







Social Media Executive

QP Code: MES/Q0702

Version: 3.0

NSQF Level: 4

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MES/Q0702: Social Media Executive

Brief Job Description

Individual in this job will handle all the social media activities for their company/multiple clients in order to create brand awareness. It comprises of ideating, coordinating, executing social media campaigns, promotions and advertisements. The individual is responsible for the regular posting, sharing and updating the social media activities on all the major social media networks.

Personal Attributes

The individual must have good written and oral communication skills. The person should be a quick learner with an ability to comprehend and communicate information effectively. The individual is also required to have good analytical and quantitative skills to be able to interpret and analyze the campaign results.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

- 1. MES/N0104: Maintain workplace health and safety
- 2. MES/N0707: Create work flow for social media
- 3. MES/N0708: Plan and organize work to meet expected outcome
- 4. MES/N0709: Manage online tools
- 5. MES/N0710: Design the content for social media
- 6. MES/N0711: Implement the social media strategy
- 7. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Media & Entertainment
Sub-Sector	Digital
Occupation	Marketing/Advertising Sales/Traffic
Country	India
NSQF Level	4







Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2432.0201
Minimum Educational Qualification & Experience	12th Class with 1 Year of experience OR I.T.I (2 years after 10th) with 1 Year of experience
Minimum Level of Education for Training in School	12th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	24/02/2027
NSQC Approval Date	24/02/2022
Version	3.0
Reference code on NQR	2022/ME/MESC/06908
NQR Version	3.0

Remarks:

Next Review Date 25/01/2027







MES/N0104: Maintain Workplace Health & Safety

Description

This OS unit is about contributing towards maintaining a healthy, safe and secure working environment

Elements and Performance Criteria

Understanding the health, safety and security risks prevalent in the workplace

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

- **PC1.** understand and comply with the organizations current health, safety and security policies and procedures
- **PC2.** understand the safe working practices pertaining to own occupation
- **PC3.** understand the government norms and policies relating to health and safety including emergency procedures for illness, accidents, fires or others which may involve evacuation of the premises
- **PC4.** participate in organization health and safety knowledge sessions and drills

Knowing the people responsible for health and safety and the resources available

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

- **PC5.** identify the people responsible for health and safety in the workplace, including those to contact in case of an emergency
- **PC6.** identify security signals e.g. fire alarms and places such as staircases, fire warden stations, first aid and medical rooms

Identifying and reporting risks

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

- **PC7.** identify aspects of your workplace that could cause potential risk to own and others health and safety
- **PC8.** ensure own personal health and safety, and that of others in the workplace though precautionary measures
- **PC9.** identify and recommend opportunities for improving health, safety, and security to the designated person
- **PC10.** report any hazards outside the individuals authority to the relevant person in line with organizational procedures and warn other people who may be affected

Complying with procedures in the event of an emergency

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

- **PC11.** follow organizations emergency procedures for accidents, fires or any other natural calamity in case of a hazard
- **PC12.** identify and correct risks like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:







- **KU1.** Organizations norms and policies relating to health and safety
- **KU2.** Government norms and policies regarding health and safety and related emergency procedures
- **KU3.** Limits of authority while dealing with risks/ hazards
- **KU4.** The importance of maintaining high standards of health and safety at a workplace
- **KU5.** The different types of health and safety hazards in a workplace
- **KU6.** Safe working practices for own job role
- **KU7.** Evacuation procedures and other arrangements for handling risks
- **KU8.** Names and contact numbers of people responsible for health and safety in a workplace
- **KU9.** How to summon medical assistance and the emergency services, where necessary
- **KU10.** Vendors or manufacturers instructions for maintaining health and safety while using equipment, systems and/or machines

Generic Skills (GS)

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

- **GS1.** how to write and provide feedback regarding health and safety to the concerned people
- **GS2.** how to write and highlight potential risks or report a hazard to the concerned people
- **GS3.** read instructions, policies, procedures and norms relating to health and safety
- **GS4.** highlight potential risks and report hazards to the designated people
- **GS5.** listen and communicate information with all anyone concerned or affected
- **GS6.** make decisions on a suitable course of action or plan
- **GS7.** plan and organize people and resources to deal with risks/ hazards that lie within the scope of ones individual authority
- **GS8.** apply problem solving approaches in different situations
- **GS9.** understand hazards that fall within the scope of individual authority and report all hazards that may supersede ones authority
- **GS10.** apply balanced judgments in different situations
- **GS11.** How to write and provide feedback regarding health and safety to the concerned people
- **GS12.** How to write and highlight potential risks or report a hazard to the concerned people
- **GS13.** Read instructions, policies, procedures and norms relating to health and safety
- **GS14.** Highlight potential risks and report hazards to the designated people
- **GS15.** Listen and communicate information with all anyone concerned or affected
- **GS16.** Make decisions on a suitable course of action or plan
- **GS17.** Plan and organize people and resources to deal with risks/ hazards that lie within the scope of ones individual authority
- **GS18.** Apply problem solving approaches in different situations
- **GS19.** build and maintain positive and effective relationships with colleges and customers
- **GS20.** analyze data and activites
- **GS21.** Understand hazards that fall within the scope of individual authority and report all hazards that may supersede ones authority







GS22. Apply balanced judgments in different situations







Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understanding the health, safety and security risks prevalent in the workplace	15	15	-	-
PC1. understand and comply with the organizations current health, safety and security policies and procedures	5	5	-	-
PC2. understand the safe working practices pertaining to own occupation	5	5	-	-
PC3. understand the government norms and policies relating to health and safety including emergency procedures for illness, accidents, fires or others which may involve evacuation of the premises	3	2	-	-
PC4. participate in organization health and safety knowledge sessions and drills	2	3	-	-
Knowing the people responsible for health and safety and the resources available	10	10	-	-
PC5. identify the people responsible for health and safety in the workplace, including those to contact in case of an emergency	5	5	-	-
PC6. identify security signals e.g. fire alarms and places such as staircases, fire warden stations, first aid and medical rooms	5	5	-	-
Identifying and reporting risks	18	17	-	-
PC7. identify aspects of your workplace that could cause potential risk to own and others health and safety	5	5	-	-
PC8. ensure own personal health and safety, and that of others in the workplace though precautionary measures	5	5	-	-
PC9. identify and recommend opportunities for improving health, safety, and security to the designated person	3	2	-	-







Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. report any hazards outside the individuals authority to the relevant person in line with organizational procedures and warn other people who may be affected	5	5	-	-
Complying with procedures in the event of an emergency	7	8	-	-
PC11. follow organizations emergency procedures for accidents, fires or any other natural calamity in case of a hazard	5	5	-	-
PC12. identify and correct risks like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	2	3	-	-
NOS Total	50	50	-	-







National Occupational Standards (NOS) Parameters

NOS Code	MES/N0104
NOS Name	Maintain Workplace Health & Safety
Sector	Media & Entertainment
Sub-Sector	Film, Television, Animation, Gaming, Radio, Advertising
Occupation	Ad sales/Account Management/Scheduling/Traffic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	24/02/2027
NSQC Clearance Date	24/02/2022







MES/N0707: Create work flow for social media

Description

This OS unit is about understanding the production requirements and planning the process and workflow

Elements and Performance Criteria

Manage all social media channels and designing related campaigns to engage customers

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

- PC1. make daily work plan as per social media strategy of the organization
- PC2. seed content into social networks
- PC3. identify client branding (color scheme,logo, target audience,etc.)
- **PC4.** manage blogger and other influencer outreach program
- **PC5.** manage graphic designers for generating online graphical posts / infographics.

Constructing an approach and planning the process

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

- **PC6.** create social media marketing goals
- **PC7.** research about social media audience
- **PC8.** establish most important metrics (reach, clicks, engagement, hashtag performance etc.)
- **PC9.** research about social competitive landscape
- **PC10.** track performance of the campaigns

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** the creative vision and elements of production relevant to his/her job role
- KU2. project pipeline/schedule and timelines relevant to their work
- KU3. companys website analysis
- **KU4.** market positioning and competition analysis
- **KU5.** technique and workflow followed in the organization
- KU6. writing and editing
- KU7. designing and photo editing
- **KU8.** applicable copyright norms and Intellectual Property Rights (IPR)
- **KU9.** applicable health and safety guidelines pertaining to working for long periods on edit machines

Generic Skills (GS)

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

GS1. write for the purpose of engaging customers







- **GS2.** copy write and edit
- **GS3.** write with hyper-focus and use of pictures against words
- **GS4.** create the summary report for the performance of campaigns for the stakeholders
- **GS5.** read policies and regulations pertinent to the job
- **GS6.** read various social media trends
- **GS7.** communicate with the product manager or social media manager to understand the requirements of online media
- **GS8.** analyse the needs of online media and social networking sites to design proper campaign
- **GS9.** plan the activities, workflow, resourcing and timelines in accordance with the creative and technical requirements
- GS10. manage deadlines successfully on time
- **GS11.** plan work assigned on a daily basis
- **GS12.** ensure proper implementation of defined social media strategies
- **GS13.** check that their own work meets customer requirements
- **GS14.** ensure that organizations needs and requirements are assessed
- **GS15.** critically analyse the response of their campaign and work for the improvement
- **GS16.** handle unfavourable comparisons of the online marketing strategies with competitors products
- **GS17.** ensure that the social media strategies are hurdle-free for the potential customer
- **GS18.** how to have a keen eye for detail and maintain an aesthetic sense towards the final output
- **GS19.** identify trends in hashtags and keywords
- GS20. analyze unique social media tools that are required in the organization
- **GS21.** evaluate the information gathered from the online consumers for the effectiveness of online marketing campaigns







Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage all social media channels and designing related campaigns to engage customers	35	15	-	-
PC1. make daily work plan as per social media strategy of the organization	5	5	-	-
PC2. seed content into social networks	5	5	-	-
PC3. identify client branding (color scheme,logo, target audience,etc.)	5	5	-	-
PC4. manage blogger and other influencer outreach program	10	-	-	-
PC5. manage graphic designers for generating online graphical posts / infographics.	10	-	-	-
Constructing an approach and planning the process	30	20	-	-
PC6. create social media marketing goals	5	5	-	-
PC7. research about social media audience	10	-	-	-
PC8. establish most important metrics (reach, clicks, engagement, hashtag performance etc.)	5	5	-	-
PC9. research about social competitive landscape	5	5	-	-
PC10. track performance of the campaigns	5	5	-	-
NOS Total	65	35	-	-







National Occupational Standards (NOS) Parameters

NOS Code	MES/N0707
NOS Name	Create work flow for social media
Sector	Media & Entertainment
Sub-Sector	Digital
Occupation	Marketing /Advertising Sales /Traffic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2027
NSQC Clearance Date	24/02/2022







MES/N0708: Plan and organize work to meet expected outcome

Description

This OS unit is about planning and organizing work in order to complete it to the required standards on time.

Elements and Performance Criteria

Work scheduling as per deliverable requirements

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

- PC1. arrange all files and folders neatly in the computer
- PC2. keep immediate work area clean and tidy
- **PC3.** treat confidential information as per the organisations guidelines
- PC4. work in line with organisations policies and proocedures
- **PC5.** work within the limits of job role
- **PC6.** obtain guidance from appropriate people, where necessary
- **PC7.** ensure work meets the agreed requirements

Appropriate use of resources

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

- **PC8.** establish and agree on work requirements with appropriate people
- **PC9.** manage time, materials and cost effectively
- **PC10.** use resources in a responsible manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** creative vision and elements of production relevant to his/her job role
- **KU2.** project pipeline/schedule and timelines for the campaign
- **KU3.** intended purpose of the design that needs to be created
- **KU4.** right editing/drawing software tools required for the online post
- **KU5.** Selecting tools from online resources for social media posts
- KU6. trend hashtags
- **KU7.** designing of single page and multipage documents that convey structured information
- **KU8.** applicable copyright norms and Intellectual Property Rights (IPR)

Generic Skills (GS)

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

- **GS1.** document notes on the process and arrange them in a professional manner
- **GS2.** document notes and project specifications for guidance and reference







- **GS3.** write clearly in at least one language
- **GS4.** use keywords, hashtags and trends
- **GS5.** engage graphic designers for the appropriate work
- **GS6.** read and understand the description of the product/campaign before making strategies
- **GS7.** gather and organize copyright free images, cliparts, photographs for use in projects
- **GS8.** regularly update his knowledge through surfing the internet with latest trends, keywords, hashtags etc
- **GS9.** understand the creative vision and technical requirements that need to be complied with the brief
- **GS10.** discuss interim/finalwork with peers and superiors and solicit their feedback on improvements
- **GS11.** plan and prioritize work according to the scheduled target
- **GS12.** finalize the design as per the project requirement
- **GS13.** check that own and/or peer's work meets customer requirements.
- GS14. work effectively in a customer centric environment
- **GS15.** address comments on the interim/final work-products and make changes accordingly
- **GS16.** have an aesthetic sense towards colour shapes, forms, templates and content creation for any social media platform.
- **GS17.** appraise the quality of own work to ensure it is inline with the expected quality standards







Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Work scheduling as per deliverable requirements	50	20	-	-
PC1. arrange all files and folders neatly in the computer	5	5	-	-
PC2. keep immediate work area clean and tidy	5	5	-	-
PC3. treat confidential information as per the organisations guidelines	5	5	-	-
PC4. work in line with organisations policies and proocedures	10	-	-	-
PC5. work within the limits of job role	10	-	-	-
PC6. obtain guidance from appropriate people, where necessary	5	5	-	-
PC7. ensure work meets the agreed requirements	10	-	-	-
Appropriate use of resources	15	15	-	-
PC8. establish and agree on work requirements with appropriate people	5	5	-	-
PC9. manage time, materials and cost effectively	5	5	-	-
PC10. use resources in a responsible manner	5	5	-	-
NOS Total	65	35	-	-







National Occupational Standards (NOS) Parameters

NOS Code	MES/N0708
NOS Name	Plan and organize work to meet expected outcome
Sector	Media & Entertainment
Sub-Sector	Digital
Occupation	Marketing /Advertising Sales /Traffic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2027
NSQC Clearance Date	24/02/2022







MES/N0709: Manage online tools

Description

This OS unit is about managing online tools for handling multiple accounts

Elements and Performance Criteria

Selecting tools from online resources for social media posts

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

- **PC1.** select appropriate tools from the various social media tools available for posts, scheduling and reach.
- PC2. implement, analyze, and optimize organic and paid search engine marketing activities
- **PC3.** track and report metrics around social posts and fan engagement

Monitor and analyze performance of the campaigns using online tools

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

- **PC4.** analyze and provide weekly & monthly social media metrics status reports to senior level management
- **PC5.** monitor trends in social media tools, applications, channels, design and strategy and quantifying it ensuring a sound and efficient website
- **PC6.** monitor effective benchmarks for measuring the impact of social media programs
- **PC7.** analyze, review, and report on effectiveness of campaigns in an effort to maximize results

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** standard operating procedures of the organisation about tools and techniques of online media
- KU2. organizational and professional code of ethics and standards of practice
- **KU3.** safety and health policies and regulations for the work place
- KU4. implementation and optimization of organic and paid social media marketing activities
- **KU5.** creatives and content requirement for all marketing material
- **KU6.** how to prepare weekly and monthly social media reports
- **KU7.** effective benchmarks for measuring the impact of social media programs
- **KU8.** how to use social media techniques and tools

Generic Skills (GS)

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

- **GS1.** write for the purpose to engage with customers
- **GS2.** copywrite and edit the advertising copies
- **GS3.** write to make the reader feel feel engaged







- **GS4.** write with hyper- focus and use of pictures against words
- **GS5.** read policies and regulations pertinent to the job
- **GS6.** read in detail about various social media tools available online
- **GS7.** interact with employees to ensure proper usage of designed online marketing strategies where the end-product intends to be distributed
- **GS8.** speak to the customer care services of various online tools companies.
- **GS9.** select tools that are cost effective and user friendly
- **GS10.** analyze the needs of online media and social networking sites to design proper strategy
- **GS11.** plan the activities, workflow, resourcing and timelines in accordance with the creative and technical requirements
- GS12. manage deadlines successfully on time
- GS13. plan work assigned on a daily basis
- **GS14.** ensure proper implementation of social media strategies designed
- **GS15.** check that their work meets customer requirements
- **GS16.** ensure that organizations needs and requirements are assessed
- **GS17.** critically analyze the response of their campaign and work for the improvement
- **GS18.** handle unfavourable comparisons of the online marketing strategies with competitors products
- **GS19.** ensure that the social media strategies are hurdle-free for the potential customer
- **GS20.** how to have a keen eye for detail and maintain an aesthetic sense towards the final output
- **GS21.** how to effectively use the hashtags and keywords
- GS22. evaluate the information gathered from the online resources







Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Selecting tools from online resources for social media posts	35	25	-	-
PC1. select appropriate tools from the various social media tools available for posts, scheduling and reach.	15	5	-	-
PC2. implement, analyze, and optimize organic and paid search engine marketing activities	10	10	-	-
PC3. track and report metrics around social posts and fan engagement	10	10	-	-
Monitor and analyze performance of the campaigns using online tools	20	20	-	-
PC4. analyze and provide weekly & monthly social media metrics status reports to senior level management	5	5	-	-
PC5. monitor trends in social media tools, applications, channels, design and strategy and quantifying it ensuring a sound and efficient website	5	5	-	-
PC6. monitor effective benchmarks for measuring the impact of social media programs	5	5	-	-
PC7. analyze, review, and report on effectiveness of campaigns in an effort to maximize results	5	5	-	-
NOS Total	55	45	-	-







National Occupational Standards (NOS) Parameters

NOS Code	MES/N0709
NOS Name	Manage online tools
Sector	Media & Entertainment
Sub-Sector	Digital
Occupation	Marketing /Advertising Sales /Traffic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2027
NSQC Clearance Date	24/02/2022







MES/N0710: Design the content for social media

Description

This OS unit is about effectively designing the creatives and images for social media marketing campaigns

Elements and Performance Criteria

Generate visuals and design concept appropriate for the brief

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

- **PC1.** audit the current social media approach
- **PC2.** research about customers/ companys base
- PC3. identify which audience is on what social media platform
- **PC4.** list the design concepts
- PC5. set measurable goals
- PC6. relate the concept with meaningful graphics/ videos/ clippings/ pictures
- **PC7.** present the idea, theme and concept to the peers
- **PC8.** monitor and adjust the creatives as per the requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** content production process followed by the organization
- **KU2.** creative vision and elements of production relevant to his/her job role
- **KU3.** project pipeline/schedule and timelines relevant to the campaign
- **KU4.** intended purpose of the design that needs to be created
- **KU5.** how to organize the collected data
- **KU6.** how to present the visualized data and collect feedback
- **KU7.** how to use the elements and principles of design
- KU8. how to create digital design layouts
- KU9. implication of the format on the quality of the end-product

Generic Skills (GS)

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

- **GS1.** document notes on the process and arrange them in a professional manner
- **GS2.** document notes and project specifications for guidance and reference
- **GS3.** read and understand the script and determine requirements
- **GS4.** research attributes of the genre, language, culture, region of the production to determine aspects that need to be reflected in the final output







- **GS5.** understand the creative vision and technical requirements that need to be complied with the brief
- GS6. discuss interim/finalwork with peers and superiors and solicit their feedback
- **GS7.** liaise with relevant people in a way that supports the production process
- **GS8.** plan and prioritize work according to the requirements
- **GS9.** finalize the design as per the project requirement
- **GS10.** check that own and/or peer's work meets customer requirements.
- **GS11.** work effectively in a customer facing environment.
- GS12. address comments on the interim/final work-products and make changes accordingly
- **GS13.** have a keen eye for detail and maintain an aesthetic sense towards colour, shapes, forms and software capabilities of the final output while planning the workflow and tools required.
- **GS14.** appraise the quality of own work to ensure it is in line with the expected quality standards







Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Generate visuals and design concept appropriate for the brief	35	65	-	-
PC1. audit the current social media approach	5	5	-	-
PC2. research about customers/ companys base	5	5	-	-
PC3. identify which audience is on what social media platform	5	15	-	-
PC4. list the design concepts	5	15	-	-
PC5. set measurable goals	5	5	-	-
PC6. relate the concept with meaningful graphics/ videos/ clippings/ pictures	-	10	-	-
PC7. present the idea, theme and concept to the peers	5	5	-	-
PC8. monitor and adjust the creatives as per the requirements	5	5	-	-
NOS Total	35	65	-	-







National Occupational Standards (NOS) Parameters

NOS Code	MES/N0710
NOS Name	Design the content for social media
Sector	Media & Entertainment
Sub-Sector	Digital
Occupation	Marketing /Advertising Sales /Traffic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2027
NSQC Clearance Date	24/02/2022







MES/N0711: Implement the social media strategy

Description

This OS unit is about effectively implementing the social media strategy

Elements and Performance Criteria

Work requirements for implementing the campaigns based on the defined social media strategy

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

- **PC1.** set S.M.A.R.T. goals (Specific, Measurable, Attainable, Relevant, Time-bond)
- **PC2.** identify everything about your audience (create target audience ideal profile like age, gender, location, interests etc.)
- PC3. research about campaign of the competitors by conducting comparative analysis
- **PC4.** set up accounts and improve existing profiles
- **PC5.** ensure work meets the agreed requirements

Appropriate use of Resources

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

- **PC6.** establish and agree on work requirements with appropriate people
- PC7. manage time, materials and cost effectively
- PC8. use resources in a responsible manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** organisations policies and procedures for dealing with confidential information
- **KU2.** assign the limits of responsibilities and when to involve others
- **KU3.** how to prioritize workload according to urgency and importance
- **KU4.** purpose and value of being flexible and adapting work plans
- **KU5.** creative vision and elements of production relevant to his/her job role
- **KU6.** project pipeline/schedule and timelines relevant to their work
- **KU7.** intended purpose of the design that needs to be created
- KU8. how to organize the collected data
- **KU9.** how to present the visualized data and collect feedback
- **KU10.** elements and principles of designing the online campagin
- **KU11.** how to create digital design layouts
- **KU12.** implications of the format on the quality of the end-product
- KU13. applicable copyright norms and Intellectual Property Rights (IPR)

Generic Skills (GS)

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







- **GS1.** document notes on the process and arrange them in a professional manner
- **GS2.** document notes and project specifications for guidance and reference
- **GS3.** write copies in at least one language
- **GS4.** read and understand the description of the product/campaign before making strategies
- **GS5.** gather and organize copyright free images, cliparts, photographs for use in projects
- **GS6.** regularly update his/her knowledge by surfing the internet with its latest trends, keywords, hashtags etc
- **GS7.** understand the creative vision and technical requirements that need to be complied with the brief
- **GS8.** discuss interim/final work with peers and superiors and solicit their feedback on improvements
- **GS9.** plan and prioritize work according to the priorities
- **GS10.** finalize the design as per the project requirement
- **GS11.** check that own and/or peer's work meets customer requirements.
- **GS12.** work effectively in a customer facing environment.
- **GS13.** address comments on the interim/final work-products and make changes accordingly
- **GS14.** analyze unique social media tools that are required in the organization
- **GS15.** appraise the quality of own work to ensure it is in line with the expected quality standards







Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Work requirements for implementing the campaigns based on the defined social media strategy	25	45	-	-
PC1. set S.M.A.R.T. goals (Specific, Measurable, Attainable, Relevant, Time-bond)	5	15	-	-
PC2. identify everything about your audience (create target audience ideal profile like age, gender, location, interests etc.)	5	15	-	-
PC3. research about campaign of the competitors by conducting comparative analysis	5	5	-	-
PC4. set up accounts and improve existing profiles	5	5	-	-
PC5. ensure work meets the agreed requirements	5	5	-	-
Appropriate use of Resources	17	13	-	-
PC6. establish and agree on work requirements with appropriate people	5	5	-	-
PC7. manage time, materials and cost effectively	5	-	-	-
PC8. use resources in a responsible manner	7	8	-	-
NOS Total	42	58	-	-







National Occupational Standards (NOS) Parameters

NOS Code	MES/N0711
NOS Name	Implement the social media strategy
Sector	Media & Entertainment
Sub-Sector	Digital
Occupation	Marketing /Advertising Sales /Traffic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2027
NSQC Clearance Date	24/02/2022







DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following:

- Introduction to Employability Skills
- Constitutional values Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- **PC1.** identify employability skills required for jobs in various industries
- **PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- **PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- **PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- **PC5.** recognize the significance of 21st Century Skills for employment
- **PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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







- **PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- **PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- **PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10. understand the difference between job and career
- **PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- **PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13. work collaboratively with others in a team

Diversity & Inclusion

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

- PC14. communicate and behave appropriately with all genders and PwD
- **PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- **PC16.** select financial institutions, products and services as per requirement
- **PC17.** carry out offline and online financial transactions, safely and securely
- **PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- **PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation *Essential Digital Skills*

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

- **PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively
- **PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- **PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- **PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- **PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- **PC26.** identify different types of customers
- **PC27.** identify and respond to customer requests and needs in a professional manner.







PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC29. create a professional Curriculum vitae (Résumé)
- **PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- **PC31.** apply to identified job openings using offline /online methods as per requirement
- **PC32.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** need for employability skills and different learning and employability related portals
- **KU2.** various constitutional and personal values
- **KU3.** different environmentally sustainable practices and their importance
- **KU4.** Twenty first (21st) century skills and their importance
- **KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- **KU6.** importance of career development and setting long- and short-term goals
- **KU7.** about effective communication
- KU8. POSH Act
- **KU9.** Gender sensitivity and inclusivity
- **KU10.** different types of financial institutes, products, and services
- **KU11.** how to compute income and expenditure
- **KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13. different legal rights and laws
- **KU14.** different types of digital devices and the procedure to operate them safely and securely
- **KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.
- **KU16.** how to identify business opportunities
- **KU17.** types and needs of customers
- **KU18.** how to apply for a job and prepare for an interview
- **KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- **GS1.** read and write different types of documents/instructions/correspondence
- GS2. communicate effectively using appropriate language in formal and informal settings







- GS3. behave politely and appropriately with all
- **GS4.** how to work in a virtual mode
- **GS5.** perform calculations efficiently
- **GS6.** solve problems effectively
- GS7. pay attention to details
- GS8. manage time efficiently
- **GS9.** maintain hygiene and sanitization to avoid infection







Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values - Citizenship	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	1	2	-	-







Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-







Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-







National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	20/11/2025
NSQC Clearance Date	20/11/2020

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. 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 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: 70

(**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
MES/N0104.Maintain workplace health and safety	46	54	-	-	100	10
MES/N0707.Create work flow for social media	65	35	-	-	100	15
MES/N0708.Plan and organize work to meet expected outcome	65	35	-	-	100	20
MES/N0709.Manage online tools	55	45	-	-	100	15
MES/N0710.Design the content for social media	35	65	-	-	100	15
MES/N0711.Implement the social media strategy	42	58	-	-	100	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	328	322	-	-	650	100







Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training







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.
VISUAL STYLE	Visual style comprises the look or appearance of the production including the lighting, colours, shadows, sets, costumes, locations and the way they will be captured on screen.
CREATIVE BRIEF	Creative brief is a document that captures the key questions that serve as a guide for the production including the vision, objective of the project, target audience, timelines, budgets, milestones, stakeholders etc.
SHOOT SCHEDULE	Shoot schedule is a listing of the sequences/shots that need to be captured on each shoot day
MULTI CAMERA	Multi-camera is a method of shooting where multiple cameras are used to simultaneously capture different views/images
BUDGET	Budget is an estimate of the total cost of production that may include a break-up of cost components
TIMELINES	Timelines is a listing of dates by which the production milestones/stages need to be completed
CONTINUITY	Continuity represents the seemless transition from one shot to another
SCRIEPT	Script is a structured narrative of a story







SCREENPLAY	Screenplay is the script coupled with key characteristics of the scene and directions for acting
POST-PRODUCTION	Post-production is the final finishing phase of the production, where the raw footage is edited, special effects are added, music and sound are integrated, colour correction is done etc.
COLOUR GRADING	Colour grading is the process of enhancing and correcting the colours of the final production
DIGITAL INTERMEDIATE	Digital intermediate is the process where a film is digitised and the colour and image characteristics are modified
RECCE	Recce is a detailed visual and technical assessment of the attributes and suitability of a particular location for the shoot, usually through a personal visit
GRIPS	Grips is the department that specialises in mounting the camera on to tripods, dollies, cranes and other platforms for shoots
JIB	Jib is a device used for the movement of camera and operates like a see-saw, with the camera at one end and the camera controls at the other
LENSES	Lenses are used to capture images and are attached on to the body of the camera
FILTERS	Filters are used to alter the properties of light entering the camera lens. They are also used to create a number of special effects
DOLLY	Dolly is a platform with wheels on which the camera can be mounted and moved around during the shoots
MAGAZINES	Magazines are compartments within a camera that are used to hold the film tape
CLAPPER BOARDS	Clapper board is a slate that has information pertaining to each shot, used as a guide to mark shots and aid matching image with sounds
FOCUS LENGTH	Focus length is the angle of view from the lens
FRAMING	Framing is how the artists, objects, sets, locations etc. are positioned within the camera view for a single shot
MASTER SHOT	Also known as a cover shot, this shot is a long sequence that establishes an overview and aids assembly of smaller, closer shots with details