# Model Curriculum

## Field Executive - Data and Document Collection or Verification

SECTOR: **MANAGEMENT, ENTREPRENEURSHIP & PROFESSIONAL SKILLS**
SUB-SECTOR: **Office Management & Professional Skills**
OCCUPATION: **Office Support**
REF ID: **MEP/Q0206, v1.0**
NSQF LEVEL: **4**

# Certificate

## CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

### MANAGEMENT, ENTREPRENEURSHIP & PROFESSIONAL SKILLS COUNCIL

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: '**Field Executive - Data and Document Collection or Verification**'
QP No. ' <u>MEP/ Q0206 NSQF Level 4</u>'

Date of Issuance:      **December 27th, 2018**

Valid up to*:      **December 27th , 2022**

*Valid up to the next review date of the Qualification Pack

Authorised Signatory
(Management, Entrepreneurship & Professional Skills Council)

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# Field Executive - Data and Document Collection or Verification

**CURRICULUM / SYLLABUS**

This program is aimed at training candidates for the job of a "Field Executive - Data and Document Collection or Verification", in the "Management, Entrepreneurship and Professional Skills" Sector/Industry and aims at building the following key competencies amongst the learner

| Program Name | Field Executive - Data and Document Collection or Verification | | |
|---|---|---|---|
| Qualification Pack Name & Reference ID. ID | MEP/Q0206, v1.0 | | |
| Version No. | 1.0 | **Version Update Date** | 16/01/2019 |
| Pre-requisites to Training | • 12th Standard pass.<br>• Minimum Entry age of 20 Years.<br>• License to drive a vehicle. | | |
| Training Outcomes | **After completing this programme, participants will be able to:**<br>• Plan and prepare to conduct fieldwork.<br>• Collect and manage data through field surveys.<br>• Verify background information and/or documentation of individuals through fieldwork.<br>• Perform freelance and independent work.<br>• Apply health and safety practices at the workplace.<br>• Apply principles of professional practice at the workplace. | | |

This course encompasses <u>6</u> out of <u>6</u> National Occupational Standards (NOS) of "<u>Field Executive -</u> <u>Data and Document Collection or Verification</u>" Qualification Pack issued by "<u>Management,</u> <u>Entrepreneurship and Professional Skills Council</u>".

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| 1 | **Introduction**<br><br>**Theory Duration** (hh:mm) 03:00<br><br>**Practical Duration** (hh:mm) 00:00<br><br>**Corresponding NOS Code** Bridge Module | • Describe roles and responsibilities of a field executive - data and document collection or verification.<br>• State organization's standards, policies, procedures, guidelines and service level agreements for field work.<br>• List various types of agencies or organisations that may have a need for data and document collection or verification services across various sectors.<br>• Describe common organisational requirements for information or document collection from the field.<br>• Describe common organisational requirements for information or document verification from the field.<br>• State how to establish synergies within various types of field jobs in terms of location, type of job, support available, etc. | Training kit (Trainer guide, Presentations). |
| 2 | **Accepting Fieldwork**<br><br>**Theory Duration** (hh:mm) 08:00<br>**Practical Duration** (hh:mm) 10:00<br><br>**Corresponding NOS Code** MEP/N0226 | • Explain various factors to be considered before accepting the job work.<br>• List information required for assessing suitability and feasibility of a job.<br>• Select job work based on various factors such as contractual obligations, cost-benefit analysis, constraints and limitations, opportunities and synergies, etc.<br>• Provide a formal acceptance of selected job work to the client organisation following organisation procedure and documentation.<br>• List various types of field work that can be assigned.<br>• Identify work specifications pertaining to location, timelines, quality measures and compensation of the work, etc.<br>• Describe contracting and job commissioning requirement, processes and documentation. | Training kit (Trainer guide, Presentations), computer with all necessary accessories. |
| 3 | **Plan and prepare to conduct fieldwork**<br><br>**Theory Duration** (hh:mm) 20:00<br>**Practical Duration** (hh:mm) 30:00<br><br>**Corresponding NOS Code** | • Explain the importance of planning and preparing before starting a job.<br>• Describe various systems and methods used by client organisations for conveying, coordinating and completing fieldwork.<br>• List permissions, consents or specific licenses that may be required for site access and fieldwork.<br>• Clarify own and other team members' roles and responsibilities for the job.<br>• Identify location, timelines, quality measures and compensation of the work.<br>• Ensure necessary permissions, consents or specific licenses for both site access and field work are obtained.<br>• Estimate cost, time and effort required for completion of job work. | Training Kit (Presentations, Trainer Guide), computer with all necessary accessories, physical and digital data and document storage, digital and printed maps. |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| | MEP/N0226 | • Compile data for all job works to be completed in a specific time period.<br>• Prepare a priority list based on timelines, return on investment and synergy of work.<br>• Collect necessary contact numbers, addresses, information and documentation necessary to be taken for the job works to be completed.<br>• Check plan to ensure all job work can be completed in within the allocated time and resources with adequate buffers built-in for exigencies.<br>• List types and features of maps.<br>• Calculate scales, distances and bearings in map reading.<br>• Describe how to access and read maps in print and digital modes.<br>• Explain how to make a route plan and schedule.<br>• Prepare an efficient schedule and route plan after referring to area maps, priority list and job requirements.<br>• Make necessary travel arrangements as per requirement.<br>• Select and wear personal protective equipment appropriate for work activities.<br>• List health, hygiene, safety and security considerations and requirements for fieldwork.<br>• Explain potential risks, hazards and environmental issues in the field, and respective measures to address them.<br>• Identify and address potential risks, hazards and environmental issues.<br>• Explain various field surveying methods.<br>• Confirm equipment to be used in the fieldwork.<br>• Describe the authorisation requirements and related procedures of the organisation.<br>• Describe standards, policies and procedures followed in the company relevant to own employment and performance conditions.<br>• State the organisation's policies for recording and storing data.<br>• Describe data and document storage methods and devices in physical and digital formats.<br>• State the organisation's procedures for maintaining the security and confidentiality of information. | |
| 3 | **Collect and manage data through field surveys**<br><br>**Theory Duration** (hh:mm) 20:00 | • Determine the type and extent of data to be collected.<br>• Identify relevant data sources.<br>• Establish and maintain contacts with those who may provide useful information.<br>• List data collection techniques and procedures.<br>• Define data collection methods and techniques relative to requirements.<br>• Prepare data collection sheets to assist collection.<br>• Research information using appropriate methods and technologies. | Training kit (Trainer guide, Presentations), computer with all necessary accessories, field survey instruments, data collection |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| | **Practical Duration** (hh:mm) 30:00 <br><br> **Corresponding NOS Code** MEP/N0227 | • Describe the organisation's methods of disbursement. <br> • Describe circumstances in which permission, consent or licenses are required for survey activities and the means of obtaining them. <br> • Explain the importance of awareness of the confidentiality and sensitivity of the information. <br> • Maintain confidentiality of information in accordance with the survey specification. <br> • Describe the importance of providing proof of authority and identity. <br> • List data recording techniques. <br> • Explain questioning techniques for various situations. <br> • Identify work health and safety hazards associated with data collection from fieldwork. <br> • Research or collect data from the field source. <br> • Describe the range of field survey techniques and instruments available, their advantages and disadvantages and principles of use. <br> • Collect data using appropriate electronic means. <br> • List common problems in data collection and required actions to address these. <br> • Monitor appropriateness of data and record the same during collection. <br> • Explain action in cases where the required data cannot be collected. <br> • Explain data analysis and interpretive techniques. <br> • Explain how to evaluate the validity of data. <br> • Determine considerations to evaluate data sufficiency. <br> • Verify that data collected is relevant, valid and sufficient. <br> • Seek clarification and assistance where data is unclear or difficult to interpret. <br> • Obtain additional data where collected data is inadequate. <br> • Describe data storage and retrieval methods. <br> • Explain effective means of storing the data and documents collected. <br> • Store data by appropriate electronic means. <br> • Store data safely in physical and electronic formats. <br> • Make the data available to the appropriate people within the required timescale. <br> • Reply to requests for further clarification and explanation of the data clearly and accurately within the specified timescale. <br> • List data reporting methods. <br> • Retrieve data efficiently as required. <br> • Assemble data and provide to the manager or client as required. | and recording software. |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| | | • Explain importance of following communication protocols while communicating with clients and target audiences. <br> • Explain the importance of keeping the client informed of issues and problems encountered during fieldwork. <br> • Present data using appropriate graphical aids and techniques. <br> • State the organisation's policies for resolving discrepancies. <br> • Report problems and issues to concerned client representative, following organisational protocols. <br> • Follow appropriate work health and safety precautions and work practices. | |
| 4 | **Verify background information and/ or documentation of individuals through fieldwork** <br><br> **Theory Duration** (hh:mm) 24:00 <br><br> **Practical Duration** (hh:mm) 35:00 <br><br> **Corresponding NOS Code** MEP/N0228 | • Describe the importance of data enrichment. <br> • Explain the importance of conducting data/documentation verification of individuals through fieldwork. <br> • List types of organisations that may require data/documentation verification. <br> • List common data/ document verification requirements. <br> • Ensure data privacy and security norms are followed with respect to data/ document collection, storage, transmission and disposal. <br> • State standards, policies, and procedures followed in the company relevant to own employment and performance conditions. <br> • List organization's departments, hierarchy, products, services, operations. <br> • Collect information prior to field visits from various sources to facilitate field verification work. <br> • List legal and regulatory aspects to be kept in mind while conducting a data/document verification on the field. <br> • Describe data privacy norms with respect to data/document collection, storage, transmission and disposal. <br> • List commonly followed processes for data/document verification. <br> • Describe health, safety and security precautions to be taken while doing field verification work. <br> • Follow the process of verification as prescribed by the client. <br> • List various modes of collection of documentary evidence of field verification work done. <br> • List various digital equipment used for data/ document verification such as smartphone apps, portable scanners, digital cameras, etc. <br> • List key points to check and verify from documents such as address proof, identify proofs, employment documentation, etc. <br> • Ask pertinent questions from appropriate persons to elicit required information. | Training kit (Trainer guide, Presentations), computer with all necessary accessories, field survey instruments, data collection, verification and recording software and instruments. |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--------|----------------------|---------------------|
|  |  | • Check and verify information from documents such as address proof, identify proofs, employment documentation, etc.<br>• Explain how to secure and store the evidence and records in a safe manner in line with the requirements of the clients.<br>• Operate digital equipment such as smartphone apps, portable scanners, digital cameras, etc to record evidences.<br>• Describe difficult situations that a field data/ document verifier may face and best practices for handling them.<br>• Handle difficult situations maintaining safety and dignity of self and others.<br>• Explain the importance of collection of documentary evidence for verification work done.<br>• Collect documentary, written, digital or photographic evidence of the verification as required by the client.<br>• Secure and store the evidence and records in a safe manner in line with requirements of the clients.<br>• Raise alarm or flag insufficiency when verification was not successful or more details are required as per the established process of the client.<br>• Provide additional supporting information by sourcing through the internet or contacting relevant people/institutions.<br>• State organisational norms and professional protocol for communication, escalation and documentation.<br>• Explain the importance of status report in field verification work as well as various written and digital modes and formats used for the same.<br>• Prepare a status report in written as well as digital formats as required by the client.<br>• Submit documents, reports and evidence to the client as per the established process.<br>• Explain the importance of participating in documentation feedback information for the operations.<br>• Provide feedback to the client for future improvements. |  |
| 5 | **Manage work as a freelancer or independent worker**<br><br>**Theory Duration** (hh:mm) 16:00 | • Explain how to manage work as a freelancer or independent worker.<br>• Explain best practices for establishing, maintaining and enhancing a successful career as a freelancer or independent worker.<br>• Describe systems that can help identify work opportunities at an early stage.<br>• Ensure that systems are in place that help identify work opportunities at an early stage.<br>• Build a reputation by ensuring the circulation of current and succinct information about one's own experience, past work, achievements and availability. | Training kit (Trainer guide, Presentations), Computer systems with all accessories, various software applications for storage, retrieval and communication |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--------|----------------------|--------------------|
| | **Practical Duration** (hh:mm) 24:00 <br><br> **Corresponding NOS Code** MEP/N0230 | • Maintain business contacts within the industry. <br> • Access relevant networks and expert organisations to support freelance activity. <br> • Follow appropriate strategies to enhance own professional reputation and promote self to potential clients. <br> • Plan business development activities aligned with income and cash flow requirements. <br> • Demonstrate adaptability by accommodating the demands and limitations of others whilst maintaining your personal work ethic and reputation. <br> • Estimate realistic fee rates, schedules and other expenses for freelance jobs. <br> • Establish clear performance outcomes with clients. <br> • Identify effective support services that can be provided to the client post completion of the job in order to build relations. <br> • Describe various avenues for professional development. <br> • Explain strategies to enhance own professional reputation and promote self to potential clients. <br> • Describe elements of a personal development plan. <br> • Use a range of tools and techniques to seek feedback from relevant people about own performance. <br> • Evaluate feedback received on own performance to identify development needs. <br> • Review performance and progress, business targets and the use of time and other resources to identify areas of development. <br> • State legislation and regulations that are applicable to freelancers and independent workers. <br> • Explain the key features of a freelancing contract. <br> • Explain basic account keeping principles. <br> • State taxation applicable to freelancers and independent workers. <br> • Use tools and techniques for managing finance effectively. <br> • Describe systems for managing budgets, finance and paperwork. <br> • Prepare simple but accurate and up-to-date accounts and records. <br> • Ensure the contract contains all essential clauses required for fair execution such as deliverables, payment terms, time limit to payment, obligations of all parties clearly communicated, etc. <br> • Ensure that the details of the contract match agreements and securely store a written copy of the final signed contract. <br> • List difference between an employee, businessman and a freelancer in terms of marketing, operations and accounts. | of data and information, accounting software. |

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| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| | | • Describe common information and data relevant to one's job role as per the organisational context. <br> • Define SMART (Specific, Measurable, Attainable, Realistic, Time-bound) goals, their features and advantages. <br> • Set SMART goals for training needs in line with development objectives. <br> • Describe organisational hierarchy, various department, reporting structure and escalation matrix. <br> • State organization's access control policy, data security policy and confidentiality policy. <br> • Describe information systems used in the organisation for recording and managing data and information. <br> • State organisational policy for naming stored files, maintaining backups and version control. <br> • List various software applications used in the organisation for storage, retrieval and communication of data and information. | |
| 6 | **Workplace safety** <br><br> **Theory Duration** (hh:mm) 04:00 <br><br> **Practical Duration** (hh:mm) 06:00 <br><br> **Corresponding NOS Code** MEP/N9903 | • Explain the meaning of "hazards" and "risks". <br> • State the health and safety hazards commonly present in the work environment and related precautions. <br> Explain possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible. <br> • Explain the methods of accident prevention such as training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors. <br> • State safe working practices when working with tools and machines. <br> • State safe working practices while working at various hazardous sites. <br> • State where to find all the general health and safety equipment in the workplace. <br> • Identify, control and report health and safety issues relating to immediate work environment according to procedures. <br> • Work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required. <br> • Explain the importance of using protective clothing/equipment while working. <br> • Follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies. <br> • Document and report all hazards, accidents and near-miss incidents as per set process. | Training kit (Trainer guide, Presentations), general Personal Protective Equipment |

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| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| | | • Document safety records according to organisational policies.<br>• Maintain the work area in a clean and tidy condition<br>• Maintain personal hygiene.<br>• Report hygiene-related concerns promptly to the relevant authority. | |
| 7 | **Fire safety**<br><br>**Theory Duration** (hh:mm) 04:00<br><br>**Practical Duration** (hh:mm) 06:00<br><br>**Corresponding NOS Code** MEP/N9903 | • Use the various appropriate fire extinguishers on different types of fires correctly such as Class A: e.g. Ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. Electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)<br>• Demonstrate rescue techniques applied during fire hazard.<br>• Explain the precautionary activities to prevent the fire accident.<br>• List various causes of fire such as causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc.<br>• Describe the techniques of using the different fire extinguishers.<br>• State the different methods of extinguishing fire.<br>• State the different materials used for extinguishing fire.<br>• Materials: sand, water, foam, $CO_2$, dry powder.<br>• Explain rescue techniques applied during a fire hazard.<br>• Demonstrate good housekeeping in order to prevent fire hazards.<br>• Demonstrate the correct use of a fire extinguisher. | Training kit (Trainer guide, Presentations), Fire Extinguisher |
| 8 | **Emergency, Rescue and First Aid**<br><br>**Theory Duration** (hh:mm) 04:00<br><br>**Practical Duration** (hh:mm) 06:00 | • Explain the various dangers associated with the use of electrical equipment.<br>• Demonstrate how to free a person from electrocution.<br>• Administer appropriate first aid to victims wherever required e.g. In case of bleeding, burns, choking, electric shock, poisoning etc.<br>• Demonstrate basic techniques of bandaging.<br>• Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments.<br>• Perform and organize loss minimization or rescue activity during an accident in real or simulated environments. | Training kit (Trainer guide, Presentations), First aid with all contents |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| | **Corresponding NOS Code** MEP/N9903 | • Administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases.<br>• Describe the appropriate basic first aid treatment relevant to the condition eg. Shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries.<br>• Demonstrate the artificial respiration and the CPR Process.<br>• Participate in emergency procedures. Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work Complete a written accident/incident report or dictate a report to another person, and send a report to the person responsible including details of name, date/time of incident, date/time of report, location, environmental conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses and supervisor/manager notified.<br>• Demonstrate the correct method to move injured people and others during an emergency.<br>• Explain the preventative and remedial actions to be taken in the case of exposure to toxic materials.<br>• Explain the various types of safety signs and what they mean.<br>• State the content of written accident report and its purpose.<br>• State potential injuries and ill health associated with incorrect manual handing.<br>• State safe lifting and carrying practices.<br>• Explain personal safety, health and dignity issues relating to the movement of a person by others.<br>• State the potential impact on a person who is moved incorrectly. | |
| 9 | **Professional Development**<br><br>**Theory Duration** (hh:mm) 10:00<br><br>**Practical Duration** (hh:mm) 15:00<br><br>**Corresponding NOS Code** MEP/N9912 | • Develop personal and professional goals and objectives.<br>• Classify goal and objectives into various timelines such as short, medium and long-term.<br>• Explain the importance of developing personal and professional goals and objectives.<br>• Identify strengths and weaknesses in relation to goals and objectives.<br>• Explain the importance of identifying strengths and weaknesses in relation to goals and objectives.<br>• Evaluate own capacity to meet goals and objectives.<br>• Explain how to identify strengths and weaknesses and evaluate own capacity to meet goals and objectives. | Training kit (Trainer guide, Presentations) |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| | | • Determine personal development needs to perform role as per desired standards.<br>• Explain how to determine personal development needs including actions such as reflection, evaluation of results of efforts, feedback from various people, comparison to levels of achievement or others.<br>• Develop a professional development plan to enhance professional capabilities.<br>• Explain the importance of continuous learning and developing a professional development plan.<br>• Document a professional practice plan designed to support the achievement of goals.<br>• Select and implement development opportunities to support continuous learning and maintain the currency of professional practice.<br>• Development opportunities to support continuous learning and maintain the currency of professional practice.<br>• Research developments and trends impacting on professional practice and integrate information into work performance.<br>• Explain how to source information on developments and trends impacting on professional practice and why is it important.<br>• Invite peers and others to observe, and provide feedback, on own performance and practices.<br>• Use feedback from colleagues and clients to identify and introduce, improvements in work performance.<br>• Explain the importance of taking and using feedback from colleagues and clients to identify and introduce, improvements in work performance. | |
| 10 | **Professional Practice**<br><br>**Theory Duration** (hh:mm) 10:00<br><br>**Practical Duration** (hh:mm) 15:00<br><br>**Corresponding NOS Code** MEP/N9912 | • Display appropriate professional appearance for the workplace.<br>• Explain the importance of displaying professional appearance behaviour at all times.<br>• Interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner.<br>• Perform tasks to the required workplace standard.<br>• Complete duties accurately, systematically and within required timeframes.<br>• Follow organisational policies while carrying out tasks.<br>• State reliable sources of information for finding out about organisation policies.<br>• Seek clarifications where organisational policies are not clear, from authorised and reliable sources.<br>• Protect the rights of the client and organisation when delivering services.<br>• State the nature of rights that clients and organisations have. | Training kit (Trainer guide, Presentations) |

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| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--------|----------------------|--------------------|
| | | • Explain how the wrong actions can deny clients and organisations of their rights. | |
| | | • Ensure services are delivered equally to all clients regardless of personal and cultural beliefs. | |
| | | • Explain the principles and beliefs underlying non-discrimination policies. | |
| | | • Recognise potential ethical issues in the workplace and discuss with an appropriate person. | |
| | | • Explain the importance of discipline and ethics in a professional workplace. | |
| | | • Recognise unethical conduct and report to an appropriate person. | |
| | | • Explain the importance of reporting instances of unethical conduct to the appropriate authority. | |
| | | • Operate within an agreed ethical code of practice. | |
| | | • Apply organisational guidelines and legal requirements on disclosure and confidentiality. | |
| | | • Explain organisational guidelines and legal requirements on disclosure and confidentiality and why it is important to adhere to. | |
| | | • Identify and obtain clarity regarding organisational, team and own goals. | |
| | | • Prioritise tasks at work as per organisational, team and own goals. | |
| | | • List factors based on which one may prioritise tasks and duties. | |
| | | • Plan to meet team performance targets and standards. | |
| | | • Monitor own and team performance as per agreed plan. | |
| | | • Share all relevant information with stakeholders in agreed formats and as per agreed timelines. | |
| | | • Work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes. | |
| | | • Explain the importance of working collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes. | |
| | | • Recognise, avoid and/or address any conflict of interest. | |
| | | • Explain the concept of conflict of interest and why it is important to recognise, avoid and/or address any conflict of interest. | |
| | | • List ways in which conflict of interest can be addressed effectively. | |
| | | • Use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours. | |
| | | • Recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy. | |
| | | • Explain types of inappropriate behaviours at the workplace and how to recognize them such as violence, inappropriate language, verbal or physical | |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---|---|---|---|
| | | abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour.<br>• Explain how to respond to inappropriate behaviour towards self and others in a professional manner. | |
| | **Total Duration**<br><br>**Theory Duration**<br>**123:00**<br><br>**Practical Duration**<br>**177:00** | **Unique Equipment Required:**<br>Training Kit (Presentations, Trainer Guide),computer with all necessary accessories, physical and digital data and document storage, digital and printed maps, field survey instruments, data collection, verification and recording software and instruments, task-appropriate vehicle, vehicle maintenance kits, topographical maps, various software applications for storage, retrieval and communication of data and information, accounting software, general personal protective equipment, fire extinguisher, first aid box with all contents. | |

Grand Total Course Duration: **300 Hours, 0 Minutes**

*(This syllabus/ curriculum has been approved by **Management, Entrepreneurship and Professional Skills Council)***

**Trainer Prerequisites for Job role: "HR Executive - Field Executive - Data and Document Collection or Verification" mapped to Qualification Pack: "MEP/ Q0206 v1.0"**

| Sr. No. | Area | Details |
|---------|------|---------|
| 1 | Description | The Trainer trains the learners on the occupational standards, using pre-set lesson plans and training materials. They plan for and conduct sessions to impart competency-based skills and knowledge. The Trainer for Field Executive - Data and Document Collection or Verification, trains the personnel to work for multiple clients and collect or verify data or documents from the field as per guidelines received. They work on a contractual or commission basis. |
| 2 | Personal Attributes | The individual must be well groomed, attentive, comfortable with multi-tasking and disciplined; have good communication skills and attention to detail; respect confidentiality and have a positive attitude and dependability. |
| 3 | Minimum Educational Qualifications | Graduate in any discipline. |
| 4a | Domain Certification | Certified for Job Role: "HR Executive - Payroll and Employee Data Management" mapped to QP: "MEP/Q0206, v1.0". Minimum accepted score is 80% |
| 4b | Platform Certification | Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score as per MEPSC guidelines is 70%. |
| 5 | Experience | 3-4 years of experience as HR Executive - Payroll and Employee Data Management along with 1-2 years of teaching experience |

**Assessment Criteria**

# Criteria For Assessment Of Trainees

**Job Role:** Field Executive - Data and Document Collection or Verification

**Qualification Pack:** MEP/Q0206, v1.0

**Sector Skill Council:** Management & Entrepreneurship and Professional Skills Council

**Guidelines for Assessment:**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 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. 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. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.

6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.

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

| Compulsory NOS | | | | Marks Allocation | |
|---|---|---|---|---|---|
| **Total Marks: 600** | | | | | |
| **Assessment outcomes** | **Assessment Criteria for outcomes** | **Total Marks** | **Out of** | **Theory** | **Skills Practical** |
| MEP/N0226 Plan and prepare to conduct field work | PC1. clarify and confirm work objectives | **100** | 6 | 2 | 4 |
| | PC2. clarify own and other team members' roles and responsibilities for the job | | 6 | 2 | 4 |
| | PC3. identify and address potential risks, hazards and environmental issues | | 6 | 2 | 4 |
| | PC4. identify work specifications | | 6 | 2 | 4 |
| | PC5. estimate cost, time and effort required for completion of fieldwork tasks | | 6 | 2 | 4 |
| | PC6. identify synergies with other field jobs in terms of location, type of job, support available, etc. | | 5 | 2 | 3 |
| | PC7. select and accept fieldwork tasks based on various factors | | 6 | 2 | 4 |
| | PC8. accept the fieldwork tasks, following organisation procedure and documentation | | 6 | 2 | 4 |

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| | PC9. ensure necessary permissions, consents or specific licences for both site access and field work are obtained | | 5 | 2 | 3 |
| | PC10. compile data for all fieldwork tasks to be completed in a specific time period | | 6 | 2 | 4 |
| | PC11. prepare a priority list based on timelines, return on investment and synergy of work | | 6 | 2 | 4 |
| | PC12. prepare an efficient schedule and route plan after referring to area maps, priority list and job requirements | | 6 | 2 | 4 |
| | PC13. make necessary travel arrangements as per requirement | | 6 | 2 | 4 |
| | PC14. check plan to ensure all fieldwork tasks can be completed within the allocated time and resources with adequate buffers built-in for exigencies | | 6 | 2 | 4 |
| | PC15. select and wear personal protective equipment appropriate for work activities | | 6 | 2 | 4 |
| | PC16. confirm equipment to be used in the fieldwork tasks | | 6 | 2 | 4 |
| | PC17. collect necessary contact numbers, addresses, information and documentation required for the fieldwork tasks to be completed | | 6 | 2 | 4 |
| | | **Total** | **100** | **34** | **66** |
| MEP/N0227 Collect and manage data through field surveys | PC1. determine the type and extent of data to be collected and define data requirements | **100** | 5 | 2 | 3 |
| | PC2. identify relevant data sources | | 5 | 2 | 3 |
| | PC3. identify work health and safety hazards associated with data collection from fieldwork | | 5 | 2 | 3 |
| | PC4. define data collection methods and techniques relative to requirements | | 6 | 3 | 3 |
| | PC5. format data collection sheets to assist collection | | 6 | 2 | 4 |
| | PC6. research or collect data from field source using appropriate methods and technologies | | 6 | 2 | 4 |
| | PC7. collate data by using appropriate electronic means | | 6 | 2 | 4 |
| | PC8. monitor appropriateness of data and record during collection | | 6 | 2 | 4 |
| | PC9. take opportunities to establish and maintain contacts with those who may provide useful information | | 5 | 2 | 3 |

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| | PC10. follow appropriate work health and safety precautions and work practices | | 5 | 2 | 3 |
| | PC11. verify that data collected is relevant, valid and sufficient | | 6 | 3 | 3 |
| | PC12. seek clarification and assistance where data is unclear or difficult to interpret | | 4 | 1 | 3 |
| | PC13. obtain additional data where collected data is inadequate | | 5 | 2 | 3 |
| | PC14. store data safely in physical and electronic formats | | 5 | 2 | 3 |
| | PC15. present data using appropriate graphical aids and techniques | | 5 | 2 | 3 |
| | PC16. assemble data and provide to the appropriate people within the required timescale | | 5 | 2 | 3 |
| | PC17. retrieve data efficiently as required | | 5 | 2 | 3 |
| | PC18. report problems and issues to concerned client representative, following organisational protocols | | 4 | 1 | 3 |
| | PC19. maintain confidentiality of information in accordance with the survey specification | | 6 | 3 | 3 |
| | | **Total** | **100** | **39** | **61** |
| MEP/N0228 Verify background information and/or documentation of individuals through fieldwork | PC1. follow process of verification as prescribed by the client | **100** | 7 | 3 | 4 |
| | PC2. collect information prior to field visits from various sources to facilitate field verification work | | 7 | 3 | 4 |
| | PC3. ask pertinent questions from appropriate persons to elicit required information | | 7 | 3 | 4 |
| | PC4. check and verify information from documents such as address proof, identify proofs, employment documentation, etc. | | 7 | 3 | 4 |
| | PC5. collect documentary, written, digital or photographic evidences of the verification as required by the client | | 7 | 3 | 4 |
| | PC6. operate digital equipment such as smartphone apps, portable scanners, digital cameras, etc to record evidences | | 8 | 3 | 5 |
| | PC7. secure and store the evidences and records in safe manner in line with requirements of the clients | | 7 | 3 | 4 |
| | PC8. handle difficult situations maintaining safety and dignity of self and others | | 7 | 2 | 5 |

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| | PC9. provide additional information to support the verification results by sourcing this through internet or contacting relevant people/ institutions | | 7 | 2 | 5 |
| | PC10. prepare status report in written as well as digital formats as required by the client | | 8 | 2 | 6 |
| | PC11. submit documents, reports and evidences to the client as per the established process | | 7 | 2 | 5 |
| | PC12. raise alarm or flag insufficiency when verification was not successful or more details are required as per established process of the client | | 7 | 2 | 5 |
| | PC13. provide feedback to the client for future improvements | | 7 | 2 | 5 |
| | PC14. ensure data privacy and security norms are followed with respect to data/ document collection, storage, transmission and disposal | | 7 | 2 | 5 |
| | | **Total** | **100** | **35** | **65** |
| MEP/N0230 Manage work as a freelancer or independent worker | PC1. establish, follow-up and regularly maintain business contacts within the industry | **100** | 6 | 2 | 4 |
| | PC2. identify and access relevant networks and expert organisations to support the freelance activity | | 5 | 2 | 3 |
| | PC3. identify and follow appropriate strategies to enhance own professional reputation and promote self to potential clients | | 5 | 2 | 3 |
| | PC4. ensure that systems are in place that help identify work opportunities at an early stage | | 5 | 2 | 3 |
| | PC5. build reputation by ensuring the circulation of current and succinct information about one's own experience, past work, achievements and availability | | 6 | 2 | 4 |
| | PC6. use a range of tools and techniques to seek feedback from relevant people about own performance | | 5 | 2 | 3 |
| | PC7. evaluate feedback received on own performance to identify development needs | | 6 | 2 | 4 |

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| | PC8. review performance and progress, business targets and the use of time and other resources to identify areas of development | | 6 | 2 | 4 |
| | PC9. set SMART goals for training needs in line with development objectives | | 6 | 2 | 4 |
| | PC10. prepare simple but accurate and up-to-date accounts and records for self | | 6 | 2 | 4 |
| | PC11. use tools and techniques for managing finance effectively | | 5 | 2 | 3 |
| | PC12. establish and maintain effective support services | | 6 | 2 | 4 |
| | PC13. plan business development activities aligned to income and cash flow requirements | | 5 | 2 | 3 |
| | PC14. demonstrate adaptability by accommodating demands and limitations of others whilst maintaining your personal work ethic and reputation | | 6 | 2 | 4 |
| | PC15. estimate and agree realistic fee rates, schedule and other expenses | | 6 | 2 | 4 |
| | PC16. establish clear performance outcomes with clients | | 6 | 2 | 4 |
| | PC17. ensure the contract contains all essential clauses required for fair execution | | 5 | 2 | 3 |
| | PC18. ensure that the details of the contract match agreements and securely store a written copy of the final signed contract | | 5 | 2 | 3 |
| | | **Total** | **100** | **36** | **64** |
| MEP/N9903 | PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures | | 4 | 2 | 2 |
| Apply health and safety practices at the workplace | PC2. work safely and apply health and safety practices in the training and assessment environment including using appropriate personal protective equipment (PPE) where required | | 4 | 2 | 2 |
| | PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies | | 5 | 2 | 3 |
| | PC4. document and report all hazards, accidents and near-miss incidents as per set process | | 5 | 2 | 3 |

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| | PC5. document safety records according to organisational policies | 4 | 1 | 3 |
| | PC6. maintain the work area in a clean and tidy condition | 5 | 2 | 3 |
| | PC7. maintain personal hygiene | 3 | 1 | 2 |
| | PC8. report hygiene related concerns promptly to the relevant authority | 5 | 2 | 3 |
| | PC9. demonstrate how to free a person from electrocution | 5 | 2 | 3 |
| | PC10. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc. | 5 | 2 | 3 |
| | PC11. demonstrate basic techniques of bandaging | 5 | 2 | 3 |
| | PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments | 4 | 2 | 2 |
| | PC13. perform and organize loss minimization or rescue activity during an accident in real or simulated environments | 5 | 2 | 3 |
| | PC14. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases | 5 | 2 | 3 |
| | PC15. demonstrate the artificial respiration and the CPR Process | 5 | 2 | 3 |
| | PC16. participate in emergency procedures | 3 | 1 | 2 |
| | PC17. complete a written accident/incident report or dictate a report to another person, and send report to person responsible | 5 | 2 | 3 |
| | PC18. demonstrate correct method to move injured people and others during an emergency | 4 | 1 | 3 |
| | PC19. use the various appropriate fire extinguishers on different types of fires correctly | 4 | 2 | 2 |
| | PC20. demonstrate rescue techniques applied during fire hazard | 5 | 2 | 3 |
| | PC21. demonstrate good housekeeping in order to prevent fire hazards | 5 | 2 | 3 |

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| | PC22. demonstrate the correct use of a fire extinguisher | | 5 | 2 | 3 |
| | | **Total** | **100** | **40** | **60** |
| MEP/N9912 Apply principles of professional practice at the workplace | PC1.display appropriate professional appearance for the workplace | **100** | 3 | 1 | 2 |
| | PC2.interact with team members, clients, vendors, visitors and other stakeholders in a professional manner | | 3 | 1 | 2 |
| | PC3.develop personal and professional goals and objectives | | 3 | 1 | 2 |
| | PC4.identify strengths and weaknesses in relation to goals and objectives | | 3 | 1 | 2 |
| | PC5.evaluate own capacity to meet goals and objectives | | 3 | 1 | 2 |
| | PC6.determine personal development needs to perform role as per desired standards | | 3 | 1 | 2 |
| | PC7.develop a professional development plan to enhance professional capabilities | | 4 | 1 | 3 |
| | PC8.document a professional practice plan designed to support the achievement of goals | | 3 | 1 | 2 |
| | PC9.select and implement development opportunities to support continuous learning and maintain currency of professional practice | | 3 | 1 | 2 |
| | PC10.research developments and trends impacting on professional practice and integrate information into work performance | | 3 | 1 | 2 |
| | PC11.invite peers and others to observe, and provide feedback, on own performance and practices | | 3 | 1 | 2 |
| | PC12.use feedback from colleagues and clients to identify and introduce, improvements in work performance | | 3 | 1 | 2 |
| | PC13.perform tasks to the required workplace standard | | 5 | 2 | 3 |
| | PC14.complete duties accurately, systematically and within required timeframes | | 3 | 1 | 2 |
| | PC15.follow organisational policies | | 3 | 1 | 2 |
| | PC16.protect the rights of the client and organisation when delivering services | | 4 | 1 | 3 |
| | PC17.ensure services are delivered equally to all clients regardless of personal and cultural beliefs | | 3 | 1 | 2 |

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| | PC18.recognise potential ethical issues in the workplace and discuss with an appropriate person | | 4 | 2 | 2 |
| | PC19.recognise unethical conduct and report to an appropriate person | | 3 | 1 | 2 |
| | PC20.operate within an agreed ethical code of practice | | 4 | 2 | 2 |
| | PC21.apply organisational guidelines and legal requirements on disclosure and confidentiality | | 3 | 1 | 2 |
| | PC22.identify and obtain clarity regarding organisational, team and own goals | | 3 | 1 | 2 |
| | PC23.prioritise tasks at work as per organisational, team and own goals | | 5 | 2 | 3 |
| | PC24.plan to meet team performance targets and standards | | 4 | 2 | 2 |
| | PC25.monitor own and team performance as per agreed plan | | 3 | 1 | 2 |
| | PC26.share all relevant information with stakeholders in agreed formats and as per agreed timelines | | 3 | 1 | 2 |
| | PC27.work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes | | 4 | 2 | 2 |
| | PC28.recognise, avoid and/or address any conflict of interest | | 3 | 1 | 2 |
| | PC29.use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours | | 3 | 1 | 2 |
| | PC30.recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy | | 3 | 1 | 2 |
| | | **Total** | **100** | **36** | **64** |