incentives rules

KU4. companys rules on sexual harassment

KU5. importance of the individuals role in the workflow

KU6. companys reporting structure

KU7. accounting principles

KU8. accounting concepts and techniques for recording transactions

KU9. the products/services the company deals in.

KU10. different accounting processes that are followed by the company.

KU11. organizational guidelines for dealing with different types of suppliers.

KU12. companys policies regarding the credit period allowed by suppliers.

KU13. processes and methods of payment to suppliers.

KU14. financial concepts such as calculation of interest

KU15. rules and regulations about VAT, service tax, GST, etc.,

KU16. tax laws and tariffs, especially, GST law

KU17. transaction processing

KU18. invoice and particulars thereof

KU19. accounting processes and procedures to record the details of invoice

KU20. the difference between invoice and other supporting documents such as purchase order, delivery challan, etc.

KU21. procedure s for digitally updating customers details.

KU22. IT skills and operating procedures of computers and other electronic devices.

KU23. preparation of collection schedule, if required.

KU24. use of computers and have working knowledge of MS Excel, MS Word, etc

Generic Skills (GS)

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

GS1. read and understand organizational and regulatory guidelines

GS2. read and verify legitimacy of documents submitted by the concerned person

GS3. read and explain terms of collection to customers and other party

GS4. prepare reports and summary of the receipts/payments for review.

GS5. prepare reports on status of other receipts accounts.

GS6. communicate and share knowledge with peers and supervisors

GS7. communicate and share knowledge with peers and supervisor

GS8. inform about any work-flow concerns

GS9. seek required information from employee, management, suppliers. regulator, etc.

GS10. handle auditors queries

GS11. differentiate between the critical documents and its relevance in accounting

GS12. make clear, logical decisions regarding the upkeep of documents

GS13. plan the work/tasks at hand

GS14. organize work & time in order to maximize productivity

GS15. organize work and time in order to maximize overall productivity

GS16. address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond ones role

GS17. apply, analyze, and evaluate the information gathered from observation, experience

GS18. be self driven, take initiatives and deliver results set by the organization and respective seniors

GS19. consistently obtain feedback and improve their performance

GS20. exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understanding the components of Salary and its details	-	**2**	-	-
PC1. understand in detail the various components forming part of salary payable to employees	-	2	-	-
PC2. have detail knowledge of the components of fixed pay such as basic, HRA, any special allowance etc.	-	-	-	-
PC3. understand the components of variable portion of salary such as Incentive, commission, overtime which varies month on month	-	-	-	-
PC4. understand and differentiate between fixed and variable portions of salaries	-	-	-	-
PC5. understand the constituents of fixed salary	-	-	-	-
PC6. have detailed understanding about the company policies regarding variable pay	-	-	-	-
Obtaining and understanding the salary register	**2**	-	-	-
PC7. have access to/obtain salary register or by any other term referred or any other document that contains the employee details	2	-	-	-
PC8. seek and receive login-id to access employee details when stored in electronic mode	-	-	-	-
PC9. understand the contents and methods of recording data onto it	-	-	-	-
Maintaining records of employees, verifying their details and understanding the relevance of documents	-	**2**	-	-
PC10. maintain and update records of date of joining of new employees	-	2	-	-
PC11. seek from relevant authority the employee number issued to such person and maintain the records of the same	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. record and update the performance role and designation of the employee and any changes details of the employee into the database	-	-	-	-
PC13. record the data as to which department/team and role, the new employee has been assigned	-	-	-	-
PC14. record the verified and attested date of birth of the new employee into various/required documents	-	-	-	-
PC15. record and update the salary components and other details of the employee	-	-	-	-
PC16. record and update the date of resignation of the employee	-	-	-	-
PC17. mark the employee number of such person to mean resigned	-	-	-	-
PC18. understand in detail the Salary calculation that forms part of full and final settlement	-	-	-	-
PC19. record and maintain the correct name of the employee as per validated proof	-	-	-	-
PC20. understand and record the date of any promotion and/or change in job role	-	-	-	-
PC21. have access to the leave details of the employee for salary calculation process	-	-	-	-
PC22. update leave details of employees into the database	-	-	-	-
PC23. record the leave without pay details of employees	-	-	-	-
PC24. record the overtime details of employees (when applicable)	-	-	-	-
PC25. check and verify individual data for each employee	-	-	-	-
PC26. verify whether employee name corresponds to employee code	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. verify the updated job role, designation appears alongside the employee details	-	-	-	-
PC28. co-relate the date of joining/leaving of the employee with the available documents	-	-	-	-
PC29. maintain employee details in the chronological order along with their respective codes	-	-	-	-
PC30. classify present employee details and past employee detail	-	-	-	-
PC31. understand the relevance of the documents	-	-	-	-
PC32. prioritize according to the importance of the documents and maintain the same order	-	-	-	-
PC33. file and maintain the employees details	-	-	-	-
PC34. file the transactional documents along with the salary details	-	-	-	-
PC35. attach copy of any other related document	-	-	-	-
Recording the earning/salary details	**-**	**2**	**-**	**-**
PC36. understand the components of salary	-	2	-	-
PC37. record the fixed amounts as earned by the employee on monthly basis	-	-	-	-
PC38. record the variable amounts as earned by the employee on monthly basis	-	-	-	-
PC39. prepare statements highlighting the salary payable and statutory payments for the current period	-	-	-	-
PC40. prepare and present any report indicating the overtime payment to employees in general	-	-	-	-
PC41. prepare and present any bonus payment report	-	-	-	-
PC42. prepare and present any other report as is required by the Senior/Manager	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC43. export Tally data in multiple formats such as XML, Excel, PDF, Image, HTML, etc	-	-	-	-
Understanding salary deductions	**2**	**-**	**-**	**-**
PC44. understand the concept of deductions	2	-	-	-
PC45. understand in detail the various forms of deductions from salary	-	-	-	-
PC46. understand the company policy regarding the deduction relating to advances and loans	-	-	-	-
PC47. have thorough understanding about the income tax laws and deductions from salary	-	-	-	-
PC48. have access to the leave details of employees and its effects/deductions from salary as per the company policy	-	-	-	-
Having access to relevant and reference documents	**-**	**2**	**-**	**-**
PC49. have access to obtain/receive relevant and reference documents as is required for performing the role	-	2	-	-
PC50. understand the relevance of these documents	-	-	-	-
PC51. understand thoroughly the contents of these documents	-	-	-	-
PC52. gather additional documents pertaining to any special requirement	-	-	-	-
PC53. check for authenticity of the documents and report to the concerned authority regarding any deviation	-	-	-	-
PC54. have clear demarcation regarding the documents that relates to the time period for which calculation of salary is being undertaken	-	-	-	-
PC55. understand the company policy/process manual regarding the payroll process	-	-	-	-
PC56. refer any already designed format and/or salary calculation guide in case of clarifications	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC57. obtain clear data relating to the deductions to be made from salary of respective employees	-	-	-	-
Obtaining salary journal	**-**	**2**	**-**	**-**
PC58. have access to/obtain salary journal of the current accounting period	-	2	-	-
PC59. seek and receive login id to access and update data when stored in electronic mode	-	-	-	-
PC60. read and understand thoroughly the contents of the salary journal	-	-	-	-
PC61. collect and compile data as required to update the salary journal	-	-	-	-
PC62. have access to receive any other document required for performance of the job role	-	-	-	-
Making adjustments regarding deductions	**-**	**2**	**-**	**-**
PC63. understand the concept of deductions	-	2	-	-
PC64. have access to obtain all documents in original form as required for calculation of specific deduction	-	-	-	-
PC65. calculate the various deductions from salary such as HRA, TDS, esi, pf etc as applicable to each employee	-	-	-	-
PC66. record the amount of deductions against the earning details of employee	-	-	-	-
PC67. refer the company policy regarding any other form of deductions (statutory or otherwise)	-	-	-	-
Understanding statutory deductions as applicable to the organization	**-**	**2**	**-**	**-**
PC68. have thorough understanding of the statutory deductions as carried out in the organization	-	2	-	-
PC69. have updated information on all the changes in applicable laws	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC70. have knowledge on the statutory due dates for submitting various payments into the government account	-	-	-	-
PC71. prepare statutory advice statements detailing the type and amount of statutory deductions to be made during the month for each employee	-	-	-	-
PC72. seek and receive login id to access such data when stored in electronic mod	-	-	-	-
PC73. update and maintain such data in orderly manner for easy retrieval at a future date for audit/reference purposes	-	-	-	-
Seeking and receiving Income Tax declarations from employees	**-**	**2**	**-**	**-**
PC74. have authority to obtain rent declaration from the employees in time	-	2	-	-
PC75. have authorization to receive savings declaration from the employees	-	-	-	-
PC76. obtain investment declaration from employees	-	-	-	-
PC77. seek and receive declarations regarding housing loan/allied documents	-	-	-	-
PC78. record leave travel documents/declarations from the employees into the database	-	-	-	-
PC79. obtain previous employment details if required/applicable	-	-	-	-
Preparing advice statement relating to Income Tax	**-**	**2**	**-**	**-**
PC80. have access to/obtain pre-designed statement advice relating to income tax deductions	-	2	-	-
PC81. prepare such statement where no such pre-designed statement exists	-	-	-	-
PC82. seek and receive login id to fill and update data into such statement when stored in electronic form	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC83. read and understand thoroughly the contents of such statement	-	-	-	-
PC84. collect and compile data as required to prepare the statement	-	-	-	-
PC85. fill-in data such as gross salary, net salary, and income tax deduction at source (TDS) for each employee	-	-	-	-
PC86. prepare summary of such statement highlighting the total amount of TDS deduction made during the month	-	-	-	-
PC87. make a note into such statement, details regarding the due date for depositing such TDS amount to the government account	-	-	-	-
PC88. present such advice statement to senior/manager for approval	-	-	-	-
Preparing advice statement relating to Professional Tax Deduction	**-**	**2**	**-**	**-**
PC89. have access to/obtain pre-designed statement advice relating to professional tax deductions	-	2	-	-
PC90. prepare such statement where no such pre-designed statement exists	-	-	-	-
PC91. seek and receive login id to fill and update data into such statement when stored in electronic form	-	-	-	-
PC92. read and understand thoroughly the contents of such statement	-	-	-	-
PC93. collect and compile data as required to prepare the statement	-	-	-	-
PC94. fill-in data such as gross salary and professional tax deducted for each	-	-	-	-
PC95. employee (where applicable)	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC96. prepare summary of such statement highlighting the total amount of professional tax deduction made during the month	-	-	-	-
PC97. make a note into such statement, details regarding the due date for depositing such professional tax amount to the government account	-	-	-	-
pc98. present such advice statement to Senior/Manager for approval	-	-	-	-
Understanding the details regarding PF deductions	**-**	**2**	**-**	**-**
PC99. understand thoroughly the concepts and terms regarding pf deduction procedures	-	2	-	-
PC100. calculate the amount of PF to be deducted individually from employees salaries	-	-	-	-
PC101. calculate the amount of PF deducted totally that needs to be submitted to the government account	-	-	-	-
PC102. have thorough understanding of government websites through which payment is to be made	-	-	-	-
PC103. have understanding of the organizations contribution to PF accounts	-	-	-	-
Preparing advice statement relating to Provident Fund (PF) Deduction.	**-**	**2**	**-**	**-**
PC104. have access to/obtain pre-designed statement advice relating to provident fund (PF) deductions	-	2	-	-
PC105. prepare such statement where no such pre-designed statement exists	-	-	-	-
PC106. have thorough understanding of employee deduction and employer contribution to provident fund	-	-	-	-
PC107. seek and receive login id to fill and update data into such statement when stored in electronic form	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC108. read and understand thoroughly the contents of such statement	-	-	-	-
PC109. collect and compile data as required to prepare the statement	-	-	-	-
PC110. fill-in data such as employee deduction and employer contribution details towards each employee	-	-	-	-
PC111. prepare summary of such statement highlighting the total amount of provident fund deduction and contribution made during the month	-	-	-	-
PC112. make a note into such statement, details regarding the due date for depositing such provident fund amount to the government account	-	-	-	-
PC113. present such advice statement to Senior/Manager for approval	-	-	-	-
Understanding the details regarding ESI deductions	**-**	**2**	**-**	**-**
PC114. understand thoroughly the concepts and terms regarding ESI deduction procedures	-	2	-	-
PC115. understand the applicability of ESI provisions to employees with salary as limited by present rules	-	-	-	-
PC116. calculate the amount of ESI to be deducted individually from employees salaries	-	-	-	-
PC117. calculate the amount of ESI deducted totally that needs to be submitted to the government account	-	-	-	-
PC118. understand thoroughly government websites through which payment is to be made	-	-	-	-
PC119. understand organizations contribution to ESI accounts	-	-	-	-
Preparing net salary statement	**-**	**2**	**-**	**-**
PC120. have access to the salary statement format as designed in the organization	-	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC121. seek and receive any log-in id required to record data in electronic mode	-	-	-	-
PC122. understand the contents of such statement	-	-	-	-
PC123. collect and compile data as required to prepare the statement	-	-	-	-
PC124. prepare and fill in the salary advice detailing the net salary statement to each employee	-	-	-	-
PC125. have access to/obtain the gross salary statement payable and approved and verified deduction details to all employees	-	-	-	-
PC126. calculate and highlight the net salaries payable to employees for the month/period	-	-	-	-
PC127. prepare and present the above for approval from Senior/Manager	-	-	-	-
Preparing summary details of earnings of employees and deductions to be made from employees salaries	**-**	**2**	**-**	**-**
PC128. have access to approved salary advice for the month/period	-	2	-	-
PC129. fill-in the total of basic salary component, total of allowance component, incentive component, commission component, employees contribution to PF component, ESI, Professional Tax, TDS, total of leave without pay (if any), advance/loan recovered from employees, any miscellaneous deduction component, overtime payment (if any) and any other earning component of all employees put together for the month/period	-	-	-	-
PC130. calculate and highlight the total amount of gross salaries of employees and total amount of deductions to be made from gross salaries of the employees for the month/period	-	-	-	-
PC131. prepare and present any other data as is required	-	-	-	-
Filing and maintaining records	**-**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC132. understand the relevance of the main/supported documents	-	2	-	-
PC133. prioritize according to the importance of the documents and maintain the same order	-	-	-	-
PC134. file the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future	-	-	-	-
PC135. produce such document as is needed at the time for clarifications	-	-	-	-
PC136. segregate the data as required in the current financial year	-	-	-	-
NOS Total	**4**	**32**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N8102
NOS Name	Prepare and perform payroll function
Sector	BFSI
Sub-Sector	Lending, Fund Investment & Services, Payments, Broking, BFDSI
Occupation	Finance and Accounts
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	30/09/2020

BSC/N8103: Prepare receipt and payment voucher

Description

This OS unit is about recording receipts other than those from customers, recording payments other than to suppliers, preparation of payment voucher, receipt voucher and mode of payment and updating voucher with required details, preparing Bank Reconciliation statement (BRS) and managing cash and inventory

Scope

This unit/task covers the following:

- Understand accounting software used by the company
- Identify and understand the defined receipts and payments
- Verify the documents
- Generate transactional documents
- Record the receipts into the books of accounts
- Prepare mode of payment
- Ascertain the amount payable to the supplier and preparing the payment
- Obtain the payment voucher
- Record payments in the books of accounts
- Raise invoice on the customer
- Verify the invoice raised on the customer and its value
- Verify the value in the invoice and mode of receipt (cash/cheque/DD(Demand Draft)/ NEFT (National Electronic Fund Transfer)
- Maintain records
- Understand the concept of reconciliation
- Achieve minimal pass standards of language proficiency
- Prepare BRS worksheet
- Prepare accounting for deviation entries
- File the document for future reference/audit purposes
- Maintain the documents as per the accounting period
- Execute cash management
- Execute inventory management
- Perform General/Administrative Tasks

Elements and Performance Criteria

Understanding accounting software used by the company.

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

PC1. understand the accounting software used by the company.

PC2. seek and receive any log-in id required to operate the software to make use of already existing log-in id (if required so)

PC3. understand the account types and codes (if used in the software) to arrive at the creation of payment voucher page

PC4. to obtain and access the payment voucher book in physical form (where no accounting software is used)

Identifying and understanding the defined receipts and payments

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

PC5. classify receipts other than from customers

PC6. classify payments other than to suppliers

PC7. understand and identify any interest income, commission, loan and refund received by the company

PC8. understand and identify any interest payments, commission, loan and any payment to employees (like travel advance,reimbursement of expenses etc) to be made by the company

PC9. differentiate any other miscellaneous receipts in cash or otherwise and payments to be made by the company

Verifying the documents

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

PC10. obtain and verify the document on the basis of which the amount is received and payment has to be made

PC11. receive such amount in cash or other mode on behalf of the company

PC12. match the amount in such document with the actual receipt

PC13. acknowledge such receipt on behalf of the company

PC14. obtain the documents based on which payment has to be made

PC15. verify and validate such document and assess whether the document is complete

PC16. gather additional documents pertaining to any special requirement

Generating transactional documents

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

PC17. obtain and access receipt voucher and payment voucher (in physical form/electronic mode)

PC18. understand the contents of the same

PC19. create and record debit and credit note

PC20. generate cash receipts in case cash is received

PC21. prepare ageing report

PC22. generate receipts in case of receipts through other banking instruments

PC23. check for receipt through NEFT into thecompany account

PC24. save all the above documents in electronic/physical form for future reference/ audit purpose

PC25. record for in-house reference, all the details pertaining to the receipt

PC26. arrange in sequential order all the documents arising due to this transaction

PC27. support the documents with the required proof/evidential papers

PC28. taking the process forward after getting approval

PC29. attach the reference document and note the date of payment mentioned on it

PC30. ascertain the suppliers name and record it correctly while creating transactional documents

PC31. ascertain the amount payable to the supplier after giving effect to any tax laws applicable to the case

PC32. understand the importance of the date of payment and fill-in the correct date on the voucher

PC33.   determine the mode of payment

PC34.   differentiate and understand the brand name and the registered name of the supplier

PC35.   match the name of the supplier with the invoice received from them

PC36.   enter the suppliers name correctly in the place provided for in the voucher

PC37.   seek approval from supervisor/manager with whom such authority rests

Recording the receipts into the books of accounts

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

PC38.   seek and receive/make use of already existing login id required to operate the software

PC39.   identify and understand the various ledger accounts

PC40.   classify the receipts in to applicable ledger accounts

PC41.   select the appropriate voucher type applicable for the transaction

PC42.   classifying and creating groups/ledgers with proper grouping

PC43.   record the transaction in to the books of accounts by giving effect to the respective accounts

Preparing mode of payment

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

PC44.   ascertain the agreed mode of payment to the supplier

PC45.   verify whether cash payments are allowed as per the company policy

PC46.   mark at appropriate place in the voucher, if the payment is to be made through banking instruments

PC47.   check whether payment is to be made through NEFT

PC48.   determine whether the amount is payable through cash, banking intruments such as cheque/demand draft, NEFT or by any other mode banking instruments

PC49.   determine the bank through which the payment has to be made

PC50.   understand and fill-up the particulars in the cheque, or any other banking instrument either in electronic form or physical form

PC51.   locate whether the suppliers name exists in the beneficiary list (in case of NEFT payments)

PC52.   obtain the bank details, create and manage beneficiary list in case of payment through internet banking

PC53.   compare,verify and record the amount payable to the supplier from the documents received from them

PC54.   seek approval from supervisor/manager with whom such authority rests, for releasing the payment to the supplier

PC55.   update the payment voucher with the payment details

Ascertaining the amount payable to the supplier and preparing the payment

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

PC56.   ascertain from the document the amount to be paid to the supplier considering the taxation rules such as TDS etc

PC57.   compare and verify the amount payable to the supplier with the documents received from them

PC58.   write(in words) the amount to be paid to the supplier in the cheque/DD or other banking instruments and in the place provided for in the voucher

PC59. write(in figures) the amount to be paid to the supplier in the cheque/DD or other banking instruments andin the place provided for in the voucher

PC60. check and verify the suppliers name in whose favour the payment has to be made and the due date for making payment

PC61. write the suppliers name in clear/unambiguous words onto the cheque/DD request form or any other banking instruments

PC62. fill-in the fund transfer request form in case of electronic fund transfer

PC63. capture the cheque no

Obtaining the payment voucher

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

PC64. check whether the voucher concerns the same transaction for which the payment is prepared

PC65. check for the supplementing evidential papers/transactional documents to be in place

Recording payments in the books of accounts

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

PC66. to have knowledge of the accounting software used by the company

PC67. seek and receive/make use of already existing login id required to operate the software

PC68. identify and understand the various ledger accounts

PC69. classify the payments into applicable ledger accounts

PC70. select the appropriate voucher type applicable for the transaction

PC71. record the transaction into the books of accounts by giving effect to the respective accounts

Raising invoice on the customer

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

PC72. obtain the sales order form from the sales department in physical or electronic mode

PC73. matching the document with the customers purchase order

PC74. obtain and understand in detail, the contents of the invoice

PC75. confirm the details s ch as the name of the customer, sales order

PC76. quantity, purchase order rate, vat/service tax amount, total amount payable by the customer, mode and date of delivery etc

PC77. record the above obtained data into the sales journal

PC78. seek and obtain approval of the same from the senior/manager

PC79. record accounting entry into the sales journal by giving effect to the customer account, sales account and VAT/Service Tax payable account with respective amounts

Verifying the invoice raised on the customer and its value

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

PC80. understand in detail about the invoice and contents thereof

PC81. match the customers records with the invoice

PC82. noting the value on the invoice

PC83. noting the receivable amount pending (if any) on the customers account

Verifying the value in the invoice and mode of receipt

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

PC84. calculate and arrive at the amount receivable from the customer (relating to the current period)

PC85. verify the actual receipt

PC86. verify whether the mode of receipt is in accepted norms

PC87. check the requirements of pan and its details

PC88. check validity of the bank instruments verify NEFT details

Maintaining records

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

PC89. understand the relevance of documents

PC90. file the documents in chronological order to enable seamless retrieval of the samein case of any requirement in the future

PC91. produce such documents as is needed at the time for clarifications

PC92. segregatethe data, prepare and present quarterly,half-yearly reports as per requirements

PC93. maintain details of receipts and payments along with their account codes

PC94. prepare and present any other related report as per the requirement

PC95. file and maintain the supplier/customer details

PC96. file the transactional documents along with the voucher details

PC97. attach copy of any other related document

Understanding the concept of reconciliation

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

PC98. understand the concept of reconciliation

PC99. ascertain the period for which bank reconciliation statement is to be prepared

PC100. have access to and obtain the bank statement for the concerned period

PC101. have access to and obtain the bank ledger account for the concerned period

PC102. note down the balance amount in both the documents at the end of such period

PC103. identify whether such balances are same and/or note the deviation

Achieving minimal pass standards of language proficiency

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

PC104. ascertain the period for which the reconciliation statement is to be prepared

PC105. check for the documents relating to the same accounting period

PC106. mark entries that are recorded in both the documents

PC107. identify the transactions that are either omitted or not recorded in any one of the documents

PC108. note down the deviating transactions

PC109. have access to and obtain previous bank reconciliation statements(BRS)

PC110. check for any pending transaction entries in the previous BRS

Preparing BRS worksheet

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

PC111. have access to the brs worksheet as is prepared in thecompany

PC112. record the balance as per the bank ledger at the end of the concerned period

PC113. record the balance as per the bank statement at the end of the concerned period

PC114. note the difference (if any)

PC115. identify and classify the deviation entries that need adjustment

PC116. identify the transactions that need to be recorded in the books of accounts

PC117. prepare the worksheet, giving effect to all the recorded adjustments that leads to the matching of the ledger balances with that of the balance as per the bank statement

PC118. present the worksheet along with all the supportive documents to the senior/manager for approval

Preparing accounts for deviation entries

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

PC1. 19 file the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future

PC120. produce such document as is needed at the time for clarifications

PC121. assist his superior/manager with the documentation for furnishing proof documents in case of any dispute

PC122. maintain day to day data back up and restoration

PC123. segregate the data as required in the current financial year

PC124. prepare and present quarterly, half-yearly reports as per requirements

PC125. record cash receipts and payments and maintaining cash

Filing the document for future reference/audit purposes

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

PC126. file the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future

PC127. produce such document as is needed at the time for clarifications

PC128. assist his superior/manager with the documentation for furnishing proof documents in case of any dispute

PC129. maintain day to day data back up and restoration

Maintaining the documents as per the accounting period

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

PC130. segregate the data as required in the current financial year

PC131. prepare and present quarterly, half-yearly reports as per requirements

Executing cash management

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

PC132. record cash receipts and payments and maintaining cash

PC133. generate cash flow reports

PC134. conduct physical verification of cash

Executing inventory management

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

PC135. maintain stock ledgers, rejection in and rejection out, delivery note, etc

PC136. generate reports on reorder level

PC137. conduct physical verification of stocks

Performing General/Administrative Tasks

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

PC138. update details of receipt and payments, details of suppliers, details of customers and collection status into information system/records

PC139. prepare and submit periodic reports on the nature of receipts, status of realized collection and payments to senior/ manager

PC140. discuss and set revenue/account targets with senior/manager if applicable

PC141. arrange in sequential order all the documents supplementing the cheque/DD/other banking instruments/fund transfer request form and voucher

PC142. support the documents with the required proof/evidential papers

PC143. seek approval of the payment mode (cheque/dd/ fund transfer) from senior/manager with whom such authority rests

PC144. prepare and present reports on targets achieved and seek approval of the vouchers

PC145. record contra vouchers

PC146. take the process forward after getting approval

PC147. receive bills, vouchers and other documents concerning purchases

PC148. tabulate and prepares statements on periodical payments

PC149. handle cash and banking instruments properly

PC150. identify and report any discrepancies to the notice of seniors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies and governance structure

KU2. companys policy and work instructions on service quality standards

KU3. companys personnel management and incentives rules

KU4. companys rules on sexual harassment

KU5. importance of the individuals role in the workflow

KU6. companys reporting structure

KU7. accounting principles

KU8. accounting concepts and techniques for recording transactions

KU9. financial concepts such as calculation of tax liabilities ST, VAT, GST, etc.

KU10. tax rates and computation of TDS, TCS, net value of taxable goods/ supplies under GST

KU11. preparation and accurate filling of electronic statement detailing outward supplies of goods or services including returns and amount collected, under GST

KU12. TCS and electronic cash ledger under GST

KU13. stipulated timelines for depositing taxes, including GST, to government or tax authority

KU14. applicable minimum value of contract for calculation of TDS under GST

KU15. timeline for issue of TDS cerificate by deductor to deductee and details therein under GST and penalties

KU16. rules for refund under GST

KU17. tax laws and tariffs as applicable to the business, especially, GST Law

KU18. transaction processing

KU19. invoice and particulars, thereof

KU20. clients and suppliers of the company

KU21. products/services the company deals in

KU22. different accounting system/procedure/processes followed by the company

KU23. organizational guidelines for dealing with different types of receipts and payments.

KU24. processes and methods of collections and payments to different customers/ suppliers

KU25. accounting processes and procedures to record the details of invoice

KU26. the difference between invoice and other supported documents such as purchase order, delivery challan, etc.

KU27. procedure s for digitally updating customers details

KU28. IT skills and operating procedures of computers and other electronic devices

KU29. preparation of collection schedule, if required.

KU30. use of computers and have working knowledge of MS Excel and Word, etc.

Generic Skills (GS)

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

GS1. prepare reports and summary of the receipts/payments for review

GS2. prepare reports on status of other receipts accounts

GS3. read and understand organizational and regulatory guidelines

GS4. read and verify legitimacy of documents submitted by concerned person

GS5. read and explain terms collections to customers and to other party

GS6. communicate and share knowledge with peers and supervisors

GS7. discuss task lists, schedules, and work-loads with co-workers.

GS8. question customers appropriately in order to understand the nature of the problem and make a diagnosis

GS9. give clear instructions to customers

GS10. keep customers informed about progress

GS11. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

GS12. differentiate between the critical documents and its relevance in accounting

GS13. make clear, logical decision regarding the upkeep of documents

GS14. plan the work/tasks at hand.

GS15. organize work & time in order to maximize productivity

GS16. ensure that the internal or external customer, e.g., employees or uppliers, are satisfied with the voucher turn-aound function

GS17. address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond ones role

GS18. compute numbers quickly and accurately

GS19. calculate accurately any tax to be charged, discount allowed etc.,w.r.t. the customers account as per the company policy

GS20. take initiatives and deliver results set by organization and respective seniors

GS21. consistently obtain feedback and improve performance

GS22. exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understanding accounting software used by the company.	**-**	**2**	**-**	**-**
PC1. understand the accounting software used by the company.	-	2	-	-
PC2. seek and receive any log-in id required to operate the software to make use of already existing log-in id (if required so)	-	-	-	-
PC3. understand the account types and codes (if used in the software) to arrive at the creation of payment voucher page	-	-	-	-
PC4. to obtain and access the payment voucher book in physical form (where no accounting software is used)	-	-	-	-
Identifying and understanding the defined receipts and payments	**-**	**2**	**-**	**-**
PC5. classify receipts other than from customers	-	2	-	-
PC6. classify payments other than to suppliers	-	-	-	-
PC7. understand and identify any interest income, commission, loan and refund received by the company	-	-	-	-
PC8. understand and identify any interest payments, commission, loan and any payment to employees (like travel advance,reimbursement of expenses etc) to be made by the company	-	-	-	-
PC9. differentiate any other miscellaneous receipts in cash or otherwise and payments to be made by the company	-	-	-	-
Verifying the documents	**-**	**2**	**-**	**-**
PC10. obtain and verify the document on the basis of which the amount is received and payment has to be made	-	2	-	-
PC11. receive such amount in cash or other mode on behalf of the company	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. match the amount in such document with the actual receipt	-	-	-	-
PC13. acknowledge such receipt on behalf of the company	-	-	-	-
PC14. obtain the documents based on which payment has to be made	-	-	-	-
PC15. verify and validate such document and assess whether the document is complete	-	-	-	-
PC16. gather additional documents pertaining to any special requirement	-	-	-	-
Generating transactional documents	**-**	**2**	**-**	**-**
PC17. obtain and access receipt voucher and payment voucher (in physical form/electronic mode)	-	2	-	-
PC18. understand the contents of the same	-	-	-	-
PC19. create and record debit and credit note	-	-	-	-
PC20. generate cash receipts in case cash is received	-	-	-	-
PC21. prepare ageing report	-	-	-	-
PC22. generate receipts in case of receipts through other banking instruments	-	-	-	-
PC23. check for receipt through NEFT into thecompany account	-	-	-	-
PC24. save all the above documents in electronic/physical form for future reference/ audit purpose	-	-	-	-
PC25. record for in-house reference, all the details pertaining to the receipt	-	-	-	-
PC26. arrange in sequential order all the documents arising due to this transaction	-	-	-	-
PC27. support the documents with the required proof/evidential papers	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. taking the process forward after getting approval	-	-	-	-
PC29. attach the reference document and note the date of payment mentioned on it	-	-	-	-
PC30. ascertain the suppliers name and record it correctly while creating transactional documents	-	-	-	-
PC31. ascertain the amount payable to the supplier after giving effect to any tax laws applicable to the case	-	-	-	-
PC32. understand the importance of the date of payment and fill-in the correct date on the voucher	-	-	-	-
PC33. determine the mode of payment	-	-	-	-
PC34. differentiate and understand the brand name and the registered name of the supplier	-	-	-	-
PC35. match the name of the supplier with the invoice received from them	-	-	-	-
PC36. enter the suppliers name correctly in the place provided for in the voucher	-	-	-	-
PC37. seek approval from supervisor/manager with whom such authority rests	-	-	-	-
Recording the receipts into the books of accounts	**-**	**2**	**-**	**-**
PC38. seek and receive/make use of already existing login id required to operate the software	-	2	-	-
PC39. identify and understand the various ledger accounts	-	-	-	-
PC40. classify the receipts in to applicable ledger accounts	-	-	-	-
PC41. select the appropriate voucher type applicable for the transaction	-	-	-	-
PC42. classifying and creating groups/ledgers with proper grouping	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC43. record the transaction in to the books of accounts by giving effect to the respective accounts	-	-	-	-
Preparing mode of payment	**-**	**2**	**-**	**-**
PC44. ascertain the agreed mode of payment to the supplier	-	2	-	-
PC45. verify whether cash payments are allowed as per the company policy	-	-	-	-
PC46. mark at appropriate place in the voucher, if the payment is to be made through banking instruments	-	-	-	-
PC47. check whether payment is to be made through NEFT	-	-	-	-
PC48. determine whether the amount is payable through cash, banking intruments such as cheque/demand draft, NEFT or by any other mode banking instruments	-	-	-	-
PC49. determine the bank through which the payment has to be made	-	-	-	-
PC50. understand and fill-up the particulars in the cheque, or any other banking instrument either in electronic form or physical form	-	-	-	-
PC51. locate whether the suppliers name exists in the beneficiary list (in case of NEFT payments)	-	-	-	-
PC52. obtain the bank details, create and manage beneficiary list in case of payment through internet banking	-	-	-	-
PC53. compare,verify and record the amount payable to the supplier from the documents received from them	-	-	-	-
PC54. seek approval from supervisor/manager with whom such authority rests, for releasing the payment to the supplier	-	-	-	-
PC55. update the payment voucher with the payment details	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ascertaining the amount payable to the supplier and preparing the payment	-	**2**	-	-
PC56. ascertain from the document the amount to be paid to the supplier considering the taxation rules such as TDS etc	-	2	-	-
PC57. compare and verify the amount payable to the supplier with the documents received from them	-	-	-	-
PC58. write(in words) the amount to be paid to the supplier in the cheque/DD or other banking instruments and in the place provided for in the voucher	-	-	-	-
PC59. write(in figures) the amount to be paid to the supplier in the cheque/DD or other banking instruments andin the place provided for in the voucher	-	-	-	-
PC60. check and verify the suppliers name in whose favour the payment has to be made and the due date for making payment	-	-	-	-
PC61. write the suppliers name in clear/unambiguous words onto the cheque/DD request form or any other banking instruments	-	-	-	-
PC62. fill-in the fund transfer request form in case of electronic fund transfer	-	-	-	-
PC63. capture the cheque no	-	-	-	-
Obtaining the payment voucher	-	**2**	-	-
PC64. check whether the voucher concerns the same transaction for which the payment is prepared	-	2	-	-
PC65. check for the supplementing evidential papers/transactional documents to be in place	-	-	-	-
Recording payments in the books of accounts	-	**2**	-	-
PC66. to have knowledge of the accounting software used by the company	-	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC67. seek and receive/make use of already existing login id required to operate the software	-	-	-	-
PC68. identify and understand the various ledger accounts	-	-	-	-
PC69. classify the payments into applicable ledger accounts	-	-	-	-
PC70. select the appropriate voucher type applicable for the transaction	-	-	-	-
PC71. record the transaction into the books of accounts by giving effect to the respective accounts	-	-	-	-
Raising invoice on the customer	**-**	**2**	**-**	**-**
PC72. obtain the sales order form from the sales department in physical or electronic mode	-	2	-	-
PC73. matching the document with the customers purchase order	-	-	-	-
PC74. obtain and understand in detail, the contents of the invoice	-	-	-	-
PC75. confirm the details s ch as the name of the customer, sales order	-	-	-	-
PC76. quantity, purchase order rate, vat/service tax amount, total amount payable by the customer, mode and date of delivery etc	-	-	-	-
PC77. record the above obtained data into the sales journal	-	-	-	-
PC78. seek and obtain approval of the same from the senior/manager	-	-	-	-
PC79. record accounting entry into the sales journal by giving effect to the customer account, sales account and VAT/Service Tax payable account with respective amounts	-	-	-	-
Verifying the invoice raised on the customer and its value	**-**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC80. understand in detail about the invoice and contents thereof	-	2	-	-
PC81. match the customers records with the invoice	-	-	-	-
PC82. noting the value on the invoice	-	-	-	-
PC83. noting the receivable amount pending (if any) on the customers account	-	-	-	-
Verifying the value in the invoice and mode of receipt	**-**	**2**	**-**	**-**
PC84. calculate and arrive at the amount receivable from the customer (relating to the current period)	-	2	-	-
PC85. verify the actual receipt	-	-	-	-
PC86. verify whether the mode of receipt is in accepted norms	-	-	-	-
PC87. check the requirements of pan and its details	-	-	-	-
PC88. check validity of the bank instruments verify NEFT details	-	-	-	-
Maintaining records	**-**	**2**	**-**	**-**
PC89. understand the relevance of documents	-	2	-	-
PC90. file the documents in chronological order to enable seamless retrieval of the samein case of any requirement in the future	-	-	-	-
PC91. produce such documents as is needed at the time for clarifications	-	-	-	-
PC92. segregatethe data, prepare and present quarterly,half-yearly reports as per requirements	-	-	-	-
PC93. maintain details of receipts and payments along with their account codes	-	-	-	-
PC94. prepare and present any other related report as per the requirement	-	-	-	-
PC95. file and maintain the supplier/customer details	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC96. file the transactional documents along with the voucher details	-	-	-	-
PC97. attach copy of any other related document	-	-	-	-
Understanding the concept of reconciliation	**-**	**2**	**-**	**-**
PC98. understand the concept of reconciliation	-	2	-	-
PC99. ascertain the period for which bank reconciliation statement is to be prepared	-	-	-	-
PC100. have access to and obtain the bank statement for the concerned period	-	-	-	-
PC101. have access to and obtain the bank ledger account for the concerned period	-	-	-	-
PC102. note down the balance amount in both the documents at the end of such period	-	-	-	-
PC103. identify whether such balances are same and/or note the deviation	-	-	-	-
Achieving minimal pass standards of language proficiency	**-**	**2**	**-**	**-**
PC104. ascertain the period for which the reconciliation statement is to be prepared	-	2	-	-
PC105. check for the documents relating to the same accounting period	-	-	-	-
PC106. mark entries that are recorded in both the documents	-	-	-	-
PC107. identify the transactions that are either omitted or not recorded in any one of the documents	-	-	-	-
PC108. note down the deviating transactions	-	-	-	-
PC109. have access to and obtain previous bank reconciliation statements(BRS)	-	-	-	-
PC110. check for any pending transaction entries in the previous BRS	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Preparing BRS worksheet	-	**2**	-	-
PC111. have access to the brs worksheet as is prepared in thecompany	-	2	-	-
PC112. record the balance as per the bank ledger at the end of the concerned period	-	-	-	-
PC113. record the balance as per the bank statement at the end of the concerned period	-	-	-	-
PC114. note the difference (if any)	-	-	-	-
PC115. identify and classify the deviation entries that need adjustment	-	-	-	-
PC116. identify the transactions that need to be recorded in the books of accounts	-	-	-	-
PC117. prepare the worksheet, giving effect to all the recorded adjustments that leads to the matching of the ledger balances with that of the balance as per the bank statement	-	-	-	-
PC118. present the worksheet along with all the supportive documents to the senior/manager for approval	-	-	-	-
Preparing accounts for deviation entries	-	**2**	-	-
PC1. 19 file the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future	-	2	-	-
PC120. produce such document as is needed at the time for clarifications	-	-	-	-
PC121. assist his superior/manager with the documentation for furnishing proof documents in case of any dispute	-	-	-	-
PC122. maintain day to day data back up and restoration	-	-	-	-
PC123. segregate the data as required in the current financial year	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC124. prepare and present quarterly, half-yearly reports as per requirements	-	-	-	-
PC125. record cash receipts and payments and maintaining cash	-	-	-	-
Filing the document for future reference/audit purposes	**-**	**2**	**-**	**-**
PC126. file the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future	-	2	-	-
PC127. produce such document as is needed at the time for clarifications	-	-	-	-
PC128. assist his superior/manager with the documentation for furnishing proof documents in case of any dispute	-	-	-	-
PC129. maintain day to day data back up and restoration	-	-	-	-
Maintaining the documents as per the accounting period	**-**	**2**	**-**	**-**
PC130. segregate the data as required in the current financial year	-	2	-	-
PC131. prepare and present quarterly, half-yearly reports as per requirements	-	-	-	-
Executing cash management	**-**	**2**	**-**	**-**
PC132. record cash receipts and payments and maintaining cash	-	2	-	-
PC133. generate cash flow reports	-	-	-	-
PC134. conduct physical verification of cash	-	-	-	-
Executing inventory management	**2**	**-**	**-**	**-**
PC135. maintain stock ledgers, rejection in and rejection out, delivery note, etc	2	-	-	-
PC136. generate reports on reorder level	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC137. conduct physical verification of stocks	-	-	-	-
Performing General/Administrative Tasks	**2**	**-**	**-**	**-**
PC138. update details of receipt and payments, details of suppliers, details of customers and collection status into information system/records	2	-	-	-
PC139. prepare and submit periodic reports on the nature of receipts, status of realized collection and payments to senior/ manager	-	-	-	-
PC140. discuss and set revenue/account targets with senior/manager if applicable	-	-	-	-
PC141. arrange in sequential order all the documents supplementing the cheque/DD/other banking instruments/fund transfer request form and voucher	-	-	-	-
PC142. support the documents with the required proof/evidential papers	-	-	-	-
PC143. seek approval of the payment mode (cheque/dd/ fund transfer) from senior/manager with whom such authority rests	-	-	-	-
PC144. prepare and present reports on targets achieved and seek approval of the vouchers	-	-	-	-
PC145. record contra vouchers	-	-	-	-
PC146. take the process forward after getting approval	-	-	-	-
PC147. receive bills, vouchers and other documents concerning purchases	-	-	-	-
PC148. tabulate and prepares statements on periodical payments	-	-	-	-
PC149. handle cash and banking instruments properly	-	-	-	-
PC150. identify and report any discrepancies to the notice of seniors	-	-	-	-
NOS Total	**4**	**40**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N8103
NOS Name	Prepare receipt and payment voucher
Sector	BFSI
Sub-Sector	Lending, Fund Investment & Services, Payments, Broking, BFDSI
Occupation	Finance and Accounts
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	30/09/2020

BSC/N8104: Understand and book credit purchases and sales

Description

This OS unit is about understanding the purchase order, purchase journal, supplier and payment details, customer purchase order, payment terms, delivery challan, sales journal, booking credit purchases in the purchase journal, booking credit sales in sales journal and verify the documents

Scope

This unit/task covers the following:

- Understand the purchase journal and sales journal
- Understand the customer purchase order and sales order
- Understand details regarding the payment particulars
- Understand the delivery challan
- Understand the supplier and his category
- Obtain and check documents related to purchase and sales
- Record data in the purchase journal
- Record data in the sales journal
- Pass accounting in the purchase journal
- Obtain authorization from Senior/Manager
- Identify and understand the transaction prompting documents, relevance of master documents and its contents
- Perform General/ Administrative tasksRange: Accounting Software

Elements and Performance Criteria

Understanding the purchase journal and sales journal

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

PC1. obtain and access the purchase amd sales journal

PC2. understand the contents of the same

PC3. understand in detail the terminologies contained therein, such as purchase order, document for material receipt, invoice, delivery challan, payment terms, VAT/ST/ GST tax details, etc

PC4. locate and understand the transaction details concerning the supplier

PC5. arrange all the documents regarding the sales in sequential order concerning the customer

Understanding the customer purchase order and sales order

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

PC6. obtain and access the customer purchase order and sales order

PC7. understand the contents of the same

PC8. understand in detail the terminologies contained therein, such as quantity of product required, rate per unit, delivery date and place, mode and terms of payment, etc

PC9. locate and understand the transaction details concerning customer (if already existing)

Understanding details regarding the payment particulars

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

PC10. understand whether the payment is for the capital goods purchased

PC11. understand whether the payment is to be made as advance to supplier

PC12. understand whether the collection is received as advance from customer or part payment

PC13. have authorization to receive collections on behalf of the company

PC14. ascertain whether it is the full and final payment of the bill and invoice

Understanding the delivery challan

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

PC15. obtain all documents pertaining to the specific sales concerning the customer

PC16. understand in detail the particulars of the delivery challan

PC17. gather data about the particulars of the transaction such as sales date, shipment mode, shipment address, contact details etc

PC18. ascertain whether any collection is to be made while delivering the goods

Understanding the supplier and his category

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

PC19. identify, understand and differentiate the supplier of capital goods

PC20. identify, understand and differentiate the supplier of services

PC21. identify, understand and differentiate the supplier of goods for further sale/manufacture

PC22. identify, understand and differentiate the supplier for overhead items and/or general expenditure

PC23. obtain all documents pertaining to the supplier

PC24. understand about the specific supplier concerning the transaction

PC25. gather data about the particulars of the supplier such as address, bank account no

PC26. ascertain agreed/accepted mode of payment in the past transactions

Obtaining and checking documents related to purchase and sales

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

PC27. determine whether the purchase is for trading/manufacture goods, capital goods or services

PC28. obtain the purchase order and understand the details of the same

PC29. obtain the invoice received from the supplier and understand the details of the same

PC30. obtain and check the document for material receipt

PC31. obtain the purchase order received from the customer and understand the details of the same

Recording data in the Purchase journal

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

PC32. obtain and access the purchases day book

PC33. obtain any login id required or use the already existing one, in case of data maintained in electronic mode

PC34. make use of software to arrive at the record purchase page

PC35. capture important information such as the name of the supplier, documents reference numbers purchase order rate, quantity ordered etc

PC36. understand and apply provisions of input credit for vat (value added tax) in case of purchase of goods

PC37. understand and apply provisions of input credit for service tax in case of purchase of services

PC38. note down the due date for payment and record at appropriate place any advance paid

Recording data in the Sales journal.

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

PC39. obtain and access the sales journal

PC40. obtain any login id required or use the already existing one, in case of data maintained in electronic mode

PC41. make use of software to arrive at the record sales page

PC42. capture important information such as the name of the customer, documents reference numbers, purchase order rate, quantity ordered etc

PC43. understand and apply provisions of vat(value added tax) in case of sales of goods

PC44. understand and apply provisions of service tax in case of sales of services

PC45. note down the due date for collection and record at appropriate place any advance received

Passing accounting in the purchase journal

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

PC46. have knowledge of the accounting software used by the company

PC47. update account into the books of accounts

PC48. give effect to the purchases account with the amount of purchase of goods/services

PC49. give effect to the sales account with the amount of sale of goods/services

PC50. give effect to the input credit for VAT/service tax account with the amount of value added tax on goods purchased and sold or service tax on services received

PC51. give effect to the supplier and customer account with the total amount on the invoice

Obtaining authorization from Senior/Manager

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

PC52. arrange in sequential order all the documents supplementing the purchase and sales journal

PC53. support the documents with the required proof/evidential papers

PC54. seek approval of purchase and sales journal from senior/manager with whom such authority rests

PC55. take the process forward after getting approval

Identifying and understanding the transaction prompting documents, relevance of master documents and its contents

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

PC56. obtain the document that initiates/triggers the transaction

PC57. relate it to the corresponding master document

PC58. correlating the above documents with the concerned suppliers/customers account

PC59. validate the authenticity of all the above documents

PC60. ascertain from such document, the due date for making the payment

PC61. obtain the base/master document relating to the supplier

PC62. check the agreement process manual for transaction

PC63. segment the supplier/customer details and the relevant documents relating to the supplier/customer

PC64. link the supplier details and the documents, relating to the concerned accounting period

PC65. gather additional documents pertaining to any special requirement

PC66. arrange all the documents in sequential order, which would help in understanding about the case in particular

PC67. know and understand requirements of the document

PC68. assess whether the document is complete

PC69. check for any deviation in the document

PC70. seek explanation/clarification from the supplier/customer/sales dept in case of any deviation

PC71. understand and validate the responses thus acquired

PC72. maintain supplier/customer details in the chronological order along with their respective codes

PC73. classify the suppliers list according to payment priority, category of supplier etc

PC74. classify the customers list according to the category and collection

PC75. classify present supplier/customer details and past supplier/customer details

Performing General/ Administrative tasks

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

PC76. update details of suppliers and customers into information system/records

PC77. seek and receive the relevant tax rates on goods and services that are

PC78. applicable to the company

PC79. receive bills, vouchers and other documents concerning purchases

PC80. prepare bills, vouchers and other documents concerning sales

PC81. tabulate and prepare statements on periodical payments and collections

PC82. handle cash and banking instruments properly

PC83. identify and report any discrepancies to the notice of superiors

PC84. discuss and set revenue/account targets with supervisor/manager if applicable

PC85. prepare reports on targets achieved

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies and governance structure

KU2. companys policy and work instructions on service quality standards

KU3. companys personnel management and incentives rules

KU4. companys rules on sexual harassment

KU5. importance of the individuals role in the workflow

KU6. companys reporting structure

KU7. accounting principles

KU8. accounting concepts and techniques for recording transactions

KU9. products/services the company deals in.

KU10. different accounting processes that are followed by the company.

KU11. organizational guidelines for dealing with different types of suppliers.

KU12. companys policies regarding the credit period allowed by suppliers.

KU13. processes and methods of payment to suppliers.

KU14. financial concepts such as calculation of interest

KU15. rules and regulations about VAT, service tax, GST, etc.

KU16. tax laws and tariffs, especially, GST law

KU17. transaction processing

KU18. invoice and particulars thereof

KU19. accounting processes and procedures to record the details of invoice

KU20. the difference between invoice and other supported documents such as purchase order, delivery challan, etc.

KU21. procedure s for digitally updating customers details.

KU22. IT skills and operating procedures of computers and other electronic devices.

KU23. preparation of collection schedule, if required.

KU24. use of computers and have working knowledge of MS Excel, MS Word, etc

Generic Skills (GS)

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

GS1. read and understand organizational and regulatory guidelines

GS2. read and verify legitimacy of documents submitted by customers and other concerned person

GS3. read and explain terms of collections to customers and other party

GS4. prepare reports and summary of the receipts/payments for review

GS5. prepare reports on status of over due customers accounts and other receipts accounts

GS6. listen and offer service as pertinent to the idividual

GS7. communicate clearly with the customer using language that he/she understands

GS8. communicate and share knowledge with peers and supervisors

GS9. differentiate between the critical documents and its relevance in accounting.

GS10. make clear, logical decisions regarding the upkeep of documents

GS11. plan the work/tasks at hand.

GS12. organize work & time in order to maximize productivity.

GS13. ensure that the entris and assessments are free of error

GS14. address problems arising either due to a technical issue,customer grievance or administration related issues and escalate those issues beyond ones role

GS15. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

GS16. deal with clients lacking the technical background to solve the problem on their own

GS17. identify immediate or temporary solutions to resolve delays

GS18. use the existing data to arrive at specific data points

GS19. use the existing data points for improving the call resolution time

GS20. use the existing data points to generate required reports for business

GS21. take initiatives and deliver results set by the organization and respective seniors

GS22. consistently obtain feedback and improve performance

GS23. exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understanding the purchase journal and sales journal	**2**	**-**	**-**	**-**
PC1. obtain and access the purchase amd sales journal	2	-	-	-
PC2. understand the contents of the same	-	-	-	-
PC3. understand in detail the terminologies contained therein, such as purchase order, document for material receipt, invoice, delivery challan, payment terms, VAT/ST/ GST tax details, etc	-	-	-	-
PC4. locate and understand the transaction details concerning the supplier	-	-	-	-
PC5. arrange all the documents regarding the sales in sequential order concerning the customer	-	-	-	-
Understanding the customer purchase order and sales order	**2**	**-**	**-**	**-**
PC6. obtain and access the customer purchase order and sales order	2	-	-	-
PC7. understand the contents of the same	-	-	-	-
PC8. understand in detail the terminologies contained therein, such as quantity of product required, rate per unit, delivery date and place, mode and terms of payment, etc	-	-	-	-
PC9. locate and understand the transaction details concerning customer (if already existing)	-	-	-	-
Understanding details regarding the payment particulars	**2**	**-**	**-**	**-**
PC10. understand whether the payment is for the capital goods purchased	2	-	-	-
PC11. understand whether the payment is to be made as advance to supplier	-	-	-	-
PC12. understand whether the collection is received as advance from customer or part payment	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. have authorization to receive collections on behalf of the company	-	-	-	-
PC14. ascertain whether it is the full and final payment of the bill and invoice	-	-	-	-
Understanding the delivery challan	**2**	**-**	**-**	**-**
PC15. obtain all documents pertaining to the specific sales concerning the customer	2	-	-	-
PC16. understand in detail the particulars of the delivery challan	-	-	-	-
PC17. gather data about the particulars of the transaction such as sales date, shipment mode, shipment address, contact details etc	-	-	-	-
PC18. ascertain whether any collection is to be made while delivering the goods	-	-	-	-
Understanding the supplier and his category	**2**	**-**	**-**	**-**
PC19. identify, understand and differentiate the supplier of capital goods	2	-	-	-
PC20. identify, understand and differentiate the supplier of services	-	-	-	-
PC21. identify, understand and differentiate the supplier of goods for further sale/manufacture	-	-	-	-
PC22. identify, understand and differentiate the supplier for overhead items and/or general expenditure	-	-	-	-
PC23. obtain all documents pertaining to the supplier	-	-	-	-
PC24. understand about the specific supplier concerning the transaction	-	-	-	-
PC25. gather data about the particulars of the supplier such as address, bank account no	-	-	-	-
PC26. ascertain agreed/accepted mode of payment in the past transactions	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Obtaining and checking documents related to purchase and sales	-	**2**	-	-
PC27. determine whether the purchase is for trading/manufacture goods, capital goods or services	-	2	-	-
PC28. obtain the purchase order and understand the details of the same	-	-	-	-
PC29. obtain the invoice received from the supplier and understand the details of the same	-	-	-	-
PC30. obtain and check the document for material receipt	-	-	-	-
PC31. obtain the purchase order received from the customer and understand the details of the same	-	-	-	-
Recording data in the Purchase journal	-	**2**	-	-
PC32. obtain and access the purchases day book	-	2	-	-
PC33. obtain any login id required or use the already existing one, in case of data maintained in electronic mode	-	-	-	-
PC34. make use of software to arrive at the record purchase page	-	-	-	-
PC35. capture important information such as the name of the supplier, documents reference numbers purchase order rate, quantity ordered etc	-	-	-	-
PC36. understand and apply provisions of input credit for vat (value added tax) in case of purchase of goods	-	-	-	-
PC37. understand and apply provisions of input credit for service tax in case of purchase of services	-	-	-	-
PC38. note down the due date for payment and record at appropriate place any advance paid	-	-	-	-
Recording data in the Sales journal.	-	**2**	-	-
PC39. obtain and access the sales journal	-	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC40. obtain any login id required or use the already existing one, in case of data maintained in electronic mode	-	-	-	-
PC41. make use of software to arrive at the record sales page	-	-	-	-
PC42. capture important information such as the name of the customer, documents reference numbers, purchase order rate, quantity ordered etc	-	-	-	-
PC43. understand and apply provisions of vat(value added tax) in case of sales of goods	-	-	-	-
PC44. understand and apply provisions of service tax in case of sales of services	-	-	-	-
PC45. note down the due date for collection and record at appropriate place any advance received	-	-	-	-
Passing accounting in the purchase journal	**-**	**2**	**-**	**-**
PC46. have knowledge of the accounting software used by the company	-	2	-	-
PC47. update account into the books of accounts	-	-	-	-
PC48. give effect to the purchases account with the amount of purchase of goods/services	-	-	-	-
PC49. give effect to the sales account with the amount of sale of goods/services	-	-	-	-
PC50. give effect to the input credit for VAT/service tax account with the amount of value added tax on goods purchased and sold or service tax on services received	-	-	-	-
PC51. give effect to the supplier and customer account with the total amount on the invoice	-	-	-	-
Obtaining authorization from Senior/Manager	**-**	**2**	**-**	**-**
PC52. arrange in sequential order all the documents supplementing the purchase and sales journal	-	2	-	-
PC53. support the documents with the required proof/evidential papers	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC54. seek approval of purchase and sales journal from senior/manager with whom such authority rests	-	-	-	-
PC55. take the process forward after getting approval	-	-	-	-
Identifying and understanding the transaction prompting documents, relevance of master documents and its contents	**-**	**2**	**-**	**-**
PC56. obtain the document that initiates/triggers the transaction	-	2	-	-
PC57. relate it to the corresponding master document	-	-	-	-
PC58. correlating the above documents with the concerned suppliers/customers account	-	-	-	-
PC59. validate the authenticity of all the above documents	-	-	-	-
PC60. ascertain from such document, the due date for making the payment	-	-	-	-
PC61. obtain the base/master document relating to the supplier	-	-	-	-
PC62. check the agreement process manual for transaction	-	-	-	-
PC63. segment the supplier/customer details and the relevant documents relating to the supplier/customer	-	-	-	-
PC64. link the supplier details and the documents, relating to the concerned accounting period	-	-	-	-
PC65. gather additional documents pertaining to any special requirement	-	-	-	-
PC66. arrange all the documents in sequential order, which would help in understanding about the case in particular	-	-	-	-
PC67. know and understand requirements of the document	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC68. assess whether the document is complete	-	-	-	-
PC69. check for any deviation in the document	-	-	-	-
PC70. seek explanation/clarification from the supplier/customer/sales dept in case of any deviation	-	-	-	-
PC71. understand and validate the responses thus acquired	-	-	-	-
PC72. maintain supplier/customer details in the chronological order along with their respective codes	-	-	-	-
PC73. classify the suppliers list according to payment priority, category of supplier etc	-	-	-	-
PC74. classify the customers list according to the category and collection	-	-	-	-
PC75. classify present supplier/customer details and past supplier/customer details	-	-	-	-
Performing General/ Administrative tasks	**-**	**2**	**-**	**-**
PC76. update details of suppliers and customers into information system/records	-	2	-	-
PC77. seek and receive the relevant tax rates on goods and services that are	-	-	-	-
PC78. applicable to the company	-	-	-	-
PC79. receive bills, vouchers and other documents concerning purchases	-	-	-	-
PC80. prepare bills, vouchers and other documents concerning sales	-	-	-	-
PC81. tabulate and prepare statements on periodical payments and collections	-	-	-	-
PC82. handle cash and banking instruments properly	-	-	-	-
PC83. identify and report any discrepancies to the notice of superiors	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC84. discuss and set revenue/account targets with supervisor/manager if applicable	-	-	-	-
PC85. prepare reports on targets achieved	-	-	-	-
NOS Total	**10**	**14**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N8104
NOS Name	Understand and book credit purchases and sales
Sector	BFSI
Sub-Sector	Lending, Fund Investment & Services, Payments, Broking, BFDSI
Occupation	Finance and Accounts
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	30/09/2020

BSC/N8105: Prepare financial statements

Description

This OS unit is about recording provisions, preparing depreciation worksheet, preparing and presenting reports on Profit & Loss Account, ledger balances (with details), Balance Sheet etc., performing the accounting entry and record keeping

Scope

This unit/task covers the following:

- Understand the concept of provisions
- Provide for doubtful debts
- Provide for expenses
- Provide for prepaid expenses
- Understand the Concept of Depreciation
- Prepare assets list
- Prepare statement for calculation of depreciation
- Calculate the amount of depreciation on assets to be provided for the year
- Record the Depreciation into the books of accounts
- Prepare and present Reports on Profit and Loss account
- Prepare and present reports on Ledger balances(with details)
- Prepare and present reports on Balance sheet
- Understand accounting software used by the company
- Update accounts
- Select the voucher type
- Pass accounting entry In the books of accounts
- Prepare statements Range: Accounting Software

Elements and Performance Criteria

Understanding the concept of provisions

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

PC1.   understand the concept of creating provisions for certain expenses/doubtful debts

PC2.   obtain all the related documents based on which provisions are to be made

PC3.   analyse the pattern of related receipts/payments and its effects on the normal business transactions

PC4.   understand the business/company policy regarding booking of provisions

PC5.   understand and differentiate the expenses pertaining to the current financial year and those covering a period beyond

PC6.   segregate the amount of expenses relating to the current financial year

Providing for doubtful debts

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

PC7.   understand the company policy regarding creation of provisions for bad/doubtful debts

PC8.   have access to and obtain all related documents and reports(like periodical) based on which provisions are to be createdcollection report or overdue account reports, etc

PC9.   verify, validate and analyse the documents and calculate the amount to be provided as provision

PC10.   have knowledge of accounting software used by the company (if applicable)

PC11.   have access to voucher book in physical form or electronic mode

PC12.   provide working sheet/calculation detail clarifying the calculation of the amount to be provided

PC13.   arrange the documents in sequential order along with working papers

PC14.   seek approval from senior/manager of the amount to be provided as provisions

PC15.   select the appropriate voucher type to record this transaction

PC16.   identify and understand the applicable ledger accounts

PC17.   record the transaction into the books of accounts by giving effect to the respective accounts

Providing for expenses

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

PC18.   understand the company policy regarding creation of provisions for certain expenses

PC19.   have access to and obtain all related documents and reports (like monthly) based on which provision are to be created expenses datasheet or referred to by any other term or any other report, etc

PC20.   verify, validate and analyse the documents and calculate the amount to be provided as provision

PC21.   have knowledge ofaccounting software used by the company (ifapplicable)

PC22.   have access to voucher book in physical form or electronic mode

PC23.   provide working sheet/calculation detail clarifying the calculation of the amount to be provided

PC24.   arrange the documents in sequential order along with working papers

PC25.   seek approval from senior/manager of the amount to be provided for provisions

PC26.   select the appropriate voucher type to record this transaction

PC27.   identify and understand the applicable ledger accounts

PC28.   record the transaction into the books of accounts by giving effect to the respective accounts

Providing for prepaid expenses

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

PC29.   understand the expenses that are prepaid in nature(I e)covering for a period beyond the current financial year(like insurance expenses,annual maintenance contract(AMC) expenses etc

PC30.   ascertain all such expenses incurred during the period

PC31.   have access to and obtain all such documents that are needed for calculation of prepaid expenses

PC32.   have knowledge of accounting software used by the company (if applicable)

PC33.   have access to voucher book in physical form or electronic mode

PC34. prepare working papers/ calculation sheets giving details of all such expenses and the extent of prepaid expenses applicable to the financial year

PC35. arrange the documents in sequential order along with working papers

PC36. seek approval from senior/manager of the amount to be provided as provisions

PC37. select the appropriate voucher type to record this transaction

PC38. identify and understand the applicable ledger accounts

PC39. record the transaction into the books of accounts by giving effect to the respective accounts

PC40. file the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future

PC41. segregate the data, prepare and present reports as per requirements

Understanding the Concept of Depreciation

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

PC42. understand the concept of depreciation

PC43. understand and ascertain the depreciation policy of the company

PC44. understand depreciation rates relating to the type of assets

PC45. have thorough understanding of the cost capitalization concept

PC46. understand the concept of block of assets

Preparing assets list

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

PC47. prepare a list of assets with the book value as existing in the books of accounts on such date

PC48. have access to and obtain purchase journal

PC49. check for any new assets purchased during the year as recorded in the purchase journal

PC50. record the date of purchase of such new assets in the assets list

Preparing statement for calculation of depreciation

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

PC51. prepare a tabular statement with details of assets such as classification of assets, date of purchase (for new assets purchased), applicable rates of

PC52. depreciation, book value as on the said date and depreciation amount

PC53. list all the assets under the assets column in the above said statement

PC54. fill-in appropriately the date of purchase of the newly purchased assets during the year

PC55. refer the depreciation chart as per the companys policy, and mention the

PC56. applicable rate of depreciation alongside the corresponding asset

PC57. in case of new assets purchased, calculate the number of days for which

PC58. depreciation has to be provided

PC59. seek approval of such statement from the senior/manager

Calculating the amount of depreciation on assets to be provided for the year

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

PC60. have access to and obtain the statement containing the details of assets to be depreciated

PC61. calculate depreciation for each of the asset contained in the list by

PC62. considering the depreciation rate as provided in such statement

PC63. in case of assets purchased during the year, calculate depreciation for such

PC64. part of the year with respect to the date of purchase of the asset

PC65. calculate and write in detail (in figures and words)the total amount of depreciation (on all the assets)to be provided for the year

PC66. prepare a report/depreciation journal/or by any other term referred to as, showing the details of depreciation calculation

PC67. present such report along with all the supportive documents to the senior/manager for approval

Recording the Depreciation into the books of accounts

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

PC68. seek and receive/make use of already existing login id required to operate the software

PC69. identify and understand the various ledger accounts

PC70. have access to the approved depreciation worksheet

PC71. classify the transactions into applicable ledger accounts

PC72. select the appropriate voucher type applicable for the transaction

PC73. record the transaction into the books of accounts by giving effect to the respective accounts

Preparing and presenting Reports on Profit and Loss account

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

PC74. understand in detail about profit and loss account

PC75. identify the nature of expenses and income covered in the profit and loss account

PC76. have knowledge of the accounting software used by the company

PC77. seek and receive/make use of already existing login id required to operate the software

PC78. view detailed profit and loss account

PC79. generate reports based on profit and loss account

PC80. understand the concept of direct and indirect expenses

PC81. differentiate between gross and net profits

PC82. understand important terms relevant to profit and loss account such as earnings, depreciation, interest, tax, amortization etc

PC83. calculate profit before/after tax or as required by the senior/manager

Preparing and presenting Reports on Ledger balances

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

PC84. understand in detail about ledger accounts

PC85. identify the nature of accounts and understand their treatment either in profit and loss account or in balance sheet

PC86. have knowledge of the accounting software used by the company

PC87. seek and receive/make use of already existing login id required to operate the software

PC88. view account details in the balance sheet

PC89. generate ledger reports based on the balance sheet

PC90. understand the nature of the ledger account and understand the type of transactions that affect the ledger balances

PC91. generate any other ledger report as required by the senior/manager

Preparing and presenting reports on Balance sheet

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

PC92. understand in detail about the balance sheet

PC93. identify the nature of accounts and understand their treatment in the balance sheet

PC94. understand in detail about the major headings in the balance sheet

PC95. to have knowledge of the accounting software used by the company

PC96. seek and receive/make use of already existing login id required to operate

PC97. identify and understand the various ledger accounts in the balance sheet

PC98. generate reports based on the balance sheet

PC99. generate any other report as required by the senior/manager

Understanding accounting software used by the company

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

PC100. understand the accounting software used by the company

PC101. seek and receive any log-in id required to operate the software

PC102. make use of already existing log-in id (if required so)

PC103. understand the account types and codes (if used in the software) to arrive at the accounting entry page

Updating accounts

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

PC108. check and verify whether the account type and code already exists for the supplier/customer

PC109. ability to create such account (in case of new supplier/customer) if authorised

PC110. be able to draft request to the central software division and/or any other department for creation of such supplier/customer account

PC111. receive new supplier/customer account and code from such division/department

PC112. update/check for automatic updation regarding such new account

Selecting the voucher type

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

PC113. have thorough understanding of the voucher types

PC114. select the payment/ Receipt voucher type for respective transaction

Passing accounting entry In the books of accounts.

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

PC115. have thorough understanding of the double entry system of accounting

PC116. verify the mode of payment

PC117. verify the mode of receipt

PC118. give effect to cash account (selecting cash account code) for payment/collection in cash

PC119. give effect to bank account (selecting the concerned bank account code) for payments/collection through banking instruments and/or NEFT

PC120. give effect to the respective supplier/customer account (code)

PC121. give effect to any tax account code such as service tax, VAT or TDS

Preparing statements

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

PC122. prepare statements highlighting the disputed accounts and bringing it into the notice of manager/supervisor for further action

PC123. prepare and present any report indicating the target achieved

PC124. prepare and present the payment report

PC125. make available account details to any authorized person

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies and governance structure

KU2. companys policy and work instructions on service quality standards

KU3. companys personnel management and incentives rules

KU4. companys rules on sexual harassment

KU5. importance of the individuals role in the workflow

KU6. companys reporting structure

KU7. accounting principles

KU8. accounting concepts and techniques for recording transactions

KU9. financial concepts such as calculation of tax liabilities ST, VAT, GST, etc.

KU10. tax rates and computation of TDS, TCS, net value of taxable goods/ supplies under GST

KU11. preparation and accurate filling of electronic statement detailing outward supplies of goods or services including returns and amount collected, under GST

KU12. TCS and electronic cash ledger under GST

KU13. stipulated timelines for depositing taxes, including GST, to government or tax authority

KU14. applicable minimum value of contract for calculation of TDS under GST

KU15. timeline for issue of TDS cerificate by deductor to deductee and details therein under GST and penalties

KU16. rules for refund under GST

KU17. tax laws and tariffs as applicable to the business, especially, GST Law

KU18. transaction processing

KU19. invoice and particulars, thereof

KU20. clients and suppliers of the company

KU21. products/services the company deals in

KU22. different accounting system/procedure/processes followed by the company

KU23. organizational guidelines for dealing with different types of receipts and payments.

KU24. processes and methods of collections and payments to different customers/ suppliers

KU25. accounting processes and procedures to record the details of invoice

KU26. the difference between invoice and other supported documents such as purchase order, delivery challan, etc.

KU27. procedure s for digitally updating customers details

KU28. IT skills and operating procedures of computers and other electronic devices

KU29. preparation of collection schedule, if required.

KU30. use of computers and have working knowledge of MS Excel and Word, etc.

Generic Skills (GS)

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

GS1. read about various accounting procedures and updates

GS2. read mails and information related to various types of documents

GS3. read forms and policy directives

GS4. maintain records of work assigned as per companys policy

GS5. update information

GS6. send and reply to mails

GS7. prepare MIS reports as per companys accounting policy

GS8. communicate and share knowledge with peers and supervisors

GS9. inform about any work-flow concerns

GS10. seek required information from employee, management, suppliers. regulator, etc.

GS11. handle auditors queries

GS12. distinguish between what entry/ amount is taxable and what is not

GS13. determine taxes as per updated norms

GS14. prioritize and execute tasks such that the work-flow is not disrupted

GS15. organize work and time in order to maximize overall productivity

GS16. ensure that tax deducted is correct

GS17. inform about ay errors or refuds to be sought and extra taxes to be paid

GS18. inform about tax savngs scheme

GS19. resolve tax related issues and concerns

GS20. avoid work-flow concerns

GS21. escalate problems beyond control

GS22. analyse tax norms and accounting information

GS23. prepare useful reports for management and regulator as per companys policy

GS24. improve work so that there are zero errors

GS25. avoid any penalties to firm because of poor or inadequate reporting

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understanding the concept of provisions	-	**2**	-	-
PC1. understand the concept of creating provisions for certain expenses/doubtful debts	-	2	-	-
PC2. obtain all the related documents based on which provisions are to be made	-	-	-	-
PC3. analyse the pattern of related receipts/payments and its effects on the normal business transactions	-	-	-	-
PC4. understand the business/company policy regarding booking of provisions	-	-	-	-
PC5. understand and differentiate the expenses pertaining to the current financial year and those covering a period beyond	-	-	-	-
PC6. segregate the amount of expenses relating to the current financial year	-	-	-	-
Providing for doubtful debts	-	**2**	-	-
PC7. understand the company policy regarding creation of provisions for bad/doubtful debts	-	2	-	-
PC8. have access to and obtain all related documents and reports(like periodical) based on which provisions are to be createdcollection report or overdue account reports, etc	-	-	-	-
PC9. verify, validate and analyse the documents and calculate the amount to be provided as provision	-	-	-	-
PC10. have knowledge of accounting software used by the company (if applicable)	-	-	-	-
PC11. have access to voucher book in physical form or electronic mode	-	-	-	-
PC12. provide working sheet/calculation detail clarifying the calculation of the amount to be provided	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. arrange the documents in sequential order along with working papers	-	-	-	-
PC14. seek approval from senior/manager of the amount to be provided as provisions	-	-	-	-
PC15. select the appropriate voucher type to record this transaction	-	-	-	-
PC16. identify and understand the applicable ledger accounts	-	-	-	-
PC17. record the transaction into the books of accounts by giving effect to the respective accounts	-	-	-	-
Providing for expenses	**-**	**2**	**-**	**-**
PC18. understand the company policy regarding creation of provisions for certain expenses	-	2	-	-
PC19. have access to and obtain all related documents and reports (like monthly) based on which provision are to be created expenses datasheet or referred to by any other term or any other report, etc	-	-	-	-
PC20. verify, validate and analyse the documents and calculate the amount to be provided as provision	-	-	-	-
PC21. have knowledge ofaccounting software used by the company (ifapplicable)	-	-	-	-
PC22. have access to voucher book in physical form or electronic mode	-	-	-	-
PC23. provide working sheet/calculation detail clarifying the calculation of the amount to be provided	-	-	-	-
PC24. arrange the documents in sequential order along with working papers	-	-	-	-
PC25. seek approval from senior/manager of the amount to be provided for provisions	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. select the appropriate voucher type to record this transaction	-	-	-	-
PC27. identify and understand the applicable ledger accounts	-	-	-	-
PC28. record the transaction into the books of accounts by giving effect to the respective accounts	-	-	-	-
Providing for prepaid expenses	**-**	**2**	**-**	**-**
PC29. understand the expenses that are prepaid in nature(I e)covering for a period beyond the current financial year(like insurance expenses,annual maintenance contract(AMC) expenses etc	-	2	-	-
PC30. ascertain all such expenses incurred during the period	-	-	-	-
PC31. have access to and obtain all such documents that are needed for calculation of prepaid expenses	-	-	-	-
PC32. have knowledge of accounting software used by the company (if applicable)	-	-	-	-
PC33. have access to voucher book in physical form or electronic mode	-	-	-	-
PC34. prepare working papers/ calculation sheets giving details of all such expenses and the extent of prepaid expenses applicable to the financial year	-	-	-	-
PC35. arrange the documents in sequential order along with working papers	-	-	-	-
PC36. seek approval from senior/manager of the amount to be provided as provisions	-	-	-	-
PC37. select the appropriate voucher type to record this transaction	-	-	-	-
PC38. identify and understand the applicable ledger accounts	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC39. record the transaction into the books of accounts by giving effect to the respective accounts	-	-	-	-
PC40. file the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future	-	-	-	-
PC41. segregate the data, prepare and present reports as per requirements	-	-	-	-
Understanding the Concept of Depreciation	**-**	**2**	**-**	**-**
PC42. understand the concept of depreciation	-	2	-	-
PC43. understand and ascertain the depreciation policy of the company	-	-	-	-
PC44. understand depreciation rates relating to the type of assets	-	-	-	-
PC45. have thorough understanding of the cost capitalization concept	-	-	-	-
PC46. understand the concept of block of assets	-	-	-	-
Preparing assets list	**-**	**2**	**-**	**-**
PC47. prepare a list of assets with the book value as existing in the books of accounts on such date	-	2	-	-
PC48. have access to and obtain purchase journal	-	-	-	-
PC49. check for any new assets purchased during the year as recorded in the purchase journal	-	-	-	-
PC50. record the date of purchase of such new assets in the assets list	-	-	-	-
Preparing statement for calculation of depreciation	**-**	**2**	**-**	**-**
PC51. prepare a tabular statement with details of assets such as classification of assets, date of purchase (for new assets purchased), applicable rates of	-	2	-	-
PC52. depreciation, book value as on the said date and depreciation amount	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC53. list all the assets under the assets column in the above said statement	-	-	-	-
PC54. fill-in appropriately the date of purchase of the newly purchased assets during the year	-	-	-	-
PC55. refer the depreciation chart as per the companys policy, and mention the	-	-	-	-
PC56. applicable rate of depreciation alongside the corresponding asset	-	-	-	-
PC57. in case of new assets purchased, calculate the number of days for which	-	-	-	-
PC58. depreciation has to be provided	-	-	-	-
PC59. seek approval of such statement from the senior/manager	-	-	-	-
Calculating the amount of depreciation on assets to be provided for the year	**-**	**2**	**-**	**-**
PC60. have access to and obtain the statement containing the details of assets to be depreciated	-	2	-	-
PC61. calculate depreciation for each of the asset contained in the list by	-	-	-	-
PC62. considering the depreciation rate as provided in such statement	-	-	-	-
PC63. in case of assets purchased during the year, calculate depreciation for such	-	-	-	-
PC64. part of the year with respect to the date of purchase of the asset	-	-	-	-
PC65. calculate and write in detail (in figures and words)the total amount of depreciation (on all the assets)to be provided for the year	-	-	-	-
PC66. prepare a report/depreciation journal/or by any other term referred to as, showing the details of depreciation calculation	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC67. present such report along with all the supportive documents to the senior/manager for approval	-	-	-	-
Recording the Depreciation into the books of accounts	**-**	**2**	**-**	**-**
PC68. seek and receive/make use of already existing login id required to operate the software	-	2	-	-
PC69. identify and understand the various ledger accounts	-	-	-	-
PC70. have access to the approved depreciation worksheet	-	-	-	-
PC71. classify the transactions into applicable ledger accounts	-	-	-	-
PC72. select the appropriate voucher type applicable for the transaction	-	-	-	-
PC73. record the transaction into the books of accounts by giving effect to the respective accounts	-	-	-	-
Preparing and presenting Reports on Profit and Loss account	**2**	**-**	**-**	**-**
PC74. understand in detail about profit and loss account	2	-	-	-
PC75. identify the nature of expenses and income covered in the profit and loss account	-	-	-	-
PC76. have knowledge of the accounting software used by the company	-	-	-	-
PC77. seek and receive/make use of already existing login id required to operate the software	-	-	-	-
PC78. view detailed profit and loss account	-	-	-	-
PC79. generate reports based on profit and loss account	-	-	-	-
PC80. understand the concept of direct and indirect expenses	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC81. differentiate between gross and net profits	-	-	-	-
PC82. understand important terms relevant to profit and loss account such as earnings, depreciation, interest, tax, amortization etc	-	-	-	-
PC83. calculate profit before/after tax or as required by the senior/manager	-	-	-	-
Preparing and presenting Reports on Ledger balances	**2**	**-**	**-**	**-**
PC84. understand in detail about ledger accounts	2	-	-	-
PC85. identify the nature of accounts and understand their treatment either in profit and loss account or in balance sheet	-	-	-	-
PC86. have knowledge of the accounting software used by the company	-	-	-	-
PC87. seek and receive/make use of already existing login id required to operate the software	-	-	-	-
PC88. view account details in the balance sheet	-	-	-	-
PC89. generate ledger reports based on the balance sheet	-	-	-	-
PC90. understand the nature of the ledger account and understand the type of transactions that affect the ledger balances	-	-	-	-
PC91. generate any other ledger report as required by the senior/manager	-	-	-	-
Preparing and presenting reports on Balance sheet	**2**	**-**	**-**	**-**
PC92. understand in detail about the balance sheet	2	-	-	-
PC93. identify the nature of accounts and understand their treatment in the balance sheet	-	-	-	-
PC94. understand in detail about the major headings in the balance sheet	-	-	-	-
PC95. to have knowledge of the accounting software used by the company	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC96. seek and receive/make use of already existing login id required to operate	-	-	-	-
PC97. identify and understand the various ledger accounts in the balance sheet	-	-	-	-
PC98. generate reports based on the balance sheet	-	-	-	-
PC99. generate any other report as required by the senior/manager	-	-	-	-
Understanding accounting software used by the company	**2**	**-**	**-**	**-**
PC100. understand the accounting software used by the company	2	-	-	-
PC101. seek and receive any log-in id required to operate the software	-	-	-	-
PC102. make use of already existing log-in id (if required so)	-	-	-	-
PC103. understand the account types and codes (if used in the software) to arrive at the accounting entry page	-	-	-	-
Updating accounts	**2**	**2**	**-**	**-**
PC108. check and verify whether the account type and code already exists for the supplier/customer	2	2	-	-
PC109. ability to create such account (in case of new supplier/customer) if authorised	-	-	-	-
PC110. be able to draft request to the central software division and/or any other department for creation of such supplier/customer account	-	-	-	-
PC111. receive new supplier/customer account and code from such division/department	-	-	-	-
PC112. update/check for automatic updation regarding such new account	-	-	-	-
Selecting the voucher type	**2**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC113. have thorough understanding of the voucher types	2	2	-	-
PC114. select the payment/ Receipt voucher type for respective transaction	-	-	-	-
Passing accounting entry In the books of accounts.	**2**	**2**	**-**	**-**
PC115. have thorough understanding of the double entry system of accounting	2	2	-	-
PC116. verify the mode of payment	-	-	-	-
PC117. verify the mode of receipt	-	-	-	-
PC118. give effect to cash account (selecting cash account code) for payment/collection in cash	-	-	-	-
PC119. give effect to bank account (selecting the concerned bank account code) for payments/collection through banking instruments and/or NEFT	-	-	-	-
PC120. give effect to the respective supplier/customer account (code)	-	-	-	-
PC121. give effect to any tax account code such as service tax, VAT or TDS	-	-	-	-
Preparing statements	**-**	**2**	**-**	**-**
PC122. prepare statements highlighting the disputed accounts and bringing it into the notice of manager/supervisor for further action	-	2	-	-
PC123. prepare and present any report indicating the target achieved	-	-	-	-
PC124. prepare and present the payment report	-	-	-	-
PC125. make available account details to any authorized person	-	-	-	-
NOS Total	**14**	**26**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N8105
NOS Name	Prepare financial statements
Sector	BFSI
Sub-Sector	Lending, Fund Investment & Services, Payments, Broking, BFDSI
Occupation	Finance and Accounts
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	30/09/2020

BSC/N9902: Communicate Effectively and achieve Customer Satisfaction

Description

This OS unit is about communicating effectively with customers and colleagues and promoting customer-centric service for achieving higher customer satisfaction

Scope

This unit/task covers the following:

- Communicate with BFSI customers, superior and colleagues
- Maintain service orientation

Elements and Performance Criteria

Communicating with BFSI customers, superiors and colleagues

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

PC1. Listen attentively and paraphrase effectively in order to understand precise requirements of customer, superior or colleague

PC2. Be sensitive to: language, gender, cultural and social differences in addressing customers, superiors and colleagues

PC3. Maintain: positive attitude, correct body language, dress code, gestures and etiquette

PC4. Understand work output requirements, targets, performance indicators and incentives and receive feedback on work performance with positive attitude

PC5. Cooperate, coordinate, and collaborate to achieve shared goals

Maintaining service orientation

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

PC6. Organize regular feedback collection as per companys SOP

PC7. Address problems by educating, eliminating or escalating

PC8. Aim to gain customer loyalty and satisfaction

PC9. Ensure clarity, honesty and transparency in dealing with the clients

PC10. Avoid miss-selling and misinforming

PC11. Focus on enhancing brand value of company through superior customer service

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on hr and personnel management

KU2. companys hr policies including on sexual harassment

KU3. companys reporting structure

KU4. companys documentation policy

KU5. companys customer profile and service standards

KU6. companys policy on regulatory compliance

KU7. methods for effective communication with various categories of people in different departments

KU8. significance of team coordination to achieve revenue and productivity targets of the organisation

KU9. the use of computer or handheld device to communicate effectively and productively

KU10. significance of helping colleagues with specific issues and problems

KU11. importance of meeting quality and time standards as a team

KU12. how to practice effective listening

KU13. communicate effectively with customers

KU14. importance of documenting customer interactions as per sop

KU15. effective use of voice tone and pitch for communication

KU16. how to demonstrate ethics and convey discipline to the customers

KU17. how to build effective working relationship with mutual trust and respect within the team

KU18. importance of dealing with grievances effectively and in time

KU19. service benchmarks and specified regulatory standards

KU20. significance of treating customers with respect and in a professional manner

KU21. importance of gaining customer satisfaction

KU22. methods of engaging with the customers effectively and professionally

KU23. ways to improve companys customer satisfaction rating

KU24. prevailing market standards of customer satisfaction

KU25. service delivery sop

KU26. the variety of common and unscheduled requests to expect

KU27. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure

Generic Skills (GS)

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

GS1. read company policy and standard work related documents

GS2. read emails and letters

GS3. fill up documentation pertaining to interactions

GS4. write minutes of meeting, mails and memos

GS5. interact with team members to work efficiently

GS6. communicate effectively with superior to achieve smooth workflow

GS7. communicate effectively with the customers to build a good rapport with them

GS8. use language that the customer or colleague understands

GS9. use the communications systems of the company, e.g., telephone, fax, public announcement systems

GS10. e-mail and use internet for communicating

GS11. use of audio-visual aids to communicate complex issues

GS12. spot and communicate potential areas of disruptions to work process and report the same

GS13. report to supervisor and/or deal with a colleague individually, depending on the type of concern

GS14. prepare a list of things to discuss with colleague and superior for comprehensive discussions

GS15. address specific queries of privileged or high net-worth customers on priority

GS16. complete task on time using proper software aids

GS17. make the customer comfortable by communicating effectively to complete service requests

GS18. address queries and concerns in a calm and collected manner

GS19. escalate client concerns that are beyond the scope of handling

GS20. resolve interpersonal issues with superiors and colleagues by communicating in time, in order to achieve smooth workflow

GS21. coordinate with different departments and multi-task as necessary

GS22. contribute to quality of team work and achieve smooth workflow

GS23. share work load as required

GS24. delegate work in consultation with superior or as necessary instead of allowing work to pile up

GS25. analyse communication patterns with colleagues and customers to improve outcomes and deal with situations

GS26. improve work processes by interacting with others and adopting best practices

GS27. resolve recurring inter-personal or system related conflicts with colleagues that hinder service

GS28. act upon constructively on any problems as pointed by customers or superiors

GS29. handle personality clashes effectively

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicating with BFSI customers, superiors and colleagues	**12**	**33**	-	-
PC1. Listen attentively and paraphrase effectively in order to understand precise requirements of customer, superior or colleague	1	8	-	-
PC2. Be sensitive to: language, gender, cultural and social differences in addressing customers, superiors and colleagues	1	8	-	-
PC3. Maintain: positive attitude, correct body language, dress code, gestures and etiquette	3	6	-	-
PC4. Understand work output requirements, targets, performance indicators and incentives and receive feedback on work performance with positive attitude	4	5	-	-
PC5. Cooperate, coordinate, and collaborate to achieve shared goals	3	6	-	-
Maintaining service orientation	**18**	**37**	-	-
PC6. Organize regular feedback collection as per companys SOP	3	6	-	-
PC7. Address problems by educating, eliminating or escalating	3	6	-	-
PC8. Aim to gain customer loyalty and satisfaction	3	6	-	-
PC9. Ensure clarity, honesty and transparency in dealing with the clients	3	6	-	-
PC10. Avoid miss-selling and misinforming	3	7	-	-
PC11. Focus on enhancing brand value of company through superior customer service	3	6	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N9902
NOS Name	Communicate Effectively and achieve Customer Satisfaction
Sector	BFSI
Sub-Sector	Lending
Occupation	Retail Asset Management/ Central Processing
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	23/08/2017
Next Review Date	31/03/2022
NSQC Clearance Date	NA

BSC/N9903: Maintain integrity and ethics

Description

This OS unit is about maintaining integrity of transactions, ensuring data security, and practicing ethical behaviour

Elements and Performance Criteria

Maintaining integrity of transactions and ensuring data security

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

PC1. refrain from indulging in unfair trade and/or corrupt practices

PC2. maintain records meticulously as per companys policy, follow prescribed rules and regulations and ensure transparent dealings

PC3. avoid using companys funds, property or resources for undertaking personal activities

PC4. protect customers information and avoid IP infringement

PC5. protect data and information related to business or commercial decisions

Practising ethical behaviour

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

PC6. avoid misrepresentation or misinformation

PC7. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues

PC8. avoid defaming products and services of companies in competition

PC9. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on use of language

KU2. companys Human Resources policies

KU3. companys policy relate to sexual harassment

KU4. companys reporting structure

KU5. companys documentation policy

KU6. companys customer profile

KU7. companys code of conduct and business ethics

KU8. IPR law and regulation in India

KU9. companys code of conduct and ethics

Generic Skills (GS)

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

GS1. read company policy documents and work related documents

GS2. read emails

GS3. fill up documentation pertaining to job requirement

GS4. interact with team members to work efficiently

GS5. communicate with customers about information security and build trust

GS6. take appropriate action in a vulnerable situation

GS7. plan and organise steps/ actions as per companys guidelines, if any fraud is noticed in the company

GS8. prevent customer information leakage

GS9. provide proper advise or guidance to colleagues to deal with sensitive issue in their department or company

GS10. basics of what constitutes information infringement

GS11. penalties to company or individual on evidence of fraud or law violations

GS12. improve information and assets related safety and adopting best practices

GS13. resolve conflicts related to information security by reporting in time

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintaining integrity of transactions and ensuring data security	**16**	**39**	**-**	**-**
PC1. refrain from indulging in unfair trade and/or corrupt practices	16	39	-	-
PC2. maintain records meticulously as per companys policy, follow prescribed rules and regulations and ensure transparent dealings	-	-	-	-
PC3. avoid using companys funds, property or resources for undertaking personal activities	-	-	-	-
PC4. protect customers information and avoid IP infringement	-	-	-	-
PC5. protect data and information related to business or commercial decisions	-	-	-	-
Practising ethical behaviour	**14**	**31**	**-**	**-**
PC6. avoid misrepresentation or misinformation	14	31	-	-
PC7. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues	-	-	-	-
PC8. avoid defaming products and services of companies in competition	-	-	-	-
PC9. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	-	-	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N9903
NOS Name	Maintain integrity and ethics
Sector	BFSI
Sub-Sector	Lending, Fund Investment & Services, Payments, Broking, BFDSI
Occupation	Compliance, Legal, Internal AuditIndependent Financial Advisory & AgencyRetail Asset Management Centre/ Central Processing UnitMicrofinance OperationsMarketing & Sales
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/09/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/12/2018

BSC/N9904: Focus on teamwork

Description

This OS unit is about developing healthy team climate and contributing to building effective team for smooth workflow and target achievement in time

Elements and Performance Criteria

Developing healthy team climate

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

PC1. share relevant inputs, feedback and insights to build mutual trust

PC2. exchange, defend and rethink ideas

PC3. support team members to accomplish goals

PC4. facilitate group decision making and deal productively with conflict

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on HR and personnel management

KU2. companys HR policies

KU3. companys rules related to sexual harassment

KU4. companys reporting structure

KU5. companys documentation policy

KU6. companys customer profile and service standards

KU7. companys policy on regulatory compliance

KU8. methods for effective communication with various categories of people in different departments

KU9. significance of team coordination to achieve revenue and productivity targets of the organisation

KU10. significance of helping colleagues with specific issues and problems

KU11. importance of meeting quality and time standards as a team

KU12. how to practice effective listening

KU13. how to build effective working relationship with mutual trust and respect within the team

KU14. significance of treating people with respect and in a professional manner

KU15. significance of sharing and defending ideas

KU16. importance of constructive feedback

Generic Skills (GS)

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

GS1. read company policy and standard work related documents

GS2. read emails and letters

GS3. fill up documentation pertaining to interactions

GS4. write Minutes of Meeting, mails and memos

GS5. interact with team members to work efficiently

GS6. communicate effectively with team members to achieve smooth workflow

GS7. E-mail and use Internet for communicating

GS8. use of audio-visual aids to communicate complex issues

GS9. deal with a colleague individually, depending on the type of concern

GS10. prepare notes of things to be discussed and elicit points discussed after the meeting

GS11. accomplish goals and targets by supporting team members

GS12. spot and communicate potential areas of disruptions to work process and resolve them

GS13. coordinate and cooperate with team members

GS14. share work load as required

GS15. delegate tasks in terms of work load and skills

GS16. analyse team members behaviour and deal accordingly

GS17. improve work processes by sharing ideas and improvising them

GS18. resolve conflicts

GS19. handle personality clashes effectively

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Developing healthy team climate	**30**	**70**	**-**	**-**
PC1. share relevant inputs, feedback and insights to build mutual trust	30	70	-	-
PC2. exchange, defend and rethink ideas	-	-	-	-
PC3. support team members to accomplish goals	-	-	-	-
PC4. facilitate group decision making and deal productively with conflict	-	-	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N9904
NOS Name	Focus on teamwork
Sector	BFSI
Sub-Sector	Lending, Fund Investment & Services, Payments, Broking, BFDSI
Occupation	Independent Financial Advisory & AgencyRetail Asset Management Centre/ Central Processing UnitMicrofinance OperationsMarketing & Sales
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/09/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/12/2018

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. SSC/Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. SSC/Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N8101.Prepare tax compliance related documents	32	84	-	-	116	30
BSC/N8102.Prepare and perform payroll function	4	32	-	-	36	10
BSC/N8103.Prepare receipt and payment voucher	4	40	-	-	44	12
BSC/N8104.Understand and book credit purchases and sales	10	14	-	-	24	6
BSC/N8105.Prepare financial statements	14	26	-	-	40	11
BSC/N9902.Communicate Effectively and achieve Customer Satisfaction	30	70	-	-	100	26
BSC/N9903.Maintain integrity and ethics	30	70	-	-	100	3
BSC/N9904.Focus on teamwork	30	70	-	-	100	2
Total	**154**	**406**	**-**	**-**	**560**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
BRS	Bank Reconciliation Statement
DD	Demand Draft
ESI	Employee State Insurance
IPR	Intellectual Property Rights
GST	Goods and Services Tax
HR	Human Resource
MIS	Management Information System
NEFT	National Electronic Funds Transfer
PAN	Permanent Account Number
SOP	Standard Operating Procedure
TAT	Turnaround time
TCS	Tax Collected at Source
TDS	Tax Deducted at Source
VAT	Value Added Tax

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.