

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR BANKING, FINANCIAL SERVICES AND INSURANCE (BFSI) INDUSTRY

What are Occupational Standards (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



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Introduction

Qualifications Pack - Accounts Executive (Accounts Payable & Receivable)

SECTOR: BANKING, FINANCIAL SERVICES AND INSURANCE (BFSI)

SUB-SECTOR: Banking

OCCUPATION: Financial Services

REFERENCE ID: BSC / Q 0901

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Accounts Executive (Accounts Payable & Receivable) is a person appointed by any company, who is responsible for maintaining its vendors' accounts, making (approved) periodic payments to the vendors, ensuring that there is no lapse on account of making payments to the concerned parties, maintains customers' accounts, raises bills on the customer, ensuring that all collections are realized periodically, thereby managing the occurrence/incidence of bad debts.

Personal Attributes: The individual is required to have good understanding of accounting processes and have problem solving skills. The individual must be self-driven, organized with his work and act with integrity when performing multiple tasks for the organization.

Qualifications Pack for Accounts Executive (Accounts Payable & Receivable)

Job Details	Qualifications Pack Code	BSC / Q 0901		
	Job Role	Accounts Executive (Accounts Payable & Receivable)		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Banking, Financial Services and Insurance (BFSI)	Drafted on	04/07/2014
	Sub-sector	Finance	Last reviewed on	26/11/2014
	Occupation	Financial Services	Next review date	26/11/2016
	NSQC Clearance on	NA		
	Job Role	Accounts Executive (Accounts Payable & Receivable)		
Role Description		Accounts Executive maintains the suppliers' accounts, makes payments, raises bills, receives and acknowledges collections keeps records and enters the transactions into the books of accounts.		
NSQF level		4		
Minimum Educational Qualifications*		Graduation in commerce or allied subjects/Diploma in commercial Practice		
Maximum Educational Qualifications*		Post Graduate		
Training (Suggested but not mandatory)		Training offered by respective financial institutions		
Minimum Job Entry Age		21		
Experience		Experience preferred but not mandatory		
Applicable National Occupational Standards (NOS)		Compulsory: Accounts Executive (Accounts Payable & Receivable): 1. BSC / N 0901 Understanding the Purchase order, Purchase journal, supplier and payment details 2. BSC / N 0902 Understanding the customer Purchase order, payment terms, delivery challan and sales journal 3. BSC / N 0903 Booking credit purchase in the purchase journal 4. BSC / N 0904 Booking credit sales in the sales journal 5. BSC / N 0905 Verification of the documents 6. BSC / N 0906 Preparation of Payment voucher 7. BSC / N 0907 Preparation of mode of payment 8. BSC / N 0908 Updating voucher with payment details 9. BSC / N 0909 Preparing Receipt voucher 10. BSC / N 0910 Performing the accounting entry 11. BSC / N 0911 Record keeping Optional 12. N.A.		
Performance Criteria		As described in the relevant OS units		

Definitions

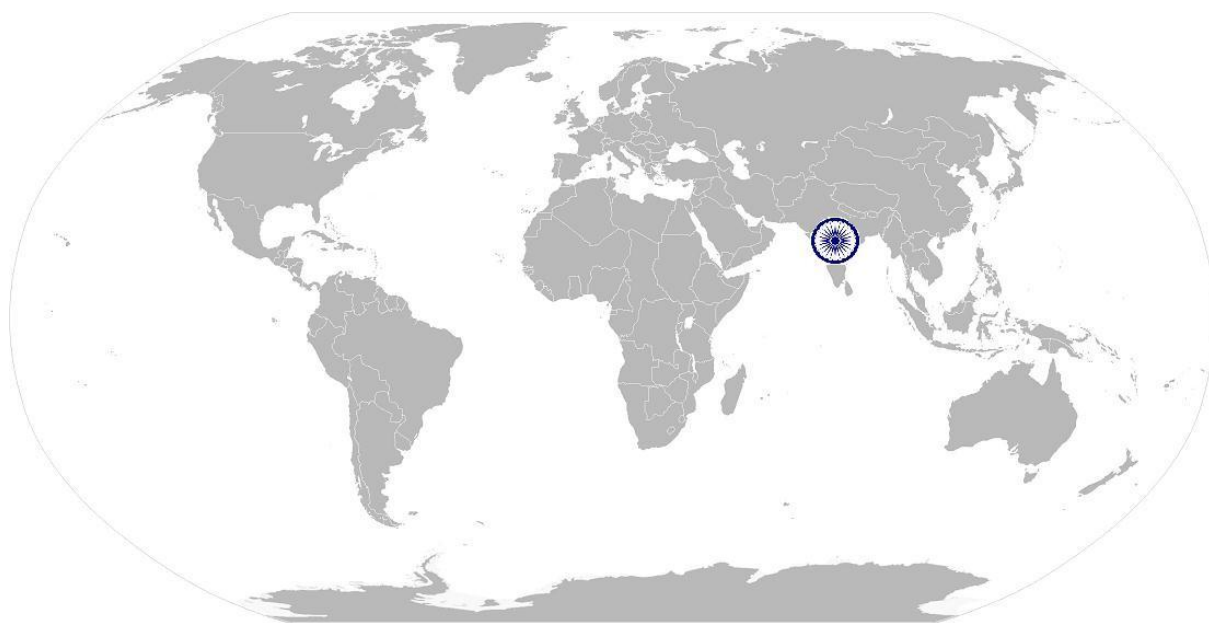
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further 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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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 or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.

Qualifications Pack for Accounts Executive (Accounts Payable & Receivable)

Acronyms	Keywords /Terms	Description
	SSC	Sector Skill Council
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	UGC	University Grants Commission
	MHRD	Ministry of Human Resource Development
	MoLE	Ministry of Labor and Employment
	NVEQF	National Vocational Education Qualifications Framework
	NVQF	National Vocational Qualifications Framework

BSC / Q 0901 Understanding the Purchase order, Purchase journal, supplier and payment details

National Occupational Standard



Overview

Understanding the Purchase order, Purchase journal, supplier and payment details

BSC / N 0901 Understanding the Purchase order, Purchase journal, supplier and payment details

National Occupational Standard

Unit Code	BSC / N 0901
Unit Title (Task)	Understanding the Purchase order, Purchase journal, supplier and payment details
Description	This OS unit is about Understanding the Purchase order, Purchase journal, supplier and payment details.
Scope	<p>The task needs the person in this job role to</p> <ul style="list-style-type: none"> • Understand the purchase journal • Understanding the category of supplier • Detailed understanding about the supplier • Understand details regarding the payment particulars • Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding the purchase journal	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain and access the purchase journal. PC2. To understand the contents of the same. PC3. To understand in detail the terminologies contained therein, such as Purchase Order, document for material receipt, Invoice etc. PC4. Locate and understand the transaction details concerning the supplier.</p>
Understanding the category of supplier.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. Identify, understand and differentiate the supplier of capital goods. PC6. Identify, understand and differentiate the supplier of services. PC7. Identify, understand and differentiate the supplier of goods for further sale/manufacture. PC8. Identify, understand and differentiate the supplier for overhead items and/or general expenditure.</p>
Detailed understanding about the supplier.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. Obtain all documents pertaining to the supplier. PC10. Understand about the specific supplier concerning the transaction. PC11. Gather data about the particulars of the supplier such as Address, Bank account no., contact details etc. PC12. Ascertain agreed/accepted mode of payment in the past transactions.</p>
Understand details regarding the payment particulars.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. Understand whether the payment is for the capital goods purchased. PC14. Understand whether the payment is to be made as advance to supplier. PC15. Understand whether it is the part payment of the bill. PC16. Ascertain whether it is the full and final payment of the bill.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC17. Update details of suppliers into information system/records. PC18. Receive bills, vouchers and other documents concerning purchases. PC19. Tabulates and prepares statements on periodical payments. PC20. Proper handling of cash and banking instruments. PC21. Identify and report any discrepancies to the notice of superiors.</p>

BSC / N 0901 Understanding the Purchase order, Purchase journal, supplier and payment details

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in. KA2. Different accounting processes that are followed by the company. KA3. Organizational guidelines for dealing with different types of suppliers. KA4. Company's policies regarding the credit period allowed by suppliers. KA5. Processes and methods of payment to suppliers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles. KB2. Basic accounting concepts and techniques for recording transactions. KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc. KB4. Check whether financial transactions of the organization conform to the prescribed financial rules and regulations. KB5. Have transaction processing knowledge. KB6. Clear understanding about Invoice and particulars thereof. KB7. Accounting processes and procedures to record the details of invoice. KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.). KB9. Procedures for digitally updating suppliers' details. KB10. IT skills and operating procedures of computers and other electronic devices. KB11. Preparation of payment schedule, if required. KB12. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the receipts/payments for review. SA2. Prepare reports on status of other receipts accounts. SA3. Communicate and share knowledge with peers and supervisors.</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines. SA5. Read and verify legitimacy of documents submitted by concerned person. SA6. Read and explain terms to the other party.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Listen to the customers and be able to offer products that are pertinent to their requirements. SA8. Communicate clearly with the customer using language that he/she understands. SA9. Communicate and share knowledge with peers and supervisors.</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Differentiate between the critical documents and its relevance in accounting. SB2. Make clear, logical decisions regarding the upkeep of documents.</p>
	Plan and Organize

BSC / N 0901 Understanding the Purchase order, Purchase journal, supplier and payment details

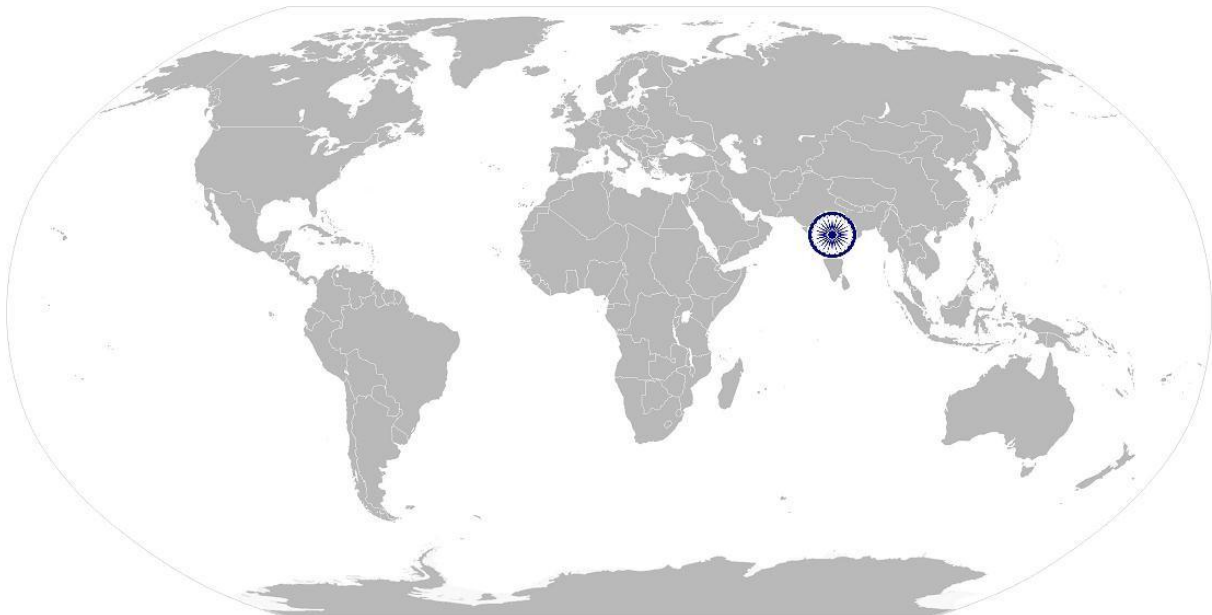
	The user/individual on the job needs to know and understand how to: SB3. Plan the work/tasks at hand. SB4. Organize work & time in order to maximize productivity.
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role.
	Analytical Thinking
	NA
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB6. Be self driven, take initiatives and deliver results set by the organization and respective seniors SB7. Consistently obtain feedback and improve their performance. SB8. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines.



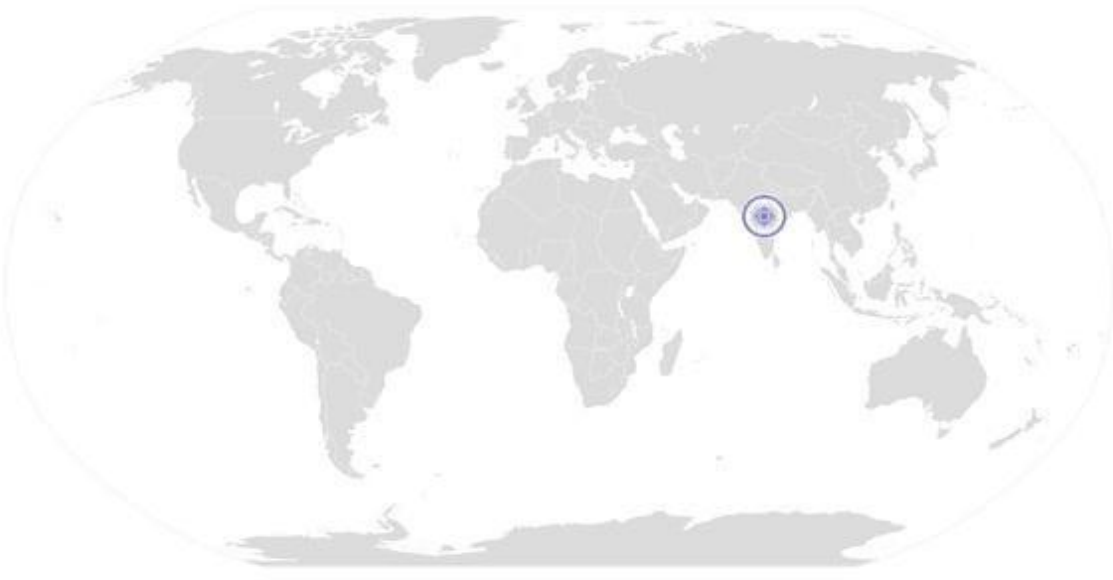
BSC / N 0901 Understanding the Purchase order, Purchase journal, supplier and payment details

NOS Version Control:

NOS Code	BSC / N 0901		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Services	Next review date	25/11/2016



National Occupational Standard



Overview

Understanding customer purchase order, payment terms, delivery challan and sales journal

BSC / N 0902 Understanding customer purchase order, payment terms, delivery challan and sales journal

National Occupational Standard

Unit Code	BSC / N 0902
Unit Title (Task)	Understanding customer purchase order, payment terms, delivery challan and sales journal
Description	This OS unit is about Understanding customer purchase order, payment terms, delivery challan and sales journal.
Scope	<p>The task needs the person in this job role to</p> <ul style="list-style-type: none"> • Understand the customer purchase order • Understanding the sales journal • Detailed understanding about the delivery challan • Understand details regarding the payment particulars • Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding the customer purchase order.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain and access the customer purchase order.</p> <p>PC2. Understand the contents of the same.</p> <p>PC3. Understand in detail the terminologies contained therein, such as the quantity of product required, rate per unit, delivery date and place, mode and terms of payment etc.</p> <p>PC4. Locate and understand the transaction details concerning the customer (if already existing).</p>
Understanding the sales journal	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. Obtain and access the sales journal.</p> <p>PC6. understand the contents of the same.</p> <p>PC7. Understand in detail the terminologies contained therein such as Purchase Order, invoice, delivery challan, payment terms, VAT/Service tax details etc.</p> <p>PC8. Arrange all the documents regarding the sales in sequential order concerning the customer.</p>
Detailed understanding about the delivery challan.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. Obtain all documents pertaining to the specific sales concerning the customer.</p> <p>PC10. Understand in detail the particulars of the delivery challan.</p> <p>PC11. Gather data about the particulars of the transaction such as sales date, shipment mode, shipment address, contact details etc.</p> <p>PC12. Ascertain whether any collection is to be made while delivering the goods.</p>
Understand details regarding the payment particulars.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. Understand in detail the accepted mode of payment.</p> <p>PC14. Have authorization to receive collections on behalf of the company.</p> <p>PC15. Understand whether the collection is received as advance from customer.</p> <p>PC16. Understand whether the collection is received as part payment of the invoice.</p> <p>PC17. Ascertain whether it is the full and final payment of the invoice.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC18. Update details of customers into information system/records.</p> <p>PC19. Issue bills, vouchers and other documents concerning sales.</p> <p>PC20. Tabulate and prepare statements on periodical collections.</p> <p>PC21. Proper handling of cash and banking instruments.</p> <p>PC22. Identify and report any discrepancies to the notice of superiors.</p>

BSC / N 0902 Understanding customer purchase order, payment terms, delivery challan and sales journal

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in.</p> <p>KA2. Different accounting processes that are followed by the company.</p> <p>KA3. Organizational guidelines for dealing with different types of customers.</p> <p>KA4. Company's policies regarding the credit period allowed to customers.</p> <p>KA5. Processes and methods of collections from customers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles.</p> <p>KB2. Understanding of IT rules regarding dealing with cash transactions and requirements of PAN details.</p> <p>KB3. Working knowledge of NEFT transactions and dealing with them.</p> <p>KB4. Provide documental evidence and ability to explain as to why, when, how and from whom the collections are received.</p> <p>KB5. Have transaction processing knowledge.</p> <p>KB6. Clear understanding about Invoice and particulars thereof.</p> <p>KB7. Accounting processes and procedures to record the details of invoice.</p> <p>KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.).</p> <p>KB9. Procedures for digitally updating customer's details.</p> <p>KB10. IT skills and operating procedures of computers and other electronic devices.</p> <p>KB11. Preparation of collection schedule, if required.</p> <p>KB12. Use computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the receipts/payments for review.</p> <p>SA2. Prepare reports on status of other receipts accounts.</p> <p>SA3. Communicate and share knowledge with peers and supervisors.</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines.</p> <p>SA5. Read and verify legitimacy of documents submitted by concerned person.</p> <p>SA6. Read and explain terms to the other party.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Listen to the customers and be able to offer products that are pertinent to their requirements.</p> <p>SA8. Communicate clearly with the customer using language that he/she understands.</p> <p>SA9. Communicate and share knowledge with peers and supervisors.</p>

BSC / N 0902 Understanding customer purchase order, payment terms, delivery challan and sales journal

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Differentiate between the critical documents and its relevance in Accounting. SB2. Make clear, logical decisions regarding the upkeep of documents.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Plan the work/tasks at hand. SB4. Organize work & time in order to maximize productivity.
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time use the existing data points to generate required reports for business
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. Be self driven, take initiatives and deliver results set by the organization and respective seniors SB11. Consistently obtain feedback and improve their performance. SB12. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines.

BSC / N 0902 Understanding customer purchase order, payment terms, delivery challan and sales journal

NOS Version Control:

NOS Code	BSC / N 0902		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	26/11/2016



National Occupational Standard



Overview

Booking credit purchases in the purchase journal

BSC / N 0903 Booking credit purchases in the purchase journal

National Occupational Standard	Unit Code	N 0903
	Unit Title (Task)	Booking credit purchases in the purchase journal.
	Description	This OS unit is about Booking credit purchases in the purchase journal.
	Scope	<p>The task needs the person in this job role to</p> <ul style="list-style-type: none"> • Understanding the purchase journal • Obtain and check documents related to the purchase • Recording data in the Purchase journal • Get authorization from Senior/Manager • Passing accounting entry in the purchase journal • Perform General/Administrative Tasks
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Understanding the purchase journal Obtain and check documents related to the purchase.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain and access the purchase journal.</p> <p>PC2. To understand the contents of the same.</p> <p>PC3. To understand in detail the terminologies contained therein, such as Purchase Order, document for material receipt, Invoice etc.</p> <p>PC4. Locate and understand the transaction details concerning the supplier.</p> <p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. Determine whether the purchase is for trading/manufacture goods, capital goods or services.</p> <p>PC6. Obtain the purchase order and understand the details of the same.</p> <p>PC7. Obtain the invoice received from the supplier and understand the details of the same.</p> <p>PC8. Obtain and check the document for material receipt</p>
	Recording data in the Purchase journal	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. Obtain and access the purchases day book.</p> <p>PC10. Obtain any login id required or use the already existing one, in case of data maintained in electronic mode.</p> <p>PC11. Make use of software to arrive at the "Record purchase" page.</p> <p>PC12. Capture important information such as the name of the supplier, documents reference numbers Purchase order rate, quantity ordered etc.</p> <p>PC13. Understand and apply provisions of input credit for VAT (Value Added Tax) in case of purchase of goods.</p> <p>PC14. Understand and apply provisions of input credit for Service Tax in case of purchase of services.</p> <p>PC15. Note down the due date for payment and record at appropriate place any advance paid.</p>
	Get authorization from Senior/Manager	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. Arrange in sequential order all the documents supplementing the purchase journal.</p> <p>PC17. Support the documents with the required proof/evidential papers.</p> <p>PC18. Seek approval of purchase journal from Senior/Manager with whom such authority rests.</p>

BSC / N 0903 Booking credit purchases in the purchase journal

	PC19. Take the process forward after getting approval.
Passing accounting entry in the purchase journal.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. Have knowledge of the accounting software used by the company. PC21. Update account into the books of accounts. PC22. Give effect to the Purchases account with the amount of purchase of goods/services. PC23. Give effect to the input credit for VAT/Service Tax account with the amount of Value added tax on goods purchased or Service tax on services received. PC24. Give effect to the supplier account with the total amount on the invoice.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC25. Seek and receive the relevant tax rates on goods and services that are applicable to the company. PC26. Update details of suppliers into information system/records. PC27. Receive bills, vouchers and other documents concerning purchases. PC28. Tabulates and prepares statements on periodical payments. PC29. Proper handling of cash and banking instruments. PC30. Identify and report any discrepancies to the notice of superiors.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in. KA2. Different accounting processes that are followed by the company. KA3. Organizational guidelines for dealing with different types of suppliers. KA4. Company's policies regarding the credit period allowed by suppliers. KA5. Processes and methods of payment to suppliers._____</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles. KB2. Basic accounting concepts and techniques for recording transactions. KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc. KB4. Check whether financial transactions of the organization conform to the prescribed financial rules and regulations. KB5. Have transaction processing knowledge. KB6. Clear understanding about Invoice and particulars thereof. KB7. Accounting processes and procedures to record the details of invoice. KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.). KB9. Procedures for digitally updating suppliers' details. KB10. IT skills and operating procedures of computers and other electronic devices. KB11. Preparation of payment schedule, if required. KB12. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/	Writing Skills

BSC / N 0903

Booking credit purchases in the purchase journal

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Prepare reports and summary of the receipts for review. SA2. Prepare reports on status of other receipts accounts. SA3. Communicate and share knowledge with peers and supervisors.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand organizational and regulatory guidelines SA5. Read and verify legitimacy of documents submitted by the concerned person SA6. Read and explain terms of receipts to the other party.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. Listen to the customers and be able to offer products that are pertinent to their requirements. SA8. Communicate clearly with the customer using language that he/she understands. SA9. Communicate and share knowledge with peers and supervisors.
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Differentiate between the critical documents and its relevance in accounting. SB2. Make clear, logical decisions regarding the upkeep of documents.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Plan the work/tasks at hand. SB4. Organize work & time in order to maximize productivity.
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. use the existing data to arrive at specific data points SB7. use the existing data points for improving the call resolution time SB8. use the existing data points to generate required reports for business
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Be self driven, take initiatives and deliver results set by the organization and respective superiors SB10. Consistently obtain feedback and improve their performance SB11. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines.

BSC / N 0903

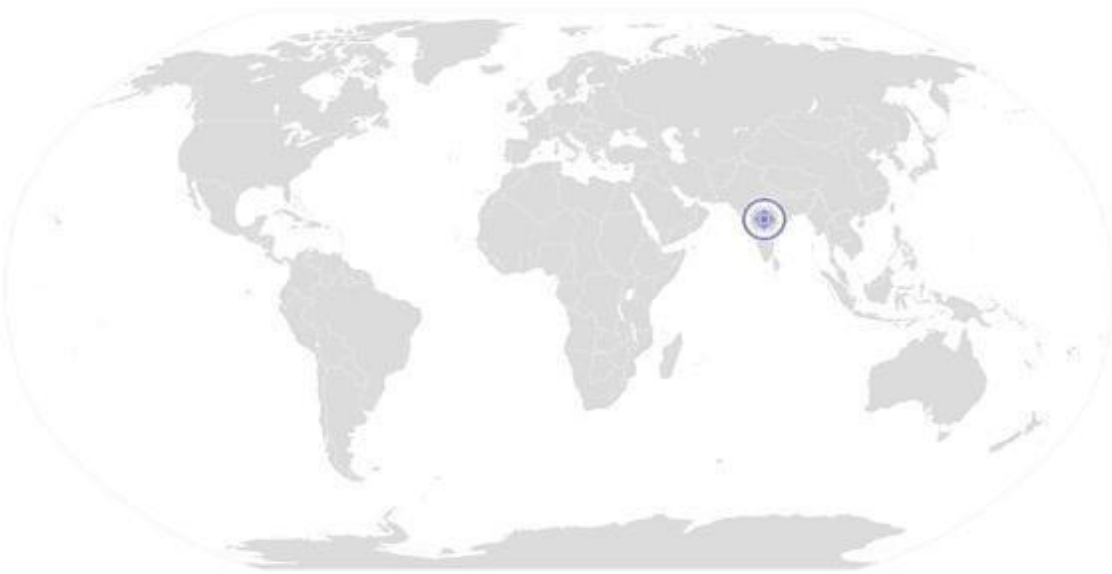
Booking credit purchases in the purchase journal

NOS Version Control:

NOS Code	BSC / N 0903		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Financial	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	25/11/2016



National Occupational Standard



Overview

Booking credit sales in the sales journal

BSC / Q 0904 Booking credit sales in the sales journal

National Occupational Standard

Unit Code	N 0904
Unit Title (Task)	Booking credit sales in the sales journal
Description	This OS unit is about Booking credit sales in the sales journal
Scope	<p>The task needs the person in this job role to understand</p> <ul style="list-style-type: none"> Understanding the sales journal Obtain and check documents related to the sale Recording data in the Sales journal Get authorization from Senior/Manager Passing accounting entry in the Sales journal Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding the sales journal	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain and access the sales journal.</p> <p>PC2. To understand the contents of the same.</p> <p>PC3. To understand in detail the terminologies contained therein, such as sales order, Invoice, Delivery challan etc.</p> <p>PC4. Locate and understand the transaction details concerning the customer.</p>
Obtain and check documents related to the sale.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. Obtain the sales order and understand the details of the same.</p> <p>PC7. Obtain the Purchase Order received from the customer and understand the details of the same.</p>
Recording data in the Sales journal.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. Obtain and access the sales journal.</p> <p>PC10. Obtain any login id required or use the already existing one, in case of data maintained in electronic mode.</p> <p>PC11. Make use of software to arrive at the "Record sales" page.</p> <p>PC12. Capture important information such as the name of the customer, documents reference numbers, Purchase order rate, quantity ordered etc.</p> <p>PC13. Understand and apply provisions of VAT(Value Added Tax) in case of sales of goods.</p> <p>PC14. Understand and apply provisions of Service Tax in case of sales of services.</p> <p>PC15. Note down the due date for collection and record at appropriate place any advance received.</p>
Get authorization from Senior/Manager	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. Arrange in sequential order all the documents supplementing the sales journal.</p> <p>PC17. Support the documents with the required proof/evidential papers.</p> <p>PC18. Seek approval of sales journal from Senior/Manager with whom such authority rests.</p> <p>PC19. Take the process forward after getting approval.</p>

BSC / Q 0904 Booking credit sales in the sales journal

Passing accounting entry in the Sales journal	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. Have knowledge of the accounting software used by the company.</p> <p>PC21. Update account into the books of accounts.</p> <p>PC22. Give effect to the sales account with the amount of sale of goods/services.</p> <p>PC23. Give effect to the VAT/Service Tax account with the amount of Value added tax on goods sold or Service tax on services received.</p> <p>PC24. Give effect to the customer account with the total amount on the invoice.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC25. Seek and receive the relevant tax rates on goods and services that are applicable to the company.</p> <p>PC26. Update details of customers into information system/records.</p> <p>PC27. Prepare bills, vouchers and other documents concerning sales.</p> <p>PC28. Tabulate and prepare statements on periodical collection.</p> <p>PC29. Proper handling of cash and banking instruments.</p> <p>PC30. Identify and report any discrepancies to the notice of superiors.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in.</p> <p>KA2. Different accounting system/procedure/processes that are followed by the company.</p> <p>KA3. Organizational guidelines for dealing with different types of customers.</p> <p>KA4. Company's policies regarding the credit period allowed to customers.</p> <p>KA5. Processes and methods of collections from customers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles.</p> <p>KB2. Basic accounting concepts and techniques for recording transactions.</p> <p>KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc. and knowledge of tax laws and tariffs relevant to the business.</p> <p>KB4. Have transaction processing knowledge.</p> <p>KB5. Clear understanding about Invoice and particulars thereof.</p> <p>KB6. Accounting processes and procedures to record the details of invoice.</p> <p>KB7. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.).</p> <p>KB8. Procedures for digitally updating customer's details.</p> <p>KB9. IT skills and operating procedures of computers and other electronic devices.</p> <p>KB10. Preparation of collection schedule, if required.</p> <p>KB11. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the receipts for review.</p> <p>SA2. Prepare reports on status of other receipts accounts.</p> <p>SA3. Communicate and share knowledge with peers and supervisors.</p>
	Reading Skills

BSC / Q 0904 Booking credit sales in the sales journal

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines</p> <p>SA5. Read and verify legitimacy of documents submitted by the concerned person</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Listen to the customers and be able to offer products that are pertinent to their requirements.</p> <p>SA7. Communicate clearly with the customer using language that he/she understands.</p> <p>SA8. Communicate and share knowledge with peers and supervisors.</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Differentiate between the critical documents and its relevance in accounting.</p> <p>SB2. Make clear, logical decisions regarding the upkeep of documents.</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan the work/tasks at hand.</p> <p>SB4. Organize work & time in order to maximize productivity.</p>
	<p>Customer Centricity</p>
	<p>NA</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role.</p>
	<p>Analytical Thinking</p>
	<p>NA</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Be self driven, take initiatives and deliver results set by the organization and respective superiors</p> <p>SB7. Consistently obtain feedback and improve their performance</p> <p>SB8. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines.</p>

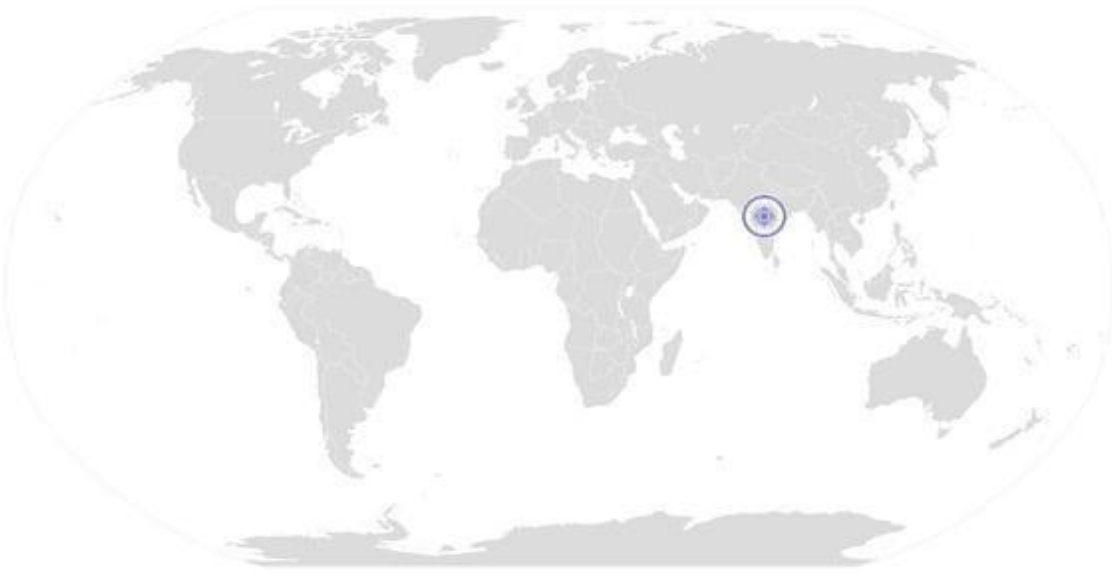
BSC / Q 0904 Booking credit sales in the sales journal

NOS Version Control:

NOS Code	BSC / N 0904		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	25/11/2016



National Occupational Standard



Overview

Verification of the documents

BSC/Q 0905

Verification of the documents

National Occupational Standard

Unit Code	N 0905
Unit Title (Task)	Verification of the documents.
Description	This OS unit is about Verification of the documents .
Scope	The task needs the person in this job role to understand <ul style="list-style-type: none"> Identifying and understanding the transaction prompting documents Understanding the relevance of the master documents Understanding the contents of these documents Verify and validate the correctness of the documents Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Identifying and understanding the transaction prompting documents	To be competent, the user/individual on the job must be able to: PC1. Obtain the document that initiates/triggers the transaction. PC2. Relate it to the corresponding master document. PC3. Correlating the above documents with the concerned supplier's/customer's account. PC4. Validate the authenticity of all the above documents. PC5. Ascertain from such document, the due date for making the payment.
Understanding the relevance of the master documents	To be competent, the user/individual on the job must be able to: PC6. Obtain the Base/Master document relating to the supplier. PC7. Checking the agreement process manual for transaction. PC8. Segmenting the supplier/customer details and the relevant documents relating to the supplier/customer. PC9. To be able to link the supplier details and the documents, relating to the concerned accounting period. PC10. To gather additional documents pertaining to any special requirement. PC11. Arranging all the documents in sequential order, which would help in understanding about the case in particular.
Understanding the contents of these documents	To be competent, the user/individual on the job must be able to: PC12. To know and understand requirements of the document. PC13. Assess whether the document is complete. PC14. Check for any deviation in the document.
Verify and validate the correctness of the documents	To be competent, the user/individual on the job must be able to: PC15. Seeking explanation/clarification from the supplier/customer/sales Deptt. in case of any deviation. PC16. Understanding and validating the responses thus acquired.

BSC/Q 0905

Verification of the documents

Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC17. Update details of suppliers into information system/records. PC18. Receive bills, vouchers and other documents concerning purchases. PC19. Tabulates and prepares statements on periodical payments. PC20. Proper handling of cash and banking instruments. PC21. Identify and report any discrepancies to the notice of seniors. PC22. Update details of customers acquired and status into information system/records. PC23. Prepare and submit periodic reports on the status of realized collection to supervisor/ manager. PC24. Discuss and set revenue/account targets with supervisor/manager if applicable PC25. Prepare reports on targets achieved.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in. KA2. Different accounting processes that are followed by the company. KA3. Organizational guidelines for dealing with different types of suppliers. KA4. Company's policies regarding the credit period allowed by suppliers. KA5. Processes and methods of payment to suppliers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles. KB2. Basic accounting concepts and techniques for recording transactions. KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc. KB4. Check whether financial transactions of the organization conform to the prescribed financial rules and regulations. KB5. Have transaction processing knowledge. KB6. Clear understanding about Invoice and particulars thereof. KB7. Accounting processes and procedures to record the details of invoice. KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.). KB9. Procedures for digitally updating suppliers' details. KB10. IT skills and operating procedures of computers and other electronic devices. KB11. Preparation of payment schedule, if required. KB12. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the collections for review. SA2. Prepare reports on status of overdue customers' accounts. SA3. Communicate and share knowledge with peers and supervisors.</p>
	Reading Skills
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines. SA5. Read and verify legitimacy of documents submitted by customers. SA6. Read and explain terms of collections to customers</p>	

BSC/Q 0905

Verification of the documents

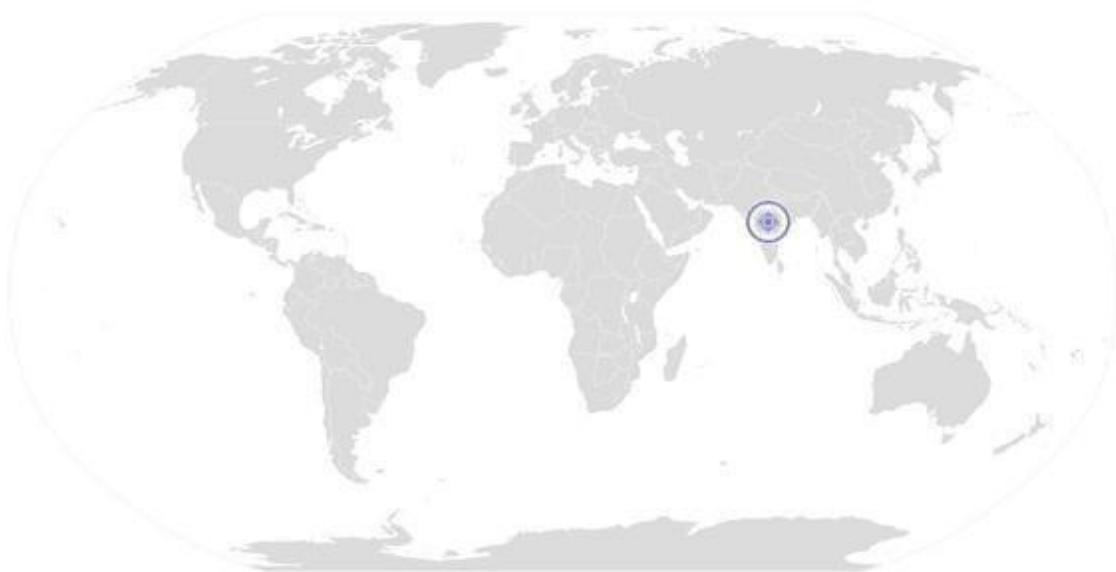
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Listen to the customers and be able to offer products that are pertinent to their requirements.</p> <p>SA8. Communicate clearly with the customer using language that he/she understands.</p> <p>SA9. Communicate and share knowledge with peers and supervisors.</p>
	Decision Making
B. Professional Skills	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Differentiate between the critical documents and its relevance in accounting.</p> <p>SB2. Make clear, logical decisions regarding the upkeep of documents.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan the work/tasks at hand.</p> <p>SB4. Organize work & time in order to maximize productivity.</p> <p>SB5. Liaison with customers.</p>
	Customer Centricity
	NA
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role</p>
	Analytical Thinking
	NA
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Consistently obtain feedback and improve their performance</p> <p>SB9. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines</p>

BSC/Q 0905

Verification of the documents

NOS Version Control

NOS Code	BSC / N 0905		
Credits(NSQF)	TBD	Version number	1.0
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Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	25/11/2016



BSC/Q 0906

Preparation of payment voucher

National Occupational Standard



Overview

Preparation of payment voucher

BSC/Q 0906

Preparation of payment voucher

National Occupational Standard

Unit Code	N 0906
Unit Title (Task)	Preparation of payment voucher
Description	This OS unit is about Preparation of payment voucher
Scope	<p>This unit/task covers the following</p> <ul style="list-style-type: none"> • Knowledge of accounting software used by the company • Understanding and preparation of payment voucher • Creating transactional document in the correct supplier's name • Understanding and ascertaining the amount to be paid • Determining the mode of payment • Get authorization from Senior/Manager • Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Knowledge of accounting software used by the company.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand the accounting software used by the company.</p> <p>PC2. Seek and receive any log-in ID required to operate the software.</p> <p>PC3. To make use of already existing log-in ID (if required so).</p> <p>PC4. Understand the account types and codes (if used in the software).</p> <p>PC5. To arrive at the creation of payment voucher page.</p> <p>PC6. To obtain and access the payment voucher book in physical form (where no accounting software is used).</p>
Understanding and preparation of payment voucher	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. Obtain and access the payment voucher in physical form or through electronic mode.</p> <p>PC8. Understand the contents of the same.</p> <p>PC9. Attach the reference document and note the date of payment mentioned on it.</p> <p>PC10. Understand the importance of the date of payment and fill-in the correct date on the voucher.</p>
Creating transactional document in the correct supplier's name.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. Differentiate and understand the brand name and the registered name of the supplier.</p> <p>PC12. Match the name of the supplier with the invoice received from them.</p> <p>PC13. Enter the supplier's name correctly in the place provided for in the voucher</p>
Understanding and ascertaining the amount to be paid.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. Ascertain from the document the amount to be paid to the supplier considering the taxation rules such as TDS etc.</p> <p>PC15. Write(in words) the amount to be paid to the supplier in the place provided for in the voucher.</p> <p>PC16. Write(in figures) the amount to be paid to the supplier in the place provided for in the voucher.</p>

BSC/Q 0906

Preparation of payment voucher

Determining the mode of payment.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC17. Ascertain the agreed mode of payment to the supplier. PC18. Verify whether cash payments are allowed as per the company policy. PC19. Mark at appropriate place in the voucher, if the payment is to be made through banking instruments. PC20. Check whether payment is to be made through NEFT.</p>
Get authorization from Senior/Manager	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC21. Arrange in sequential order all the documents supplementing the voucher. PC22. Support the documents with the required proof/evidential papers. PC23. Seek approval of voucher from Senior/Manager with whom such authority rests. PC24. Take the process forward after getting approval.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC25. Update details of suppliers into information system/records. PC26. Receive bills, vouchers and other documents concerning purchases. PC27. Tabulates and prepares statements on periodical payments. PC28. Proper handling of cash and banking instruments. PC29. Identify and report any discrepancies to the notice of seniors.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in. KA2. Different accounting processes that are followed by the company. KA3. Organizational guidelines for dealing with different types of suppliers. KA4. Company's policies regarding the credit period allowed by suppliers. KA5. Processes and methods of payment to suppliers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles. KB2. Basic accounting concepts and techniques for recording transactions. KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc. KB4. Check whether financial transactions of the organization conform to the prescribed financial rules and regulations. KB5. Have transaction processing knowledge. KB6. Clear understanding about Invoice and particulars thereof. KB7. Accounting processes and procedures to record the details of invoice. KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.). KB9. Procedures for digitally updating suppliers' details. KB10. IT skills and operating procedures of computers and other electronic devices. KB11. Preparation of payment schedule, if required. KB12. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/	Writing Skills

BSC/Q 0906

Preparation of payment voucher

Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the collections for review.</p> <p>SA2. Prepare reports on status of overdue customers' accounts.</p> <p>SA3. Communicate and share knowledge with peers and supervisors</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines</p> <p>SA5. Read and verify legitimacy of documents submitted by customers</p> <p>SA6. Read and explain terms of collections to customers</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA2. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA3. give clear instructions to customers</p> <p>SA4. keep customers informed about progress</p> <p>avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Differentiate between the critical documents and its relevance in accounting.</p> <p>SB2. Make clear, logical decisions regarding the upkeep of documents.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan the work/tasks at hand.</p> <p>SB4. Organize work & time in order to maximize productivity.</p> <p>SB5. Liaison with customers.</p>
	Customer Centricity
	NA
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role.</p>
	Analytical Thinking
	NA
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Consistently obtain feedback and improve their performance</p> <p>SB9. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines</p>

BSC/Q 0906

Preparation of payment voucher

NOS Version Control

NOS Code	BSC / N 0906		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	25/11/2016



BSC/Q 0907 Preparation of mode of payment

National Occupational Standard



Overview

Preparation of mode of payment

Unit Code	N 0907
Unit Title (Task)	Preparation of mode of payment
Description	This OS unit is about Preparation of mode of payment.
Scope	<p>The task needs</p> <ul style="list-style-type: none"> • Ascertaining the mode of payment • Preparing the mode of payment • Ascertaining the amount payable to the supplier • Preparing payment in favour of the supplier • Get authorization from Senior/Manager • Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Ascertaining the mode of payment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Determine whether the amount is payable through cash.</p> <p>PC2. Ascertain whether the amount is payable through banking instruments such as Cheque/Demand Draft or other banking instruments.</p> <p>PC3. Ascertain whether the amount is payable through NEFT(National Electronic Fund Transfer).</p> <p>PC4. Determine the bank through which the payment is to be made.</p>
Preparing the mode of payment.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. Understand and fill-up the particulars in case of cheque.</p> <p>PC6. Understand and fill-up the DD request form either in electronic form or physical form.</p> <p>PC7. Locate whether the supplier's name exists in the beneficiary list (in case of NEFT payments).</p> <p>PC8. Collecting the bank details of the new supplier and adding to the beneficiary List (in case of NEFT payments).</p>
Ascertaining the amount payable to the supplier	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. Determine the amount payable to the supplier considering the taxation rules such as TDS etc.</p> <p>PC10. Compare and verify the amount payable to the supplier with the documents received from them.</p> <p>PC11. Write(in words) such amount to be paid to the supplier onto the cheque/Demand Draft form or any other banking instruments.</p> <p>PC12. Write(in figures) such amount to be paid to the supplier onto the cheque/Demand Draft form or any other banking instruments.</p>
Preparing payment in favour of the supplier.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. Check and verify the suppliers name in whose favour the payment has to be made.</p> <p>PC14. Write the suppliers name in clear/unambiguous words onto the cheque/DD request form or any other banking instruments.</p> <p>PC15. Fill-in the fund transfer request form in case of electronic fund transfer.</p>

BSC/Q 0907 Preparation of mode of payment

Get authorization from Senior/Manager.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. Arrange in sequential order all the documents supplementing the cheque/Demand Draft/other banking instruments/Fund transfer request form.</p> <p>PC17. Supporting the documents with the required proof/evidential papers.</p> <p>PC18. Seek approval of the payment mode (Cheque/DD/ fund transfer) from Senior/Manager with whom such authority rests.</p> <p>PC19. Take the process forward after getting approval.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. Update details of suppliers into information system/records.</p> <p>PC21. Receive bills, vouchers and other documents concerning purchases.</p> <p>PC22. Tabulates and prepares statements on periodical payments.</p> <p>PC23. Proper handling of cash and banking instruments.</p> <p>PC24. Identify and report any discrepancies to the notice of superiors.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in.</p> <p>KA2. Different accounting processes that are followed by the company.</p> <p>KA3. Organizational guidelines for dealing with different types of suppliers.</p> <p>KA4. Company's policies regarding the credit period allowed by suppliers.</p> <p>KA5. Processes and methods of payment to suppliers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles.</p> <p>KB2. Basic accounting concepts and techniques for recording transactions.</p> <p>KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc.</p> <p>KB4. Check whether financial transactions of the organization conform to the prescribed financial rules and regulations.</p> <p>KB5. Have transaction processing knowledge.</p> <p>KB6. Clear understanding about Invoice and particulars thereof.</p> <p>KB7. Accounting processes and procedures to record the details of invoice.</p> <p>KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.).</p> <p>KB9. Procedures for digitally updating suppliers' details.</p> <p>KB10. IT skills and operating procedures of computers and other electronic devices.</p> <p>KB11. Preparation of payment schedule, if required.</p> <p>KB12. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the collections for review.</p> <p>SA2. Prepare reports on status of overdue customers' accounts.</p> <p>SA3. Communicate and share knowledge with peers and supervisors.</p>
	Reading Skills

BSC/Q 0907 Preparation of mode of payment

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines. SA5. Read and verify legitimacy of documents submitted by customers. SA6. Read and explain terms of collections to customers</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. give clear instructions to customers SA2. keep customers informed about progress</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Differentiate between the critical documents and its relevance in accounting. SB2. Make clear, logical decisions regarding the upkeep of documents.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan the work/tasks at hand. SB4. Organize work & time in order to maximize productivity. SB5. Liaison with customers.</p>
	Customer Centricity
	NA
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role</p>
	Analytical Thinking
	NA
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Consistently obtain feedback and improve their performance SB9. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines</p>

BSC/Q 0907 Preparation of mode of payment

NOS Version Control

NOS Code	BSC / N 0907		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
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National Occupational Standard



Overview

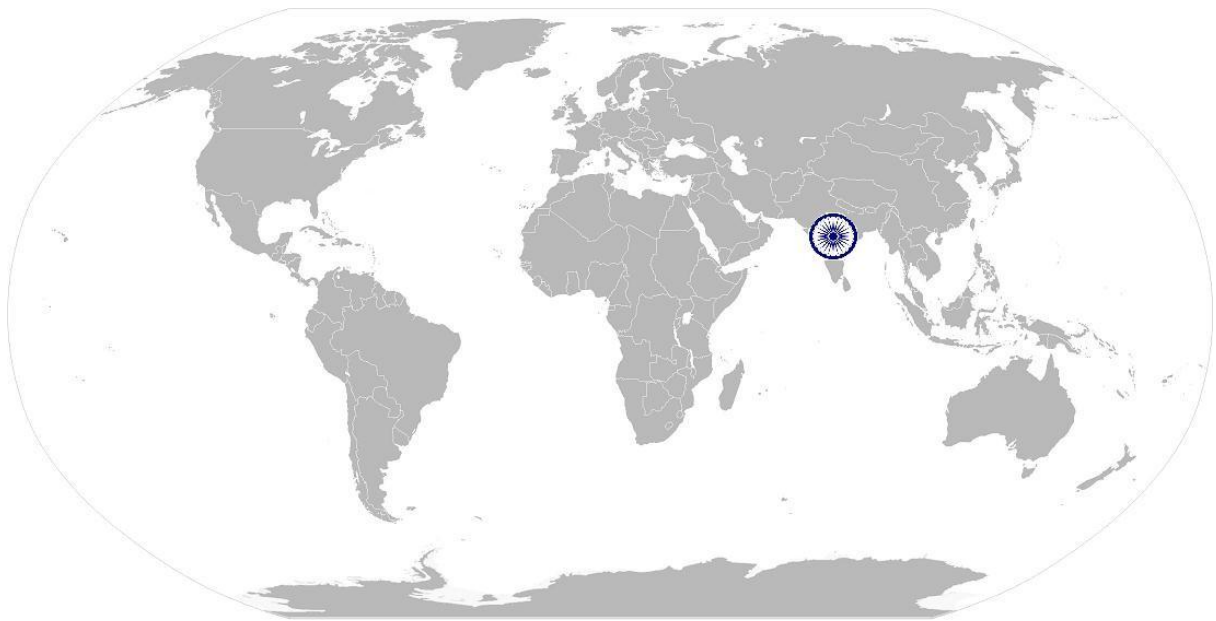
Updating voucher with payment details

BSC/Q 0908 Updating voucher with payment details

Unit Code	N 0908
Unit Title (Task)	Updating voucher with payment details
Description	This OS unit is about Updating voucher with payment details
Scope	<p>The task needs</p> <ul style="list-style-type: none"> Obtaining the payment voucher Filling the particulars of authorized payment Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Obtaining the payment voucher	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check whether the voucher concerns the same transaction for which the payment is prepared.</p> <p>PC2. Check for the supplementing evidential papers/transactional documents to be in place.</p>
Filling the particulars of authorized payment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC3. Capture the cheque no./DD no./NEFT no. in the place provided for in the voucher.</p> <p>PC4. Verify and match the supplier's name in the payment voucher and in the payment mode (chq./DD/NEFT/Others).</p> <p>PC5. Verify for the due date for making such payment`.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. Update details of suppliers into information system/records.</p> <p>PC7. Receive bills, vouchers and other documents concerning purchases.</p> <p>PC8. Tabulates and prepares statements on periodical payments.</p> <p>PC9. Proper handling of cash and banking instruments.</p> <p>PC10. Identify and report any discrepancies to the notice of superiors.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in.</p> <p>KA2. Different accounting processes that are followed by the company.</p> <p>KA3. Organizational guidelines for dealing with different types of suppliers.</p> <p>KA4. Company's policies regarding the credit period allowed by suppliers.</p> <p>KA5. Processes and methods of payment to suppliers.</p>

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles.</p> <p>KB2. Basic accounting concepts and techniques for recording transactions.</p> <p>KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc.</p> <p>KB4. Check whether financial transactions of the organization conform to the prescribed financial rules and regulations.</p> <p>KB5. Have transaction processing knowledge.</p> <p>KB6. Clear understanding about Invoice and particulars thereof.</p> <p>KB7. Accounting processes and procedures to record the details of invoice.</p> <p>KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.).</p> <p>KB9. Procedures for digitally updating suppliers' details.</p> <p>KB10. IT skills and operating procedures of computers and other electronic devices.</p> <p>KB11. Preparation of payment schedule, if required.</p> <p>KB12. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the collections for review.</p> <p>SA2. Prepare reports on status of overdue customers' accounts.</p> <p>SA3. Communicate and share knowledge with peers and supervisors.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines.</p> <p>SA5. Read and verify legitimacy of documents submitted by customers.</p> <p>SA6. Read and explain terms of collections to customers</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Listen to the customers and be able to offer products that are pertinent to their requirements.</p> <p>SA8. Communicate clearly with the customer using language that he/she understands.</p> <p>SA9. Communicate and share knowledge with peers and supervisors.</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Differentiate between the critical documents and its relevance in accounting.</p> <p>SB2. Make clear, logical decisions regarding the upkeep of documents.</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SB3. Plan the work/tasks at hand.</p> <p>SB4. Organize work & time in order to maximize productivity.</p> <p>SB5. Liaison with customers.</p> <p>Customer Centricity</p> <p>NA</p> <p>Problem Solving</p>

	The user/individual on the job needs to know and understand how to: SB6. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role.
	Analytical Thinking
	NA
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Consistently obtain feedback and improve their performance. SB9. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines.

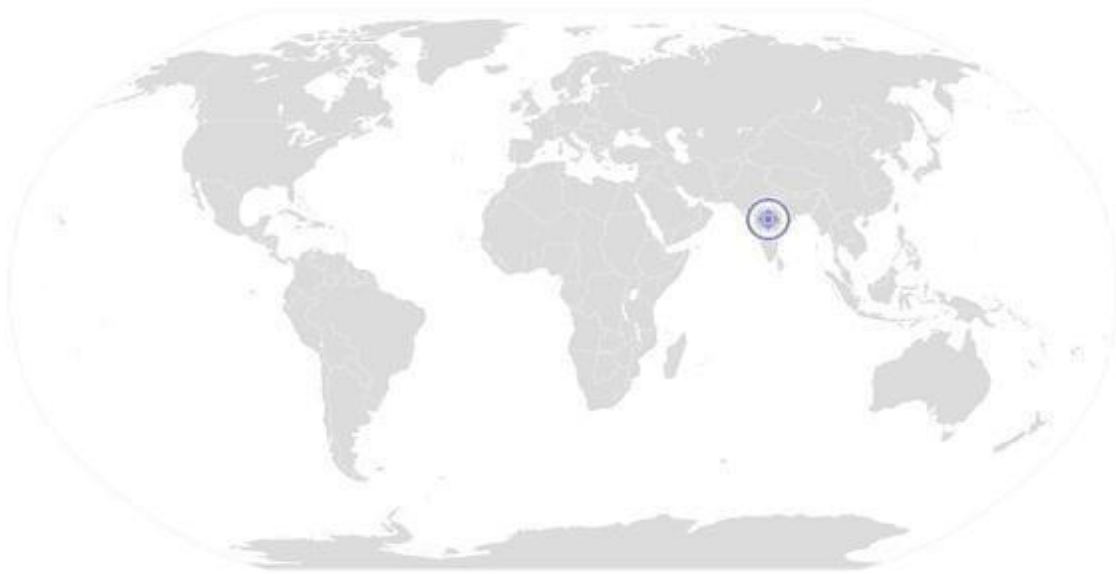


NOS Version Control

NOS Code	BSC / N 0908		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	25/11/2016



National Occupational Standard



Overview

Preparing Receipt voucher

Unit Code	N 0909
Unit Title (Task)	Preparing Receipt Voucher
Description	This OS unit is about Preparing Receipt voucher
Scope	<p>The task involves</p> <ul style="list-style-type: none"> • Raising invoice on the customer • Verifying the invoice raised on the customer and its value • Verifying the value in the invoice and mode of receipt (cash/cheque/DD(Demand Draft)/ NEFT(National Electronic Fund Transfer) • Generate transactional documents • Get approval of such transactional documents • Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Raising invoice on the customer	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain the sales order form from the sales department in physical or electronic mode .</p> <p>PC2. Matching the document with the customer's purchase order.</p> <p>PC3. Obtain and understand in detail, the contents of the invoice.</p> <p>PC4. Confirm the details such as the name of the customer, sales order quantity, Purchase order rate, VAT/Service tax amount, total amount payable by the customer, mode and date of delivery etc.</p> <p>PC5. Record the above obtained data into the sales journal.</p> <p>PC6. Seek and obtain approval of the same from the senior/Manager. PC7. Record accounting entry into the sales journal by giving effect to the customer account, sales account and VAT/Service Tax payable account with respective amounts.</p>
Verifying the invoice raised on the customer and its value.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. Understand in detail about the invoice and contents thereof.</p> <p>PC9. Match the customer's records with the invoice.</p> <p>PC10. Noting the value on the invoice</p> <p>PC11. Noting the receivable amount pending (if any) on the customer's account.</p>
Verifying the value in the invoice and mode of receipt (cash/cheque/DD(Demand Draft)/ NEFT(National Electronic Fund Transfer).	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. Calculate and arrive at the amount receivable from the customer (relating to the current period).</p> <p>PC13. Verify the actual receipt.</p> <p>PC14. Verify whether the mode of receipt is in accepted norms.</p> <p>PC15. Check the requirements of PAN and its details.</p> <p>PC16. Check validity of the bank instruments.</p> <p>PC17. Verify NEFT details.</p>

Generate transactional documents	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC18. Generate cash receipt in case cash is received. PC19. Generate receipts in case of receipt through other banking instruments. PC20. To check for receipt through NEFT into the company account. PC21. To save documents in electronic/physical form for future references/audit purposes. PC22. To keep record for in-house reference, all the details pertaining to the receipt.</p>
Get approval of such transactional documents.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC23. Arrange in sequential order all the documents arising due to this transaction. PC24. Supporting the documents with the required proof/evidential papers. PC25. Seek approval from Supervisor/Manager with whom such authority rests. PC26. Taking the process forward after getting approval.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC27. Update details of receipts from customers and collection status into Information system/records. PC28. Prepare and submit periodic reports on the status of realized collection to supervisor/ manager PC29. Discuss and set revenue/account targets with supervisor/manager if applicable PC30. Prepare reports on targets achieved and review future targets.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in. KA2. Different accounting processes that are followed by the company. KA3. Organizational guidelines for dealing with different types of customers. KA4. Company's policies regarding the credit period allowed to customers. KA5. Processes and methods of collections from customers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles. KB2. Understanding of IT rules regarding dealing with cash transactions and requirements of PAN details. KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc. and knowledge of tax laws and tariffs relevant to the business. KB4. Working knowledge of NEFT transactions and dealing with them. KB5. Provide documental evidence and ability to explain as to why, when, how and from whom the collections are received. KB6. Have transaction processing knowledge. KB7. Clear understanding about Invoice and particulars thereof.</p>

	<p>KB8. Accounting processes and procedures to record the details of invoice.</p> <p>KB9. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.).</p> <p>KB10. Procedures for digitally updating customer's details.</p> <p>KB11. IT skills and operating procedures of computers and other electronic devices.</p> <p>KB12. Preparation of collection schedule, if required.</p> <p>KB13. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the collections for review.</p> <p>SA2. Prepare reports on status of overdue customers' accounts.</p> <p>SA3. Communicate and share knowledge with peers and supervisors</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines</p> <p>SA5. Read and verify legitimacy of documents submitted by customers</p> <p>SA6. Read and explain terms of collections to customers</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA6. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA7. give clear instructions to customers</p> <p>SA8. keep customers informed about progress</p> <p>avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Differentiate between the critical documents and its relevance in accounting.</p> <p>SB2. Make clear, logical decisions regarding the upkeep of documents.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan the work/tasks at hand.</p> <p>SB4. Organize work & time in order to maximize productivity.</p> <p>SB5. Liaison with customers.</p>
	Customer Centricity
	NA
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues</p>

	beyond one's role.
	Analytical Thinking
	NA
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Consistently obtain feedback and improve their performance SB9. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines



NOS Version Control

NOS Code	BSC / N 0909		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	25/11/2016



National Occupational Standard



Overview

Performing the accounting entry

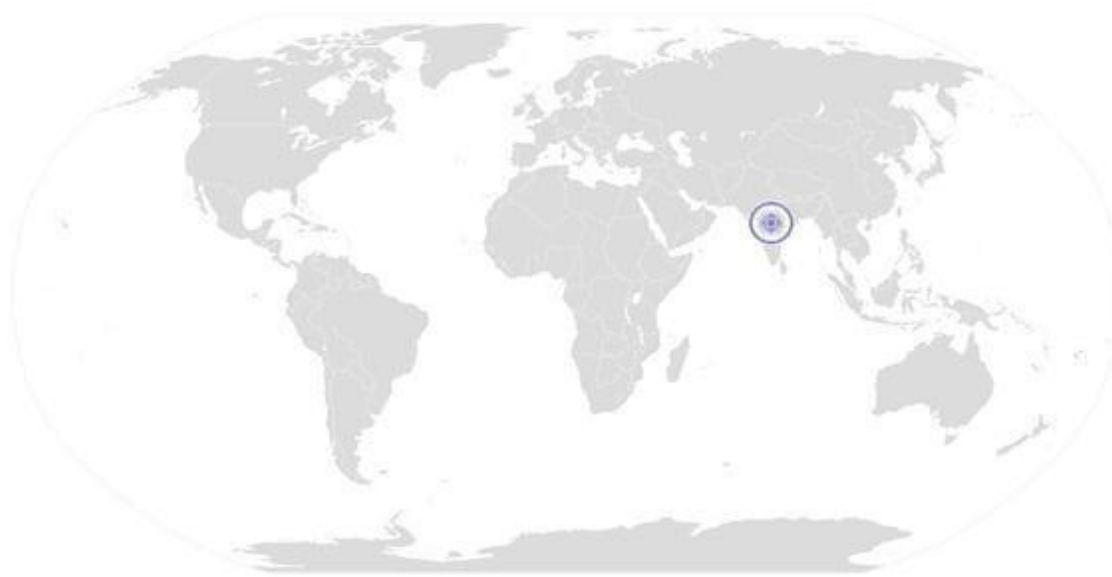
Unit Code	N 0910
Unit Title (Task)	Performing the accounting entry
Description	This OS unit is about Performing the accounting entry.
Scope	<p>The task involves</p> <ul style="list-style-type: none"> • Knowledge of accounting software used by the company • Account updation • Selecting the voucher type • To pass accounting entry in the books of accounts • General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Knowledge of accounting software used by the company	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand the accounting software used by the company. PC2. Seek and receive any log-in ID required to operate the software. PC3. To make use of already existing log-in ID (if required so). PC4. Understand the account types and codes (if used in the software). PC5. To arrive at the accounting entry page.</p>
Account updation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. Check and verify whether the account type and code already exists for the supplier/customer. PC7. Ability to create such account (in case of new supplier/customer) if authorised. PC8. To be able to draft request to the central software division and/or any other department for creation of such supplier/customer account. PC9. Receive new supplier/customer account and code from such division/department. PC10. To update/check for automatic updation regarding such new account.</p>
Selecting the voucher type.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. To have thorough understanding of the voucher types. PC12. Select the "payment" / "Receipt" voucher type for respective transaction.</p>
To pass accounting entry in the books of accounts.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. Have thorough understanding of the double entry system of accounting. PC14. Verify the mode of payment. PC15. Verify the mode of receipt. PC16. Give effect to cash account (selecting cash account code) for payment/collection in cash. PC17. Give effect to Bank account (selecting the concerned bank account code) for payments/collection through banking instruments and/or NEFT. PC18. Give effect to the respective supplier/customer account (code). PC19. Give effect to any tax account code such as service tax, VAT or TDS.</p>

Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. Update details of suppliers/customers into information system/records. PC21. Receive bills, vouchers and other documents concerning purchases. PC22. Tabulates and prepares statements on periodical payments. PC23. Proper handling of cash and banking instruments. PC24. Identify and report any discrepancies to the notice of superiors. PC25. Prepare and submit periodic reports on the status of realized collection to supervisor/ manager PC26. Discuss and set revenue/account targets with supervisor/manager if applicable PC27. Prepare reports on targets achieved and review future targets.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in. KA2. Different accounting processes that are followed by the company. KA3. Organizational guidelines for dealing with different types of suppliers. KA4. Company's policies regarding the credit period allowed by suppliers. KA5. Processes and methods of payment to suppliers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles. KB2. Basic accounting concepts and techniques for recording transactions. KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc. KB4. Check whether financial transactions of the organization conform to the prescribed financial rules and regulations. KB5. Have transaction processing knowledge. KB6. Clear understanding about Invoice and particulars thereof. KB7. Accounting processes and procedures to record the details of invoice. KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.). KB9. Procedures for digitally updating suppliers' details. KB10. IT skills and operating procedures of computers and other electronic devices. KB11. Preparation of payment schedule, if required. KB12. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the collections for review. SA2. Prepare reports on status of overdue customers' accounts. SA3. Communicate and share knowledge with peers and supervisors.</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand organizational and regulatory guidelines. SA5. Read and verify legitimacy of documents submitted by customers. SA6. Read and explain terms of collections to customers</p>

	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA10. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA11. give clear instructions to customers</p> <p>SA12. keep customers informed about progress</p> <p>avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Differentiate between the critical documents and its relevance in accounting.</p> <p>SB2. Make clear, logical decisions regarding the upkeep of documents.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan the work/tasks at hand.</p> <p>SB4. Organize work & time in order to maximize productivity.</p> <p>SB5. Liaison with customers.</p>
	Customer Centricity
	NA
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role.</p>
	Analytical Thinking
	NA
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Consistently obtain feedback and improve their performance.</p> <p>SB9. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines.</p>

NOS Version Control

NOS Code	BSC / N 0910		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	25/11/2016



National Occupational Standard



Overview

Record keeping

Unit Code	N 0911
Unit Title (Task)	Record keeping
Description	This OS unit is about Record keeping.
Scope	<p>The task involves</p> <ul style="list-style-type: none"> • Study and understand the relevance of documents • Filing the document for future reference/audit purposes • Maintaining the documents as per the accounting period • To maintain supplier details • To prepare statements • Perform General/Administrative Tasks
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Study and understand the relevance of documents.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand the relevance of the documents.</p> <p>PC2. Prioritize according to the importance of the documents and maintain the same order.</p> <p>PC3. File and maintain the supplier/customer details.</p> <p>PC4. File the transactional documents along with the voucher details.</p> <p>PC5. To attach copy of any other related document.</p>
Filing the document for future reference/audit purposes	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. File the documents in chronological order to enable seamless retrieval of the same in case of any requirement in the future.</p> <p>PC7. Produce such document as is needed at the time for clarifications.</p> <p>PC8. Assist his superior/Manager with the documentation for furnishing proof documents in case of any dispute.</p>
Maintaining the documents as per the accounting period	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. Segregate the data as required in the current financial year.</p> <p>PC10. Prepare and present quarterly, half-yearly reports as per requirements. To arrive at the accounting entry page.</p>
To maintain supplier details.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. Maintain supplier/customer details in the chronological order along with their respective codes.</p> <p>PC12. Classify the suppliers' list according to payment priority, category of supplier etc.</p> <p>PC13. Classify the customers' list according to the category and collection</p>

	PC14. Classify present supplier/customer details and past supplier/customer details.
To prepare statements	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. Prepare statements highlighting the disputed accounts and bringing it into the notice of manager/supervisor for further action. PC16. Prepare and present any report indicating the target achieved. PC17. Prepare and present the payment report. PC18. Make available the new supplier/customer account details to any authorized person.</p>
Perform General/Administrative Tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC19. Update details of suppliers/cusotmers into information system/records. PC20. Receive bills, vouchers and other documents concerning purchases. PC21. Tabulates and prepares statements on periodical payments. PC22. Proper handling of cash and banking instruments. PC23. Identify and report any discrepancies to the notice of superiors.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The products/services the company deals in. KA2. Different accounting processes that are followed by the company. KA3. Organizational guidelines for dealing with different types of suppliers. KA4. Company's policies regarding the credit period allowed by suppliers. KA5. Processes and methods of payment to suppliers.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Thorough knowledge of Accounting Principles. KB2. Basic accounting concepts and techniques for recording transactions. KB3. Working knowledge of financial concepts such as calculation of interest amount, VAT, Service Tax etc. KB4. Check whether financial transactions of the organization conform to the prescribed financial rules and regulations. KB5. Have transaction processing knowledge. KB6. Clear understanding about Invoice and particulars thereof. KB7. Accounting processes and procedures to record the details of invoice. KB8. The differentiation between invoice and other supported documents (like Purchase Order, delivery challan etc.). KB9. Procedures for digitally updating suppliers' details. KB10. IT skills and operating procedures of computers and other electronic devices. KB11. Preparation of payment schedule, if required. KB12. Use of computers and have working knowledge of MS Excel, MS Word etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills

	The user/ individual on the job needs to know and understand how to: SA1. Prepare reports and summary of the collections for review. SA2. Prepare reports on status of overdue customers' accounts. SA3. Communicate and share knowledge with peers and supervisors.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand organizational and regulatory guidelines. SA5. Read and verify legitimacy of documents submitted by customers. SA6. Read and explain terms of collections to customers
	Oral Communication (Listening and Speaking skills)
	NA
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Differentiate between the critical documents and its relevance in accounting. SB2. Make clear, logical decisions regarding the upkeep of documents.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Plan the work/tasks at hand. SB4. Organize work & time in order to maximize productivity. SB5. Liaison with customers.
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role.
	Analytical Thinking
	NA
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Consistently obtain feedback and improve their performance. SB9. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines.

NOS Code	BSC / N 0911		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	04/07/2014
Sub-sector	Finance	Last reviewed on	26/11/2014
Occupation	Financial Inclusion Services	Next review date	25/11/2016



CRITERIA FOR ASSESSMENT OF TRAINEES**Job Role** - Accounts Executive (Accounts Payable & Receivables)**Qualification Pack** - Q 0901**Sector Skill Council** - Banking, Financial Services & Insurance (BFSI)**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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		Marks Allocation	
National Occupation Standards	Total Mark (200)	Theory	Skills Practical
Booking credit purchase in the purchase journal	20	10	10
Booking credit sales in the sales journal	20	10	10
Performing the accounting entry	20	10	10
Preparation of mode of payment	20	10	10
Preparation of Payment voucher	20	10	10
Preparing Receipt voucher	20	10	10
Record keeping	20	10	10
Understanding the customer Purchase order payment	20	10	10
Understanding the Purchase order Purchase journal supplier and payment details	20	10	10
Updating voucher with payment details	10	5	5
Verification of the documents	10	5	5