

Office Assistant QP Code: MEP/Q0202 Version: 5.0 NSQF Level: 3

Sl. No.	MSQ Name	MSQ Details	PC level	English Question	English Answer Choice	English Answer Choice	English Answer Choice	English Answer Choice	Correct Answer	Marking
1	1. MEP/N071:	Computer Application and Information Security Standards	PC1. understand the functions and features of different operating systems such as Windows, macOS, and Linux, including file management, user interface navigation, and system settings.	Your colleague is having trouble finding a file on their Windows computer. What feature of Windows allows users to search for files easily?	Control Panel	File Explorer	Task Manager	System Preferences	2	10
2			PC2. perform spreadsheet analysis using spreadsheet software like MS Excel, Google Sheets, or LibreOffice Calc, including data manipulation, formulae, charts, and graphs.	What does the Σ sign mean in an Excel Spreadsheet?	Min	Count Numbers	Average	Sum	1	5
3			PC3. design presentations using presentation software like MS PPT, Google Slides, to create slides, add multimedia content, apply transitions, and deliver engaging presentations to audiences.	How can an Office Assistant enhance the effectiveness of presentations?	By using only text in presentations	By not using any multimedia elements	By creating visually appealing slides with multimedia content	By avoiding transitions between slides	By sending transitions between slides	3
4	2. MEP/N020:	Operate various office equipment	PC1. identify different office equipment (printer, photocopier, scanner, binder, laminator, telephone, A/V equipment etc.) and their functions.	Identify the following office equipment	Scanner	Photocopier	Printer	Laminator	4	7
5			PC5. carry out minor issues like paper jam, toner change and sound quality issues.	What should an Office Assistant do if there is a paper jam in the printer?	Change the printer settings	Try to remove the jammed paper carefully as per the printer manual	Replace the printer	Helpfully push out the paper from the printer	2	5
6	3. MEP/N024:	Manage routine office activities	PC10. consume materials like paper and ink by using the available settings in the equipment.	How can an Office Assistant conserve paper while printing documents?	Print multiple copies of each document	Print in colour for all documents	Print single-sided copies	Print with large margins	3	5
7			PC1. compose emails using proper email etiquette and prepare required documents in official and regional languages and with the help of tools like Grammarly, etc.	You need to compose an email to inform colleagues about an upcoming training session. How would you ensure proper email etiquette?	Begin the email with a clear subject line and a polite greeting.	Skip proofreading the email for any errors.	Use slang and informal language to make the email engaging.	Send the email without specifying the date and time of the training session.	1	7
8			PC10. maintain a gender-neutral behaviour in interactions with internal and external stakeholders.	You are organizing a team-building activity and need to create groups. You want to ensure diversity and inclusivity. How would you form the groups for the team-building activity?	Assign tasks based on personal gender strengths to ensure balance.	Randomly assign team members to groups without considering gender.	Separate teams based on gender to avoid any potential conflicts.	Assume certain team members' preferences based on their gender and assign them accordingly.	2	10
9	4. MEP/N730:	AI-enhanced office productivity management	PC18. coordinate organization of meeting	A client requests a virtual conference to discuss project progress and upcoming milestones. They prefer the meeting to be held during their business hours. What would be your strategy for scheduling the virtual conference with the client?	Schedule the conference during your business hours.	Delay scheduling the conference until you have more availability.	Assume the client's availability based on previous meetings.	Coordinate with the client to find a suitable time slot within their business hours.	4	10
10			PC1. manage and organize virtual or in-person meetings using AI-driven virtual assistants in software apps like Teams, Google Meet, Zoom	Your supervisor requests an in-person meeting using Zoom to resolve budget allocations for upcoming projects. The meeting is crucial and needs to be scheduled within the next three days. How would you organize the in-person meeting using Zoom?	Assume everyone's availability based on previous meetings.	Choose a location convenient for you and send out a meeting invite.	Use the AI-driven virtual assistant to coordinate with attendees and book a suitable venue.	Postpone the meeting until a later date.	3	7
11			PC5. ensure proficient document creation through the utilization of AI-powered tools like WordAI, Copy Perfect Doc Studio	The marketing team needs to create high-quality product brochures with consistent formatting and branding. To ensure consistent branding and formatting in the product brochures, the Office Assistant can leverage:	Ask a graphic designer to create each brochure from scratch	Utilize Perfect Doc Studio's design features and pre-designed templates	Creating individual brochures from scratch using design software	Manually copying and pasting design elements from existing brochures.	2	7
12	5. DOT/Q01002:	Employability Skills (90 Hours)	PC1. utilize AI-powered virtual assistants like Copilot, Alexa, Google Assistant, to effectively manage tasks and productive delivery of results	As an Office Assistant, you use AI-powered virtual assistants like Copilot, Alexa, or Google Assistant to manage daily tasks efficiently. While drafting an important email, your AI assistant suggests a grammatical correction. What should you do?	Review the suggestion and make necessary corrections before sending the email.	Change the suggestion and send the email as is.	Incorporate the AI assistant's suggestion without reviewing it.	Turn off the AI assistant to avoid interruptions.	1	7
13			PC10. understand the difference between job roles and tasks	What best describes a job?	Daily activities and tasks	Short-term tasks or responsibilities	Long-term employment with one company	Daily activities and tasks	2	5
14			PC10. follow verbal and non-verbal communication etiquette and active listening techniques	What is an example of non-verbal communication etiquette?	Avoiding eye contact during conversations	Using excessive hand gestures while speaking	Smiling and using open body language	Frequently looking at phone	3	5
15	6. DOT/Q01002:	Employability Skills (90 Hours)	PC1. carry out offline and online financial transactions safely and securely	How should you protect your online banking passwords?	Write them down and keep them in your wallet	Share them with trusted friends	Use easily guessable passwords like "123456"	Use strong, unique passwords and never reuse them	4	5
16			NSQF Total							