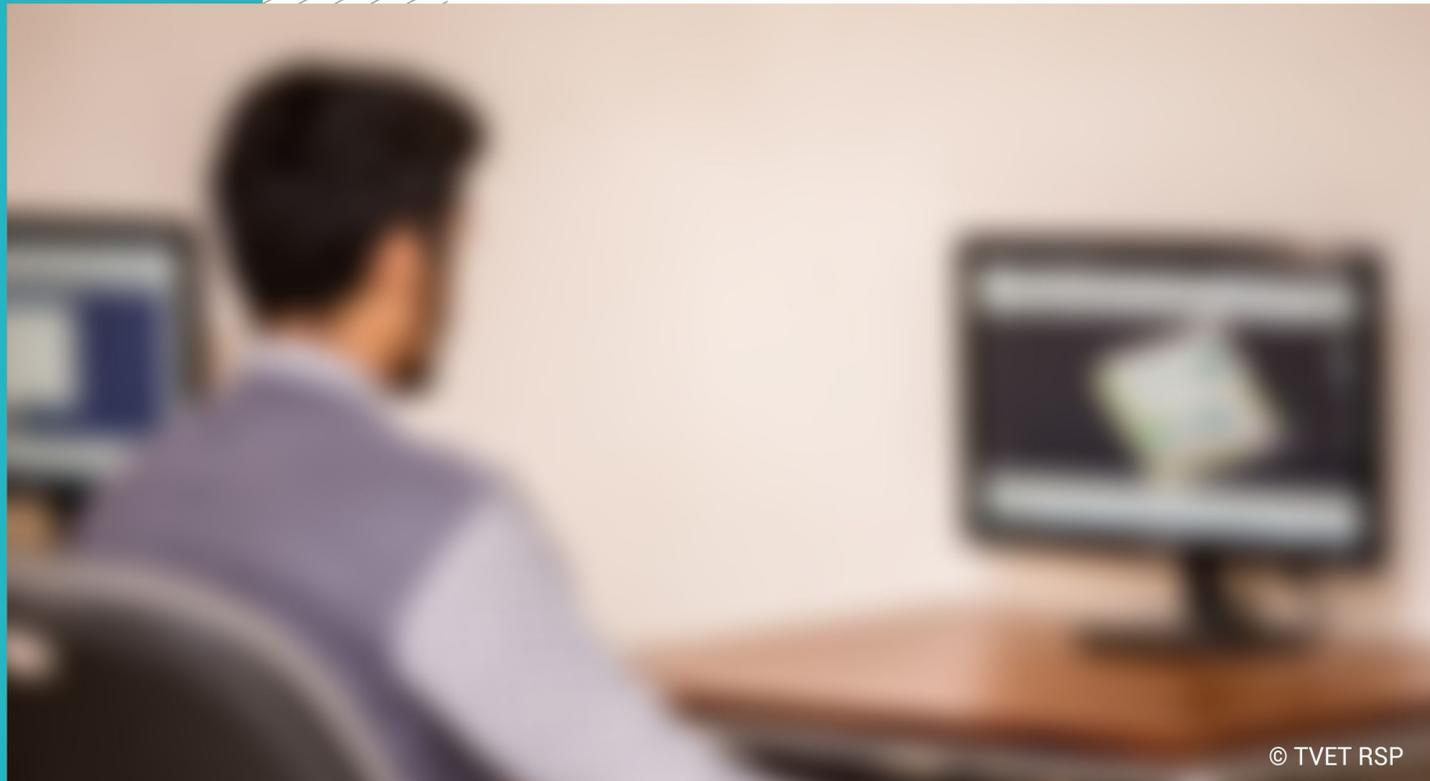# OFFICE - ASSISTANT

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COMPETENCY STANDARDS
National Vocational Certificate Level 2

Version 1 - July 2013

OFFICE - ASSISTANT

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Competency Standards: IT Office Assistant

Module A: Perform duties and exercise rights at the workplace:

Overview: The competency standard is designed to develop code of ethics and professional conduct, improve planning capabilities, and awareness to provision of applicable territorial business / employment related rights at workplace.

Competency Unit	Performance Criteria	Knowledge and Understanding
A1: **Display Ethics and** **Professional Conduct**	**Trainee will be able to:** **P1**. Maintain the mandatory standard for Responsibility, Respect, Fairness, and Honesty against the applicable territorial laws.	Trainee will be able to: K1. Understand how to make decisions & learn the consequences based on those decisions. K2. Highlight main resources entrusted, including subordinates, tangible assets (equipment's), company profile. K3. Learn to act objectively interest-free. (Quantified Self-assessment can be performed e.g. case studies.) Areas like conflict of interest K4. Learn to act in truthful manner in communication. e.g. daily attendance enrolment on register.

A2: **Plan Business-process activities**	**Trainee will be able to:** **P1.** Plan tasks, their scheduling, define milestones, and learn optimal utilization of resources.	**Trainee will be able to:** K1. Provide due assistance to in-line manager e.g. coordinating recurring meetings, intimate resource availability, create and keep documentations, validate applicable company defined standards. K2. Describe activities, e.g; apply specific life cycle methodologies – (Requirement gathering, design solution, prototype, testing, documentations) K3. Estimate time, e.g. hour's calculations for an activity; consider calendar year official leaves, company working timings. K4. Breakdown work, divide module in smaller and more manageable components. e.g. testing a drawing may have components like interface, coordinates, and render cases. K5. Level resource due to work load, e.g. calculations of leisure hours of a worker.
A3: Be aware of Rights	**Trainee will be able to:** **P1.** Recognize accurately the inspirational requirements of human rights in employment context.	**Trainee will be able to:** K1. List the policies, rules/regulations that control the work and workplace. K2. Report illegal conduct or illegitimate action to appropriate management at work place. K3. Protect propriety or confidential information. (Intellectual Property Rights, Copy Rights).

Module B- Build up Computer Skills:

Overview: Aims to provide knowledge and skills on computer system management. It also deals with basic introduction to computer system management, safety aspects, tools and equipments identification and handling techniques.

Competency Unit	Performance Criteria	Knowledge and Understanding
B1– Configure graphical user interface enabled system software (operating system)	**The trainee will be able to:** **P1**. Install supporting hardware **P2**. Install Windows/Linux Operating System **P3**. Install respective drivers **P4**. Install supporting software **P5**. Connect Internet connection	**K1**. Learn installation of Window Operating System as per sequence and in accordance to the instructional manual without losing any kind of data **K2**. Comprehend procedure for installing operating system like Microsoft Windows 8(or any version) in the Personnel Computers. **K3**. Learn to use commonly used commands / instructions to execute a task by following the Operating System help e.g. Format a Storage disk, view the list of running processes, etc. **K4**. Get knowledge about internet/web/search engines **K5.** Learn to use disk management / the instructional manual without losing any kind of data (Disk Management and Defragmentation)

Competency Unit	Performance Criteria	Knowledge and Understanding
B2– Configure peripheral Devices	**The trainee will be able to:** **P1**. Configure the functionality of Computer Hardware devices (Mother Board, Processor, Bus, and Firmware (e.g. ROM-BIOS) components. **P2**. Installation of various kinds of peripheral devices. (I/O devices plug and play etc.) **P3**. Configure peripheral devices as per recommended manual and perform "test" function(s). **P4**. Troubleshoot different commonly known (Level-1 Support) basic computer hardware peripheral devices related problems.	**K1**. Learn most commonly used peripheral devices e.g. CD ROM, USB, Printer, Scanner, Key Board, Mouse, Web CAM etc. **K2**. Understand the steps to configure peripheral devices with software driver(s), as per respective manual **K3**. Get knowledge of different types of computer ports and their uses including USB Port, RS-232 Port, Com Port, LPT port, etc. **K4**. Learn how to Identify/ rectify for simple Hardware failures/problems

Competency Unit	Performance Criteria	Knowledge and Understanding
B3 – Gain Experiential Learning of Business Writing	**The trainee will be able to:** **P1**. Compose and type a document draft like (Letter, Report, Meeting Minutes, Resume etc.) **P2**. Use the combinations of Control. i.e, Shift, and Alt keys (e.g. Shift+F7 for Similar Words, Ctrl+] to increase text size, Shift+F3 for toggle text and Alt+N for New command). **P3**. Utilize standard menu (toolbar) e.g. Home, Page Layout, References, Review hover buttons. **P4**. Insert table, picture, header/footer, endnote, page number, word art, table of contents, etc. in any given document. **P5**. Associate data as Hyperlink at a given location of a document or storage device with a URL. **P6**. Clarify the nature of document views (Print, Full Screen, Web Layout, Outline Draft) **P7**. Insert a Section Break at a given location of a word document. When clicked on show/hide icon under home menu, different	**K1**. Learn the process of installing the text editor. **K2**. Get knowledge to adjust page margin, size and layout. **K3**. Learn common document editing features including selection of font, size, styles, colors, attributes, etc. **K4**. Understand the steps to save document file in different formats e.g. rtf, dot, doc, docx, pdf, etc. at different paths. **K5**. Learn the procedure of insertion of table in a document and its design. **K6**. Learn the use and purpose of inserting bookmark, cross reference and hyperlink in a word file. **K7**. Learn the difference between header and footer and their options available as a ready format in the toolbar of a word file. **K8**. Learn the attributes of Header and Footer in the word file and same can also be explained **K9**. Understand and define section break and its purpose. **K10**. Understand the difference between section break and page break and their purpose **K11**. Understand the procedure to insert spread sheet having graph in the document file.

	breaks should be displayed	**K12**. Learn how to customize the Inpage for Phonetic Keyboard.
	P8. Protect a given document by assigning a password and making it secure.	
	P9. Insert dialog box and grouping shapes.	
	P10. Install and Configure Phonetic Keyboard for Urdu language editing in Inpage software.	
	P11. Understand OLE concept	
	P12. Practice typing speed of up to 25 words / minute by following standardized typing pattern (asdfg ;lkjh) on Qwerty keyboards.	
	P13. Install the text editor preferably Microsoft® Word a Microsoft® Office® Application, with Excel, Access, PowerPoint, InfoPath; and Urdu language editor, InPage etc.	
	P14. Practice the Urdu language text.	
	P15. Apply the text editing instructions using standard menu.	

Module C- Handle Database

Overview: This module aims to enable the learner to maintain company records (Set of logically related data) in an information system.

Competency Unit	Performance Criteria	Knowledge and Understanding
C1: Keep Record	**The trainee will be able to:** **P1**. Enlist the techniques to mention fields and records in a table. **P2**. Enlist different "keys" for the functionality of having indexes. **P3**. Describe different data type e.g. character, number, logical, and date/time, etc. **P4**. Define the role of different "keys" including Primary Key, etc. **P5**. Illustrate definition of a Database; not null, unique, logical data entry. **P6**. Create tables and indexes in a database. **P7**. Describe DDL, DML concepts to insert/ modify operations of a table. **P8**. Describe search criteria (queries) e.g. select, etc.	**K1**. Learn between column (field), row (record) **K2**. Elaborate structure of a table (Database) in similarity with a table of a word document file **K3**. Understand the database concept. **K4**. Understand the procedure of database creation. **K5**. Understand the use selection and limitation of different data types. **K6**. Learn to execute specific search through queries. **K7**. Learn procedure of data entry and assurance procedure to check validity of entered data.

Competency Unit	Performance Criteria	Knowledge and Understanding
C2: Manage Database Relationship	**The trainee will be able to:** **P1**. Establish relationships on different data entities defined, e.g. 1:1, 1:M, M:N **P2**. Design ERD (entity relationship diagram). **P3**. Design DFD (Data Flow Diagram) **P4**. Draw step wise and design a Data Flow Diagram.	**K1**. Learn the steps to find the relationships between entities through cardinality concepts. **K2**. Learn the steps to design Entities Relationship diagrams for (1:1, 1: N, N: N) relations. **K3**. Follow steps to design Data Flow Diagram. **K4**. Understand Normalization process up to level 3.

Module D- Maintain accounts- book keeping.

Overview: The module explores the basic accounting principles, main financial statements including the profit AND loss account and the balance sheet and the everyday adjustments that have to be made. On completion of the module, the learner is expected to provide assistance in making financial reports for businesses and organizations.

Competency Unit	Performance Criteria	Knowledge and Understanding
D1. Develop Familiarity with fundamental core concepts of Bookkeeping	**The trainee should be able to:** **P1**. Classify basic accounting terminologies and important principles such as credit, debit, revenue, expense, taxation, invoice, receipt, capital, assets, liabilities, equity, journal, ledger, trail balance, income statement, balance sheet matching, market value etc. **P2**. Execute how to record, close and post entries into relevant files. **P4**. Define assets types e.g. fixed, current, etc. **P5**. Define the depreciation, and its techniques.	**K1**. Get knowledge of credit, debit, revenue, expense, taxation, invoice, receipt, capital, assets, liabilities, equity, journal, ledger, trail balance, income statement, balance sheet. **K2**. Learn to Implement the steps to categorize assets in fixed or current **K3**. Learn the steps to apply depreciation on assets. **K4**. Learn the stages of an accounting life cycle e.g. Journal, Ledger, Trial Balance, Income/Profit & Loss report, and Balance Sheet etc. **K5.** Get knowledge of recording, closing and posting entries. **K6**. Learn the difference between credit and debit entries.

| D2. Know introduction to account reporting | The trainee should be able to:

P1. Record the daily business transactions (Revenue, Expense, etc.) details in worksheet (e.g. Microsoft® Excel) from day book.

P2. Calculate Balance amount (either credit or debit) of petty cash (Treasury) after each and every business transaction.

P3. Explain and Implement CoA (chart of accounts) e.g. A-1017 means repair and maintenance of wood furniture

P4. Apply the credit and debit rules on CoA

P5. Provide due assistance to Subject Matter Experts to create financial reports.

P6. Provide due assistance to Subject Matter Experts to launch IPO (Initial Public Offering) or Security (Stock) instruments.

P7. File the electronic Tax return and deposit the remaining Tax in scheduled banks and on Federal Board of Revenue Website.

P8. Post data in the form of credit and debit in a template (structure of Journal) with unique Invoice / Receipt reference.

P9. Design and get approval from competent Authority on organizational CoA. | **K1**. Learn the different regulation imposed by company-nature (e.g. Private limited) Government regulation body (e.g. SECP) including but not limited to From-29.

K2. Understand the steps to generate financial report either manual or automated e.g. trial balance, income statement, balance sheet, etc.

K3. Learn some basic information about checking (auditing) procedure and reporting of findings.

K4. Know the basic information about checking (auditing) procedure and reporting of findings. |

P11. Apply computational actions (Add, Subtract) on credit and debit entries to calculate available Balance amount.	

Competency Unit	Performance Criteria	Knowledge and Understanding
D3. Learn Spread Sheet computations	**The trainee should be able to:** **P1**. Apply basic formulas/functions on any set of data. Applied formulas/functions are error free. E.g. =(A1 + D24) * X39 **P2**. Apply different logical functions. **P3**. Use different logical formulas. **P4**. Use different mathematical formulas. **P5**. Use different statistics formulas. **P6**. Use different financial formulas. **P7**. Plot column data in charts. **P8**. Edit worksheet. **P9**. Select different Currency styles.	**K1**. Learn the difference between formula and functions. **K2**. Learn the Logical operations Equals (=) Less than (<) Less than or equal to (<=) Greater than (>) Greater than or equal to (>=) Not equal to (<>) **K3**. Define Logical formulas =IF(condition, value if condition is True, value if condition is False) AND, FALSE, IFERROR, NOT, OR, TRUE **K4**. Elaborate Mathematical formulas ABS, PRODUCT, SUM, AVG, MIN,MAX, LOG, MODE, POWER

	P10. Perform Logical operations e.g. Equals (=) Less than (<) Less than or equal to (<=) Greater than (>) Greater than or equal to (>=) Not equal to (<>) **P11.** Draw different Charts e.g. line, bar, pie chart etc. with labels and colours. **P12**. Use Text editing features available on mouse right click on a cell. **P13**. Execute cell editing by short cut keys e.g. Alt+Enter to add a row in a cell.	**K5**. Learn about Statistics formulas =MEDIAN(A1:A10), =AVERAGE(A1:A10), =MODE(A1:A10), =VAR(A1:A10) STDEV.P/S/A **K6**. Learn Financial formulas PV,FV,RATE,NPV,IRR **K7**. Learn the procedure of protecting an excel document with a particular password.

Module E. Organize Business Processes Related to Human Resource Management

Objective: The module explores the basic Human Resource Management (Management of the Organization's Work Force) principles; maintain records for professional work, competency, and relevant information for the use of strategic management.

Competency Unit	Performance Criteria	Knowledge and Understanding
E1.Dvelop Familiarity with Human Resource Management	**The trainee should be able to:** **P1**. Keep Employees record updated. **P2**. Provide assistance in calculation of Payroll of the company. **P3**. Provide due assistance in developing and approving company policies including but not limited to Compensation policy, leave policy, Training assessment, writing of ACR, etc. **P4**. Update the Employee records (Education, Area of Expertise, Contact numbers, address, etc.) **P5**. Provide assistance to accounts department for Salary calculations against entries in attendance system.	**K1**. Define common Human Resource Management terminologies e.g. employee retention, fringe benefits, Responsibility Assignment Matrix, etc. **K2**. Understand the working of Human Resource management Information System.

Competency Unit	Performance Criteria	Knowledge and Understanding
E2. Keep Human Resource Management Record	**The trainee should be able to** **P1**. Design and create organization's employees database. **P2**. Update daily attendance (Punctuality, Regularity) record of each worker in database. **P3**. Keep the accounts related information of each employee. **P4**. Maintain the performance assessment of every individual. **P4.** Calculate employees' salaries by applying different mathematical formulas, e.g. per hour work rate, calculation of daily allowance, etc.	**K1**. Learn generic database preferably in MS Access, using form (may have more than one table) to keep the employee records from their respective profiles. **K2**. Understand daily working hours for every worker in an excel sheet. **K4.** Learn to maintain quantitative performance assessment remains confidential by protecting word documents.

Competency Unit	Performance Criteria	Knowledge and Understanding
E3. Develop Administrative Skills	**The trainee will be able to:** **P1**. Maintain Office Records. **P2**. Manage Company files/folders (Soft copy). **P3**. Provide assistance for Electronic Office / Digital Work Flow Environment. **P4**. Provide assistance in preparing the corporate presentations.	**K1**. Learn to design and develop company database to keep the Official correspondence records for Receive and issuance of signed documents Letters, Applications, reports, etc. **K2**. Learn how to maintain the soft copies of the company official data in a secret place. Ensure its confidentiality, Integrity and Availability. **K3**. Learn to use scanners and Printing procedures to employees.
E4. Prepare Power Point Presentations	**The trainee will be able to:** **P1**. Create slides. **P2**. Apply animation and transition effects on slides. **P3**. Import Picture and Video Graphic effects. **P4**. Incorporate Audio and Video controls. **P5**. Perform text editing (format) features. **P6**. Familiar with Design, Transition, Animation and Slide Show tabs of the Microsoft® PowerPoint	**K1**. Learn to design a Slide by selecting appropriate slide layout e.g. Section Header, Two Content, Comparison, and Content with caption. **K2**. Learn to link different animations effects e.g. fade, split, etc. on graphic objects. **K3**. Understand how to Adjust Audio and Video controls on a slide. **K4**. Learn to play Slide show by selecting different transitions, e.g. reveal, wipe, etc. **K5**. Understand the text formatting features, available on mouse right click button.

		K6. Learn how to protecting a PowerPoint presentation with a specific password.

Module F. Project:

Objective: To study, analyze and develop an automated system (Management Reporting System) for an enterprise for Accounts, Inventory, Human Resource management business areas. Learner should also suggest improvement to the performing organization. This activity may provide a lead for the potential job opportunity for the executer.

Tools and equipment

Documents, policies and guidelines
(Anticipated Class size: 20 trainees/students, it may vary)

20 copies per class	Text book(s) for this course
20 copies per class	Reference book(s) for this course
20 copies per class	Syllabus for this course
1 class set	Bio-Sketch of Trainer
5 copies per class	Directories of Business companies (Yellow Pages)
1 completed class copy as example 20 blank copies	Examples of business plans
1 completed class copy as example 20 blank copies	Examples of Technical plans
1 class set	Copies of job advertisements extracts
1 class set	Information on sources of Knowledge Management
1 completed class copy as example 20 blank copies	Business planner templates
1 completed class copy as example 20 blank copies	Start-up-time estimator
Contact details for colleagues, supervisor	

Tools and Equipment
(Class size: 20 trainees/students)

1 set	Fire equipment, including the provision of fire exits, fire doors, fire extinguishers, alarm systems, emergency lighting, fire safety and exit signs
1 set	Computers, Scanner, Printer, Multimedia Projector, Microphone, Speakers, Reliable Public Internet Connectivity
1 set	Software • Microsoft® Office (any version)- Enterprise Edition • Microsoft® Windows 7 or above

List of consumables

- Notebooks
- CDs Rewriteable
- Photocopy Papers
- Ball pens, Pencils, Erasers, Sharpeners
- Board Markers
- Plastic files
- Paper markers
- Flip chart papers
- Pin board pins
- Whiteboards
- Whiteboard Erasers
- Paper knifes
- Glue sticks
- Paper clips
- Scissors
- Punching machines