

**REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**FOR**

**BUSINESS MANAGEMENT ASSISTANT**

**KNQF LEVEL 5**

**OS CODE: 0413 454A**

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**Council Secretary/CEO**

# FOREWORD

Provision of quality education and training is fundamental to the Government’s overall strategy for socio-economic development. Quality education and training contribute to achievement focused on Kenya’s development blueprint and sustainable development goals.

Reforms in the education and training sector are necessary for achievement of Kenya Vision 2030 and meeting the provisions the Constitution of Kenya. The education sector had to be aligned to the Constitution and this resulted in formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 1 of 2019). A key feature of this policy is the change in the design and delivery of TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery that allows for multiple entry and exit in TVET programs.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this Curriculum has been developed.

It is my conviction that this curriculum will play a great role towards development of competent business manager for the business management sector’s growth and sustainable development.

**PRINCIPAL SECRETARY**

**STATE DEPARTMENT FOR TVET**

**MINISTRY OF EDUCATION**

# PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, middle-income country providing high quality life to all its citizens by the year 2030. Kenya intends to create a globally competitive and adaptive human resource base to meet requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and worker behaviour necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 and the Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya, emphasized the need toreform curriculum development, assessment and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

This curriculum has been developed in adherence to the Kenya National Qualification Framework and CBETA standards and guidelines. The curriculum is designed and organized into Units of Learning with Learning Outcomes; suggested delivery methods, training/learning resources and methods of assessing the trainee’s achievement. The curriculum is competency-based and allows multiple entry and exit to the course.

I am grateful to the Council Members, Council Secretariat, TVET institutions, NSSC, expert workers and all those who participated in the development of this curriculum.

**CHAIR OF COUNCIL**

**(QAI)**

# ACKNOWLEDGMENT

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support was received from industry and various organizations.

I appreciate National Sector Skills Committee who enabled the development of this curriculum. I recognize with appreciation the role of the SSC in ensuring that competencies required by the industry are addressed in this curriculum.

I also thank all stakeholders in the Construction sector for their valuable input and all those who participated in the process of developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that professionals in business management sector sector will acquire competencies that will enable them perform their work more efficiently.

Chief principal/ CEO /council secretary

# ACRONYMS

CBET Competency Based Education and Training

CPU Central Processing Unit

CRM Customer Relationship Management

ERP Enterprise Resource Planning

HR Hours

ICT Information Communication Technology

ISO International Standards Organization

PESTEL Political Environmental Social Technological Economic Legal

PR Public Relations

QMS Quality Management System

SOPStandard Operating Procedure

SWOT Strength Weakness Opportunity Threat

TVET Technical and Vocational Education and Training

TVETA Technical and Vocational Education and Training Authority

# KEY TO UNIT CODE

XX X X XXX X X

Version Control

Sector/Industry

Unit of Competence

Sub Sector Number

ISCED level, Programme

Occupational Area Orientation and Level of

Completion

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**COURSE OVERVIEW**

The **Business Management Level 5** curriculum equips learners with essential skills for effective business operations and management. The program focuses on key competencies including: sales activities, purchasing skills, staffing activities and administrative assistant duties.

The qualification consists of three modules:

S**UMMARY OF UNITS OF COMPETENCY**

|  |  |  |  |
| --- | --- | --- | --- |
| **MODULE ONE** | | | |
| **UNIT CODE** | **UNIT TITLE** | **UNIT DURATION (HOURS)** | **CREDIT FACTOR** |
| 0031 451 05A | Business Communication | 80 | 8 |
| 0417 451 02A | Work Ethics and Practices | 40 | 4 |
| 0411 451 04A | Financial Accounting Skills | 120 | 12 |
| 0413 451 12A | Sales Activities | 120 | 12 |
| **SUB TOTAL** | | **360** | **36** |
| **MODULE TWO** | | | |
| **UNIT CODE** | **UNITS TITLE** | **UNIT DURATION (HOURS)** | **CREDIT FACTOR** |
| 0611 451 01A | Digital Literacy | 40 | 4 |
| 0413 451 03A | Entrepreneurial Skills | 40 | 4 |
| 0311 451 09A | Economics Skills | 200 | 20 |
| 0413 551 11A | Purchasing Activities | 100 | 10 |
| **Sub Total** | | **380** | **38** |
| **module three** | | | |
| **UNIT CODE** | **UNITS TITLE** | **UNIT DURATION (HOURS)** | **CREDIT FACTOR** |
| 0421 451 06A | Principles of Commercial Law | 100 | 11 |
| 0413 451 07A | Management Skills | 100 | 12 |
| 0588 541 08A | Apply Business Mathematics and Statistics | 80 | 8 |
| 0413 451 13A | Staffing activities. | 100 | 12 |
| 0413 451 14A | Administrative assistant duties. | 100 | 12 |
| **SUB TOTAL** | | **480** | **48** |
| Industrial Training | | **480** |  |
| **GRAND TOTAL** | | **1700** |  |

The total duration of the course is 1700 hours inclusive of industrial training.

**Entry Requirements**

An individual entering this course should have any of the following minimum requirements:

a)      Kenya Certificate of Secondary Education (KCSE) mean grade D PLAIN, KCE Div. 3.

OR

b)      Any other qualification equivalent to that of D level or KCE Div 3 as determined by the Technical and Vocational and Training Authority (TVETA).

**Industry Training**

An individual enrolled in this course will be required to undergo Industry training for a minimum period of 480 hours in the business sector. The industrial training may be taken after completion of all units for those pursuing the full qualification or be distributed equally in each unit for those pursuing part qualification. In the case of dual training model, industrial training shall be as guided by the dual training policy.

**Trainer qualification**

A trainer for any of the Units of Competency in this course must:

1. Have a minimum of level 6 qualification in Business Management or related field.
2. Be registered by TVETA.

**Assessment**

The course shall be assessed formatively and summatively:

1. During formative assessment all performance criteria shall be assessed based on performance criteria weighting.
2. Number of formative assessments shall minimally be equal to the number of elements in a unit of competency.
3. During summative assessment basic and common units may be integrated in the core units or assessed as discrete units.
4. Theoretical and practical weighting for each unit of learning shall be as follows.
5. 30:70 for units in Module one, module two and module three
6. Formative and summative assessments shall be weighted at 60% and 40% respectively in the overall unit of learning score

For a candidate to be declared competent in a unit of competency, the candidate must meet the following conditions:

1. Obtained at least 40% in theory assessment in formative and summative assessments.
2. Obtained at least 60% in practical assessment in formative and summative assessment where applicable.
3. Obtained at least 50% in the weighted results between formative assessment and summative assessment where the former constitutes 60% and the latter 40% of the overall score.
4. Assessment performance rating for each unit of competency shall be as follows:

|  |  |
| --- | --- |
| **MARKS** | **COMPETENCE RATING** |
| 80 -100 | Attained Mastery |
| 65 - 79 | Proficient |
| 50 - 64 | Competent |
| 49 and below | Not Yet Competent |
| Y | Assessment Malpractice/irregularities |

1. Assessment for Recognition of Prior Learning (RPL) may lead to award of part and/or full qualification.

**Certification**

A candidate will be issued with a Certificate of Competency upon demonstration of competence in a core Unit of Competency. To be issued with Kenya National Certificate in Business Management Assistant Level 5, the candidate must demonstrate competence in all the Units of Competency as given in the qualification pack. A Statement of Attainment certificate may be awarded upon demonstration of competence in certifiable element within a unit.

These certificates will be issued by Qualification Awarding Institution

# MODULE ONE

## BUSINESS COMMUNICATION

**UNIT CODE:** 0413 441 01A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Undertake Business Communication

**Duration of Unit: 80 Hours**

**Unit Description**

This unit specifies the competencies required to undertake business communication. It involves administering communication channels, implementing types of communication, implementing service charter, safeguarding confidentiality of information, coordinating communication on social media platforms, preparing workplace meeting and reports.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/No** | **ELEMENTS** | **DURATION (HRS)** |
| 1 | Administer Communication channels | 12 |
| 2 | Implement types of communication | 15 |
| 3 | Implement service charter | 7 |
| 4 | Safeguarding confidentiality of information | 12 |
| 5 | Apply group communication skills | 10 |
| 6 | Coordinate communication on social media platforms | 14 |
| 7 | Prepare work place meetings | 10 |
|  | **SUB TOTAL** | **80** |

**Learning Outcomes, Content and Suggested Assessment Methods**

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Administer Communication channels | 1. Communication process 2. Principles of effective communication 3. Channels/medium/modes of communication 4. Factors to consider when selecting a channel of communication 5. Barriers to effective communication 6. Flow/patterns of communication 7. Sources of information 8. Organizational policies 9. Record keeping | * Written tests * Projects * Third party report * Portfolio of Evidence * Practicals |
| 1. Implement types of communication | * 1. Written Communication      1. Types of written communication      2. Elements of communication      3. Organization requirements for written communication   2. Non- Verbal      1. Utilize body language and Gestures      2. Apply body posture      3. Apply workplace dressing code   3. Oral Communication      1. Types of oral communication pathways      2. Effective questioning techniques      3. Interviews      4. Workplace etiquette      5. Active listening | * Written tests * Projects * Third party report * Portfolio of Evidence * Practicals |
| 1. Implement service charter | * 1. Introduction to service charter   2. Importance of service charter   3. Correspondece respondences   4. Retrival of records. | * Written tests * Projects * Third party report * Portfolio of Evidence   Practicals |
| 1. Safeguarding confidentiality of information | * 1. Introduction to information confidentiality   2. Physical securing of records and correspondences   3. Monitoring of records and correspondences   4. Methods of securing information   5. Sensatisation of employess in safeguarding communication confidentiality   6. Tracing of records and correspondences | * Written tests * Projects * Third party report * Portfolio of Evidence * Practicals |
| 1. Coordinate communication on social media platforms | * 1. social media requirements.   2. social media policies and procedures   3. Social media platforms.   4. Social media content sourcing   5. Customer Interaction on Social Media   6. Updating social media accounts.   7. Adhearance to legal and ethical practices   8. social media monitoring tools.      1. Twitter counter      2. Hootsuite      3. Klout      4. Buzzlogix      5. Digimind   9. Social media engagement report implemantation | * Written tests * Projects * Third party report * Portfolio of Evidence * Practicals |
| 1. Prepare work place meetings | * 1. Introduction to minute taking   2. Types of meetings   3. Structure of meetings      1. Notice      2. Agenda      3. Preparation of other relevant documents      4. Minute formats | * Written tests * Projects * Third party report * Portfolio of Evidence * Practicals |
| 1. Prepare workplace report | * 1. Introduction to report writing      1. Definition      2. Principles e.g. conciseness, clarity etc   2. Importance of reports   3. Forms and types of reports      1. Oral reports      2. Written reports      3. Recorded etc   4. Reports formats      1. Letter format      2. Memo format   5. Reports preparation | * Written tests * Projects * Third party report * Portfolio of Evidence * Practicals |

**Suggested Methods of instructions**

* Instructor led facilitation of theory
* Demonstration by trainer
* Practical work by trainee
* Viewing of related videos
* Project
* Group discussions

**Recommended Resources**

* Office stationeries
* Computers and computer software
* Printer

## WORK ETHICS AND PRACTICES

**UNIT CODE:** 0417 441 02A

**Duration of Unit:** 40 hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Apply Work Ethics and Practices.

**Unit Description**

This unit covers competencies required to demonstrate employability skills. It involves the ability to: conduct self-management, promote ethical work practices and values, promote teamwork, manage workplace conflicts, maintain professional and personal development, apply problem-solving, and promote customer care.

|  |  |  |
| --- | --- | --- |
| **S/No** | **ELEMENTS** | **DURATION (HRS)** |
| 1 | Apply self-management skills | 5 |
| 2 | Promote ethical work practices and values | 4 |
| 3 | Promote Team work | 8 |
| 4 | Maintain professional and personal development | 5 |
| 5 | Apply Problem solving skills | 11 |
| 6 | Promote Customer Care | 7 |
|  | SUB TOTAL | **40** |

**Summary of Learning Outcomes**

1. Apply self-management skills
2. Promote ethical practices and values
3. Promote Teamwork
4. Maintain professional and personal development
5. Apply Problem-solving skills
6. Promote Customer care.

**Learning Outcomes, Content, and Suggested Assessment Methods**

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Apply self-management skills | * 1. Formulating personal vision, mission, and goals   2. self-esteem development   3. Emotional intelligence and Coping with Work Stress.   4. Assertiveness Development   5. Accountability and responsibility   6. Time management attendance and punctuality   7. Setting performance targets   8. Self-awareness   9. Motivation, initiative and proactivity   10. Monitor and evaluate performance target | * Written assessment * Oral assessment * Third party reports * Portfolio of evidence * Project * Practical |
| 1. Promote ethical work practices and values | * 1. Integrity   2. Organizational codes of conduct   3. Industry policies and procedures   4. Professionalism | * Written assessment * Oral assessment * Third party reports * Project * Practical |
| 1. Promote Teamwork | * 1. Teams      1. Small work group      2. Staff in a section/department      3. Inter-agency group      4. Virtual teams   2. Determination of team roles and objectives.   3. Team activities   4. Team performance and evaluation   5. Conflicts and conflict resolution      1. Interpersonal Conflict.      2. Intrapersonal Conflict.      3. Intergroup Conflict.      4. Intragroup Conflict.   6. Gender and diversity mainstreaming   7. Healthy workplace relationships      1. Man/Woman      2. Trainer/trainee      3. Employee/employer      4. Client/service provider      5. Husband/wife      6. Boy/girl      7. Parent/child      8. Sibling relationships   8. Adaptability and flexibility | * Written assessment * Oral assessment * Third party reports * Project * Practical |
| 1. Maintain professional and personal development | * 1. Personal growth and development      1. Growth in the job      2. Career mobility      3. Gains and exposure the job gives      4. Net workings      5. Benefits that accrue to the individual as a result of noteworthy performance      6. Training and career opportunities      7. Participation in training programs      8. Serving as Resource Persons in conferences and workshops      9. Capacity building   2. Training Resources      1. Human      2. Financial      3. Technology   3. Licenses and certifications for professional growth and development   4. Recognition in career advancement   5. work life balance.   6. Dynamism and on-the-job learning | * Written assessment * Third party reports * Project * Practical |
| 1. Apply Problem-solving skills | * 1. ***Creative, innovative***      1. New ideas      2. Original ideas      3. Different ideas      4. Methods/procedure      5. Processes      6. New tools   2. Independence and initiative in problem identification and solving   3. Problem-solving process   4. Methods of solving problems   5. Problem analysis and assumption testing. | * Written assessment * Third party reports * Project * Practical |
| 1. Promote Customer Care | * 1. Identifying customer needs   2. Customer feedback methods      1. Verbal      2. Written      3. Informal      4. Formal   3. Resolving customer concerns   4. Customer outreach programs   5. Customer retention | * Written assessment * Third party reports * Project * Practical |

**Suggested delivery methods**

* Demonstration
* Practical work by trainee
* Fieldwork and benchmarking
* Group discussions
* Case studies
* Role play

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Text books
* Magazines
* E-learning resources

## FINANCIAL ACCOUNTING SKILLS

**UNIT CODE: 0411 451 03A**

**Duration of unit:** 120 hours

**Relationship to occupational standards**

This unit addresses the unit of competency: Apply Financial Accounting Skills.

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply financial accounting skills. It involves applying accounting concepts, conventions and policies, preparing books of original entries, posting transactions to the ledger, preparing cash books, correcting accounting errors, preparing bank reconciliation statements, maintaining non-current assets register, maintaining receivables and payables ledgers and preparing sole trader statements.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| S/No. | **Learning Outcomes** | **DURATION (HRS)** |
| 1 | Apply accounting concepts, conventions and policies | 8 |
| 2 | Prepare books of original entries | 10 |
| 3 | Post transaction to the ledger | 16 |
| 4 | Prepare cash books | 10 |
| 5 | Correct accounting errors | 16 |
| 6 | Prepare Bank Reconciliation statements | 8 |
| 7 | Maintain non-current assets’ register | 18 |
| 8 | Maintain receivables and payables ledgers | 13 |
| 9 | Prepare sole trader statements | 20 |
| **TOTAL** |  | **120** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning outcomes** | **Content** | **Assessment methods** |
| 1. Apply accounting concepts, conventions and policies | * 1. Accounting concepts, conventions and policies      1. Going concern      2. Accrual      3. Prudence      4. Matching   2. Accounting equation   3. Users of accounting information | * Practical assessments * Projects * Poe evaluation * Third party reports * Written tests |
| 1. Prepare books of original entries | * 1. Classification of transactions      1. Cash transactions      2. Credit transactions   2. Source documents      1. Invoices      2. Vouchers      3. Receipts   3. Books of original entry      1. Purchases day book      2. Sales day book      3. Petty cash book   4. Source documents recording | * Practical * Projects * Poe evaluation * Third party reports * Written tests |
| 1. Post transaction to the ledger | * 1. Classification of ledgers      1. General ledger      2. Sales ledger      3. Purchases ledger   2. ledger accounts identification   3. Posting of transactions to ledgers   4. Balancing off ledger accounts   5. Trial Balance   6. Preparation of Trial Balance | * Practical * Projects * Poe evaluation * Third party reports * Written tests |
| 1. Prepare cash books | 4.1 Cash books  4.1.1 Two column cashbook   * + 1. Three column cashbook.     2. Petty cashbook   1. Classification of cash receipts   2. Recording of cash receipts   3. Discounts      1. Cash discounts      2. Trade discounts      3. Quantity discounts | * Practical * Projects * Poe evaluation * Third party reports * Written tests |
| 1. Correct accounting errors | * 1. Errors affecting the trial balance   2. Errors that do not affect the trial balance   3. Correction of errors   4. Suspense account   5. Reported gross/net profit   6. The final statement of financial position | * Practical * Projects * Poe evaluation * Third party reports * Written tests |
| 1. Prepare bank reconciliation statements | * 1. Cash book and bank statement balance discrepancies:      1. Items appearing in the cashbook but not in the bank statement      2. Items appearing in the bank statement but not in the cash book      3. Errors   2. Update the cash book   3. Bank reconciliation statement | * Practical * Projects * Poe evaluation * Third party reports * Written tests |
| 1. Maintain non-current assets’ register | * 1. Determining costs of assets as per Accounting standards   2. Depreciation computation   3. Depreciation recording as per accounting guidelines   4. Accounting treatment on depreciation   5. Acquisition of Non-current assets   6. Disposal of non-current assets   7. Determining asset balances | * Practical * Projects * Poe evaluation * Third party reports * Written tests |
| 1. Maintain receivables and payables ledgers | * 1. Bad debts written off   2. Provision for bad debts   3. Adjusting receivable balances   4. Adjusting Payable balances   5. Control accounts:      1. Sales ledger control account      2. Purchases ledger control account | * Practical * Projects * Poe evaluation * Third party reports * Written tests |
| 1. Prepare sole trader statements | 9.1. Income and expenditure  9.2. Year-end adjustments  9.3. Accruals  9.4 Prepayments  9.5 Provisions  9.6 Statement of profit or loss  9.7 Statement of financial position items  9.8 Statement of financial position | * Practical * Projects * Poe evaluation * Third party reports * Written tests |

Suggested delivery methods

* Demonstration
* Practical work by trainee
* Fieldwork and benchmarking
* Group discussions
* Case studies
* Role play

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Cooperative societies act
* Sacco societies act
* Text books
* Cooperative society journals
* Magazines
* E-learning resources

## SALES ACTIVITIES

**UNIT CODE 0413 451 04A**

**Duration of Unit:**  120 HOURS

**Relationship to Occupational Standards**

This unit addresses the unit of competence: Perform Sales Activities.

**UNIT DESCRIPTION**

This unit covers the competencies required by a management assistant to perform sales activities. It includes carrying out sales promotion, responding to customers’ queries, maintaining sales records

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/No.** | **Learning Outcome** | **DURATION (HRS)** |
| 1 | Carry out sales promotion | 40 |
| 2 | Respond to customer queries | 40 |
| 3 | Maintain sales records | 40 |
|  | **Total** | 120 |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Carry out sales promotion | * 1. Promotional materials preparation      1. Brochure      2. Posters      3. Flyers   2. Free sample distribution   3. Personal selling   4. Product knowledge and information   5. Sales environment   6. Sales planning   7. Sales promotional mix | * Written tests * Oral tests * Group discussions and presentations * Role-playing * Portfolio of Evidence * Third-Party Report |
| 1. Respond to customer queries | * 1. Customer details      1. Name      2. Demographic information      3. Purchase information   2. Recording customer complains   3. Customer complaints feedback   4. Types of Complaints      1. Long wait on call      2. Unavailable or out-of-stock product      3. Uninterested service rep      4. Poor product or services      5. No first-call resolution      6. Lack of follow-up      7. New product feature request | * Written tests * Oral tests * Group discussions and presentations * Role-playing * Portfolio of Evidence * Third-Party Report |
| 1. Maintain sales records | 1. classification of Sales records 2. Sales recording systems (databases) 3. Preparation of Sales records 4. Sales Records   3.4.1. invoices,  3.4.2. receipts   1. Managing sales accounts 2. Sales reports 3. Customer Relationship Management (CRM) | * Written tests * Oral tests * Group discussions and presentations * Role-playing * Portfolio of Evidence * Third-Party Report |

**Suggested Methods of Instruction**

* Direct Instruction
* Demonstration
* Practicals
* Group Discussion
* Assignments

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**Recommended Resources for 30 Trainee**

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Sacco societies act
* Text books
* Magazines
* E-learning resources

# MODULE TWO

## DIGITAL LITERACY

**UNIT CODE:** 0611 441 05A

**Duration of Unit:** 40 Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Apply Digital Literacy

**Unit Description**

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using the Office suite, managing data and information, performing online communication and collaboration, applying cyber security skills, and performing jobs online.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO.** | **LEARNING OUTCOMES** | **DURATION** |
|  | Operate computer devices | 6 |
|  | Solve tasks using Office suite | 6 |
|  | Manage data and information | 6 |
|  | Perform online communication and collaboration | 5 |
|  | Apply cybersecurity skills | 5 |
|  | Perform online jobs | 6 |
|  | Apply job entry techniques | 6 |
| **TOTAL** |  | 40 |

**Learning Outcomes, Content, and Suggested Assessment Methods**

| **Learning Outcome** | **Content** | **Suggested**  **Assessment Methods** |
| --- | --- | --- |
| 1. Operate computer devices | * 1. Computer device      1. Desktops      2. Laptops      3. Smartphones      4. Tablets      5. Smartwatches   2. Computer Hardware      1. The System Unit E.g. Motherboard, CPU, casing      2. Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices.      3. Output Devices e.g. hardcopy output and softcopy output      4. Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives      5. Computer Ports e.g. HDMI, DVI, VGA, USB type C etc.   3. Classification of computer software      1. System software e.g. Operating System (Windows, Macintosh, Linux, Android, iOS)      2. Application Software e.g. Word Processors, Spreadsheets, Presentations etc.      3. Utility Software e.g. Antivirus programs   4. Procedure for turning computer on and off   5. Mouse use techniques   6. Keyboard Parts and Use Techniques   7. File and Files Management using an operating system   8. Computer Internet Connection Options      1. Mobile Networks/Data Plans      2. Wireless Hotspots      3. Cabled (Ethernet/Fiber)      4. Dial-Up      5. Satellite   9. Computer external devices management   10. Operating system functions   11. Desktop Customization   12. Device connections   13. Device controls (volume controls and display properties) | * Portfolio of evidence * Written assessment * Oral assessment * Practical assessment |
| 1. Solve tasks using Office suite | * 1. Meaning and Importance of Word Processing   2. Preparation of worksheet data   3. Edit of worksheet data   4. Data manipulation   2.4.1. Use of formulae  2.4.2 Use of functions  2.4.3 Sorting  2.4.4 Filtering  2.4.5 Visual representation using charts   * 1. Saving of work sheet   2. Electronic presentation concepts      1. Creating slides      2. Editing slides      3. Formatting slides      4. Applying slide effects and transitions      5. Creating and playing slideshows      6. Saving presentations   Printing slides and handouts   * 1. Working with word documents      1. Open and close word processor      2. Create a new document      3. Save a document      4. Switch between open documents   2. Enhancing productivity      1. Set basic options/preferences      2. Help resources      3. Use magnification/zoom tools      4. Display, hide built-in tool bar      5. Using navigation tools   3. Typing Text   4. Document editing (copy, cut, paste commands, spelling and Grammar check)   5. Document formatting      1. Formatting text      2. Formatting paragraph   6. Formatting styles   7. Alignment   8. Creating tables   9. Formatting tables   10. Graphical objects       1. Insert object (picture, drawn object)       2. Select an object       3. Edit an object       4. Format an object   11. Document Print setup       1. Page layout,       2. Margins set up       3. Orientation.   12. Word Document Printing   13. Meaning & Importance of electronic spreadsheets   14. Components of Spreadsheets   15. Application areas of spreadsheets   16. Using spreadsheet application   2.18.1Parts of Excel screen: ribbon, formula bar, active cell, name box, column letter,row number, Quick Access Toolbar.   * + 1. Worksheet printing     2. Electronic Presentations   1. Meaning and Importance of electronic presentations   2. Examples of Presentation Software   3. Using the electronic presentation application   4. Parts of the PowerPoint screen (slide navigation pane, slide pane, notes, the ribbon, quick access toolbar, and scroll bars).   5. Open and close presentations   6. Creating Slides (Insert new slides, duplicate, or reuse slides.)   7. Text Management (insert, delete, copy, cut and paste, drag and drop, format, and use spell check).   8. Use magnification/zoom tools   9. Apply or change a theme.   10. Save a presentations   11. Switch between open presentations   12. Developing a presentation       1. Presentation views       2. Slides       3. Master slide   13. Text   14. Editing text   15. Formatting   16. Tables       1. Charts   17. Using charts   18. Organization charts       1. Graphical objects   19. Insert, manipulate   20. Drawings       1. Prepare outputs   21. Applying slide effects and transitions   22. Check and deliver       1. Spell check a presentation       2. Slide orientation       3. Slide shows, navigation   23. Print presentations (slides and handouts) | * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Manage Data and Information | * 1. Meaning of Data and information   2. Importance and Uses of data and information   3. Types of internet services   4. Communication Services   5. Information Retrieval Services   6. File Transfer   7. World Wide Web Services   8. Web Services   9. Automatic Network Address Configuration      1. New group      2. Ecommerce   10. Types of Internet Access Applications   11. Web browsing concepts   12. Key concepts   13. Security and safety   14. Web browsing   15. Using the web browser   16. Tools and settings   17. Clearing Cache and cookies   18. URIs   19. Bookmarks   20. Web outputs   21. Web based information   22. Search   23. Critical evaluation of information   24. Copyright, data protection   25. Downloads Management   26. Performing Digital Data Backup (Online and Offline)   27. Emerging issues in internet | * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Perform online communication and collaboration | * 1. Netiquette principles   2. Using email      1. Sending email      2. Receiving email      3. Tools and settings      4. Organizing email   3. Digital content copyright and licenses   4. Online collaboration tools      1. Online Storage (Google Drive)      2. Online productivity applications (Google Docs & Forms)      3. Online meetings (Google Meet/Zoom)      4. Online learning environments      5. Online calendars (Google Calendars)      6. Social networks (Facebook/Twitter - Settings & Privacy)   5. Preparation for online collaboration      1. Common setup features      2. Setup   6. Mobile collaboration      1. Key concepts      2. Using mobile devices      3. Applications      4. Synchronization | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Apply cybersecurity skills | * 1. Data protection and privacy      1. Confidentiality of data/information      2. Integrity of data/information      3. Availability of data/information   2. Internet security threats      1. Malware attacks      2. Social engineering attacks      3. Distributed denial of service (DDoS)      4. Man-in-the-middle attack (MitM)      5. Password attacks      6. IoT Attacks      7. [Phishing Attacks](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#phishing-attacks)      8. [Ransomware](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#ransomware)   3. Computer threats and crimes   4. Cybersecurity control measures      1. Physical Controls      2. Technical/Logical Controls (Passwords, Pins, Biometrics)      3. Operational Controls   5. Laws governing protection of ICT in Kenya      1. The Computer Misuse and Cybercrimes Act No. 5 of 2018      2. The Data Protection Act No. 24 Of 2019 | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Perform Online Jobs | * 1. Types of online Jobs   2. Online job platforms      1. Remo task      2. Data annotation tech      3. Cloud worker      4. Up work      5. One forma      6. Append   3. Online account and profile management   4. Identifying online jobs/job bidding   5. Online digital identity   6. Executing online tasks   7. Management of online payment accounts. | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Apply job entry techniques | * 1. Sources of job opportunities   2. Resume/ curriculum vitae      1. What is a CV      2. How long should a CV be      3. What to include in a CV      4. Format of CV      5. How to write a good CV      6. Don’ts of writing a CV   3. Job application letter      1. What to include      2. Addressing a cover letter      3. Signing off a cover letter   4. Portfolio of Evidence      1. Academic credentials      2. Letters of commendations      3. Certification of participations      4. Awards and decorations   5. Interview skills      1. Listening skills      2. Grooming      3. Language command      4. Articulation of issues      5. Body language      6. Time management      7. Honesty   6. Generally knowledgeable in current affairs and technical area | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

* Demonstration
* Practical work by trainee
* Fieldwork and benchmarking
* Group discussions
* Case studies
* Role play

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Text books
* Magazines
* E-learning resources

## ENTREPRENEURIAL SKILLS

**UNIT CODE:** 0413 441 06A

**Duration of unit:** 40 hours

**Relationship to occupational standards**

This unit addresses the unit of competency: Apply Entrepreneurial Skills.

**Unit Description:**

This unit covers the competencies required to demonstrate an understanding of entrepreneurship. It involves demonstrating an understanding of financial literacy, applying entrepreneurial concepts identifying entrepreneurship opportunities, applying business legal aspects, and developing business innovative strategies and business plans.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| S/NO. | **LEARNING OUTCOMES** | **DURATION** |
|  | Apply Financial Literacy Skills | 5 |
|  | Apply entrepreneurial concept | 7 |
|  | Identify entrepreneurial opportunities | 6 |
|  | Apply business legal aspects | 7 |
|  | Innovate Business strategies | 7 |
|  | Develop Business Plan | 8 |
| **SUB-TOTAL** |  | **40** |

**Learning Outcomes, Content and Suggested Assessment Methods**

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Apply financial literacy | * 1. Sources of personal and business *funds*      1. Salary/Wages      2. Investments      3. Savings      4. Inheritance      5. Government Benefits      6. Equity Financing      7. Debt Financing,      8. Personal Savings/Investment      9. Retained Earnings      10. Grants and Subsidies      11. Crowdfunding      12. supplier Credit:      13. Leasing and Asset Financing:   2. Personal finance management   3. Saving management   4. Debt management   5. Investment decisions   6. Insurance services | * Observation * Project * Written assessment * Oral assessment * Third party report * Interviews |
| 2.Apply entrepreneurial concept | * 1. Difference between Entrepreneurs and Business persons   2. Types of entrepreneurs      1. Innovators      2. Imitators      3. Craft      4. Opportunistic      5. Speculators   3. Ways of becoming an entrepreneur   4. Characteristics of Entrepreneurs      1. Creative      2. Innovative      3. Planner      4. Risk taker      5. Networker      6. Confident      7. Flexible      8. Persistent      9. Patient   5. salaried employment and self-employment   6. Requirements for entry into self-employment   7. Roles of an Entrepreneur in an enterprise   8. Contributions of Entrepreneurship | 1. Observation 2. Project 3. Written assessment 4. Oral assessment 5. Third party report |
| 3.Identify entrepreneurship opportunities | * 1. Sources of business ideas   2. Factors to consider when evaluating business opportunity   3. Entrepreneurial opportunities   4. Generation of Business ideas and opportunities   5. Business life cycle | * Observation * Project * Written assessment * Oral assessment * Third party report |
| 4.Apply business legal aspects | * 1. Forms of business ownership      1. Sole proprietorship      2. Partnership      3. Limited companies      4. Cooperatives   2. Business registration and licensing processing   3. Types of contracts and agreements   4. Employment laws   5. Taxation laws | * Observation * Project * Written assessment * Oral assessment * Third party report |
| 5.Innovate business Strategies | * 1. business Innovative strategies   2. Creativity in business   3. Business innovation      1. New products      2. New methods of production      3. New markets      4. New sources of supplies      5. Change in industrialization   4. Entrepreneurial Linkages   5. ICT in business growth and development | * Observation * Project * Written assessment * Oral assessment * Third party report |
| 6.Develop Business Plan | * 1. Business idea   2. Business description   3. Marketing plan   4. Organizational/Management   plan   * 1. Production/operation plan   2. Financial plan   3. Executive summary   4. Business plan presentation   5. Business idea incubation | * Observation * Written assessment * Project * Oral assessment * Third party report |

**Suggested delivery methods**

* Demonstration
* Practical work by trainee
* Fieldwork and benchmarking
* Group discussions
* Case studies
* Role play

**List of Recommended Resources for 30 trainees Tools, Equipment and Materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Text books
* Magazines
* E-learning resources

**ECONOMICS SKILLS**

**UNIT CODE:** 0311 441 09A

**Duration of unit:** 200 hours

**Relationship with occupational standards**

This unit addresses the unit of competency: Apply Economic Skills.

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply economic skills. It involves applying fundamentals of economic concepts, demand and supply in market analysis, consumer behavior theory, production theory, cost theory, understanding market structures, inflation and unemployment, money and banking, National income and international trade.

**Learning outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **LEARNING OUTCOMES** | **DURATION** |
|  | Apply fundamental economic concepts. | 18 |
|  | Apply demand and Supply in market analysis | 20 |
|  | Apply consumer behavior theory | 20 |
|  | Apply production theory | 20 |
|  | Apply costs theory | 20 |
|  | Differentiate market structures | 20 |
|  | Determine national income | 20 |
|  | Understand Money and Banking | 20 |
|  | Determine Inflation and unemployment | 18 |
|  | Understand International trade | 24 |
| **SUB-TOTAL** |  | **200** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning outcomes** | **Content** | **Suggested Assessment Methods** |
| 1. Apply fundamental of Economic Concepts | * 1. Economic concepts.      1. Economic resources      2. human wants      3. Scarcity and choice      4. opportunity cost      5. production possibility curves/frontiers   2. Economic methodology   3. Scope of economic resources   4. Economic systems.   5. Effective resource utilization. | * Case studies * Written assessment * Oral assessment * Demonstration * Projects * Group Discussion * Portfolio of evidence |
| 1. Apply demand and supply in market analysis | * 1. Market demand and supply dynamics.   2. Factors affecting demand and supply.   3. Demand and supply curves   4. Elasticity of demand and supply. | * Case studies * Practical * Written assessment * Oral assessment * Third-party report * Observation * Demonstration * Projects * Group Discussion * Portfolio of evidence |
| 1. Apply consumer behaviour theory | * 1. Consumer behaviour approaches.   2. Consumer utility      1. marginal utility      2. law of diminishing   3. consumer equilibrium   4. Indifference curves | * Case studies * Practical * Written assessment * Oral assessment * Third-party report * Observation * Demonstration * Projects * Group Discussion * Portfolio of evidence * Case studies * Practical * Written assessment * Demonstration * Projects * Portfolio of evidence |
| 1. Apply production theory | * 1. Mobility of Factors of production and their rewards   2. Output units determination   3. Stages of production 4.3.1 Primary      1. Secondary      2. Tertiary   4. Long run and short run production period   5. Direct and Indirect Production   6. Merits and demerits of direct and indirect production   7. Division of labour and specialization. | * Case studies * Practical * Written assessment * Demonstration * Projects * Group Discussion * Portfolio of evidence |
| 1. Apply cost theory | * 1. Classification of production costs      1. Fixed costs      2. Variable costs      3. Total cost      4. Opportunity costs      5. Marginal cost   2. short run costs analysis   3. long run costs analysis   4. Cost curves analysis.   5. Optimal size of the firm.      1. Economies of scale. | * Case studies * Practical * Written assessment * Demonstration * Projects * Group Discussion * Portfolio of evidence |
| 1. Differentiate market Structures | * 1. Market structures determination      1. Monopoly      2. Perfect competition      3. Monopolistic competition      4. Oligopoly      5. Duopoly   2. Market output   3. Market Prices.   4. Market structures selection      1. Perfect competition      2. Monopoly      3. Monopolistic      4. Oligopoly      5. Duopoly | * Case studies * Practical * Written assessment * Demonstration * Projects * Group Discussion * Portfolio of evidence |
| 7. Determine national income | * 1. Concept of national income      1. Gross Domestic Product (GDP      2. Gross national product (GNP) and net national product (NNP)      3. Net national income (NNI) at market price and factor cost      4. Disposable income   2. Methods used to measure national income      1. Income approach      2. Output approach      3. Expenditure approach   3. Problems of national income   4. Importance of national income statistics   5. National income equilibrium. | * Case studies * Practical * Written assessment * Demonstration * Projects * Group Discussion * Portfolio of evidence |
| 8. Understand Money and Banking | * 1. Functions of money   2. Characteristics of money   3. Financial institutions      1. Banking institutions      2. Non-banking financial institutions   4. Functions of central bank and commercial bank   5. Functions of non-banking financial   institutions | * Case studies * Practical * Written assessment * Demonstration * Projects * Group Discussion * Portfolio of evidence |
| 9. Determine Inflation and unemployment | * 1. Types of inflation      1. Cost push      2. Demand-pull   2. Causes of inflation   3. Effects of inflation   4. Measures to control inflation      1. Fiscal policy      2. Monetary   5. Direct intervention      1. Causes of unemployment      2. Unemployment control measures | * Case studies * Practical * Written assessment * Demonstration * Projects * Group Discussion * Portfolio of evidence |
| 10. Understand International Trade | 10.1. Concept of international trade;   * + 1. Meaning,     2. Advantages and disadvantages.   1. International balance of payments.      1. International Balance of trade.      2. International Terms of trade. | * Case studies * Practical * Written assessment * Demonstration * Projects * Group Discussion * Portfolio of evidence |

Suggested delivery methods

* Demonstration
* Practical work by trainee
* Fieldwork and benchmarking
* Group discussions
* Case studies
* Role play

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Cooperative societies act
* Sacco societies act
* Text books
* Cooperative society journals
* Magazines
* E-learning resources

## PURCHASING ACTIVITIES.

**UNIT CODE: 0413 551 08A**

**Duration of Unit:**  100 hours

**Relationship to Occupational Standards**

This unit addresses the unit of competence: Performing Purchasing Activities

**UNIT DESCRIPTION**

This unit covers competencies required by a management assistant to perform purchasing activities. It includes carrying out stock-taking activities, processing purchase requisitions and maintaining inventory levels.

**Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO.** | **LEARNING OUTCOMES** | **DURATION** |
|  | Carry out stock taking activities | 30 |
|  | Process purchase requisitions. | 30 |
|  | Maintain inventory levels. | 40 |
| **TOTAL** |  | **100** |

**Learning Outcomes, Content, and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Carry out stock taking activities | * 1. Verification of Opening inventory balance   2. Meaning and importance of Inventory bin cards.   3. Inventory records preparation   4. Period stock-taking report preparation. | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Process purchase requisitions. | * 1. Purchase requisitions      1. Meaning of purchase      2. requisitions      3. Importance of requisitions to the organization      4. Importance of requisitions in the procurement process      5. Distinction between a requisition and a purchase order   2. Prequalified suppliers record preparation   3. Purchase order generation   4. Methods of purchasing inventory:      1. Bulk buying      2. Drop-Shipping      3. JIT- Just in Time   5. Procedure for purchasing   inventory   * + 1. Key steps in purchasing inventory     2. The tendering procedure | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Maintain inventory levels. | 3.1. Receipt of Purchased Inventory   * + 1. Goods received notes     2. Delivery notes     3. Credit and debit notes     4. Inspection     5. Stores ledgers   1. Methods of issuing and valuation of inventory      1. FIFO      2. LIFO      3. ABC analysis   2. Inventory records preparation   3. Warehousing      1. Meaning /importance of warehousing      2. Goals of warehousing      3. Inventory records      4. Stores security      5. Store layout designs      6. Inventory storage equipment      7. Requirements for effective warehousing | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |

**Suggested Methods of Instruction**

* Direct Instruction
* Demonstration
* Practicals
* Projects
* Group Discussion

**Recommended Resources for 30 Trainee**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Sacco societies act
* Text books
* Magazines
* E-learning resources

# MODULE THREE

## PRINCIPLES OF COMMERCIAL LAW

**UNIT CODE: 0421 441 09A**

**UNIT DURATION: 110 hours**

**Relationship to occupational standards**

This unit addresses the unit of competency: Apply Principles of Commercial law.

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply principles of commercial law; It involves demonstrating an understanding of nature of law, Illustrating the structure of court system in Kenya, applying law of tort, law of contract, law of agency, law of sale of goods, hire purchase contracts, law of negotiable instruments, law of insurance and law of property.

**Learning outcomes**

|  |  |  |
| --- | --- | --- |
| **S/ NO.** | **LEARNING OUTCOMES** | **DURATION** |
|  | Demonstrate understanding of nature of law | 8 |
|  | Illustrate the structure of court system in Kenya | 16 |
|  | Apply law of Tort | 10 |
|  | Apply law of Contract | 18 |
|  | Apply law of Agency | 8 |
|  | Apply law of sale of goods | 8 |
|  | Apply hire purchase contracts | 6 |
|  | Apply law of negotiable instruments | 8 |
|  | Apply law of insurance | 8 |
|  | Apply law of property | 10 |
| **SUB-TOTAL** |  | 100 |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Demonstrate understanding of nature of law | * 1. Nature of law   2. Purpose of law   3. Sources of law in Kenya      1. Constitution      2. Legislation (Acts of parliament)      3. Judicial precedent      4. County assembly legislations      5. Statutes of general application      6. Common law      7. Equity      8. Islamic law   4. Classification of law in Kenya   5. Law and morality | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Illustrate the structure of court system in Kenya | * 1. Court structure in Kenya   2. Kenyan courts      1. Supreme Court      2. Court of Appeal      3. High Court      4. Employment and Labor Relations Court      5. Environment and Land Court      6. Magistrates Court      7. Court Martial      8. Kadhis’ Court   3. Jurisdiction of courts   4. Administrative tribunals   5. Licensing boards   6. Components of the judicial service of Kenya | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Apply law of Tort | * 1. Nature of tortuous liability   2. Tort, crime and breach of contract   3. Capacity to sue/sued   4. Types of torts      1. Negligence      2. Defamation      3. Nuisance      4. Trespass   5. General defenses   6. Vicarious liability   7. Strict liability   8. Types of nuisances      1. Public nuisance      2. Private nuisance | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Apply law of Contract | * 1. Essentials of a valid contract   2. Types of contracts      1. Express and implied contracts      2. Unilateral and bilateral contracts      3. Valid, void and voidable contracts      4. Specialty and simple contracts      5. Contracts Uberrimae Fidei   3. Methods of discharging contract   4. Remedies of breach of contract   5. The acceptance   6. Consideration   7. Contractual capacity   8. Terms of contract   9. Vitiating elements   10. Breach of contract | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Apply law of Agency | * 1. Classification of agents   2. Establishment of agents’ authority   3. Identification of duties of agents   4. Identification of rights of agents   5. Termination of agency | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third Party Report |
| 1. Apply law of sale of goods | * 1. Differences between sale and agreement to sell   2. Capacity to buy and sell   3. Terms of sale of goods      1. Conditions      2. Warranties   4. Doctrine of caveat emptor   5. Factors affecting transfer of titles   6. Rights of parties   7. The auction process | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third Party Report |
| 1. Apply hire purchase contracts | * 1. Nature of hire purchase   2. Hire purchase agreement registration   3. Conditions of terminating hire purchase agreement   4. Completion of hire purchase agreement | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third Party Report |
| 1. Apply law of negotiable instruments | * 1. Negotiable instruments      1. Cheques      2. Bill of exchange      3. Promissory note   2. Characteristics of negotiable instruments   3. Distinction between negotiable instruments | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third Party Report |
| 1. Apply law of insurance | * 1. Insurance contracts   2. Insurance principles      1. Subrogation      2. Indemnity      3. Insurable interest      4. Utmost good faith   3. Insurance contracts formation   4. Insurance contracts discharge | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third Party Report |
| 1. Apply law of property | * 1. Classification of property      1. Real and personal      2. Movable      3. Immovable      4. Tangible      5. Intangible   2. Determination of land interests   3. Intellectual property      1. Patents      2. Trademarks      3. Copyrights      4. Industrial designs | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third Party Report |

**Suggested Methods of Instruction**

* Direct Instruction
* Demonstration
* Practicals
* Projects
* Group Discussion

**List of Recommended Resources for 30 trainees Tools, Equipment and Materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Text books
* Magazines
* E-learning resources

## MANAGEMENT SKILLS

**UNIT CODE: 0413 441 10A**

**Duration of Unit: 100 Hours**

**Relationship to occupational standards**

This unit addresses the unit of competency: Apply Management Skills.

**UNIT DESCRIPTION**

This unit describes competencies required to effectively apply management principles in the workplace. It covers applying planning principles, organizing principles, directing principles and coordinating principles.

**Learning outcomes**

|  |  |  |
| --- | --- | --- |
| S/ NO | **LEARNING OUTCOMES** | **DURATION** |
|  | Analyze context of management | 44 |
|  | Apply management functions | 24 |
|  | Demonstrate leadership skills | 16 |
|  | Analyze groups and teams | 16 |
| **SUB-TOTAL** |  | 100 |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Apply planning principle | * 1. Goals and objectives      1. Innovation and adaptability      2. Customer satisfaction      3. Employee engagement and development      4. Achieve sustainable growth      5. Ensure financial growth and profitability      6. Identify opportunities for growth and diversification   2. Work plans      1. Creating timelines      2. Break down the project into specific tasks      3. Identifying resources required      4. Identifying potential risks and challenges      5. Process for seeking approvals   3. Monitoring of work progress   4. Principles of planning      1. Vision and mission      2. Data-driven decision making      3. Flexible plans      4. Transparency in decision making      5. Fair and equitable decision making   5. Steps in planning process   6. Barriers to planning   7. Guidelines to avoiding barriers   8. Management by objectives   9. Types of plans      1. Tactical plans      2. Strategic plans      3. Operational plans | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Apply organizing principle | * 1. Office goals and objectives   2. Office tasks and responsibilities   3. Monitoring of progress   4. Process of organization   5. Organizing components   6. Authority and responsibility   7. Organization structures      1. Product line structure      2. Matrix structure      3. Geographical-based structure   8. Delegation   9. Centralization and decentralization   10. Principles of organization | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Apply directing principle | * 1. Orders and instructions   2. Staff Supervision   3. Exchange of opinions and ideas   4. Characteristics of successful leaders   5. Leadership roles   6. Theories   7. Leadership styles      1. Bureaucratic leadership      2. Charismatic leadership      3. Situational leadership      4. Autocratic leadership   8. Communication structures | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Apply coordinating principle | 4.1 Work schedules creation  4.2 Roles and responsibilities  4.3 Rewards and recognition | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested Methods of Instruction**

* Demonstration
* Practical work by trainee
* Fieldwork and benchmarking
* Group discussions
* Role plays
* Case studies

**Recommended Resources for 30 trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Text books
* Magazines
* E-learning resources

**BUSINESS MATHEMATICS AND STATISTICS**

**UNIT CODE**: **0588 541 08A**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Carry Out Business Mathematics Statistics

**Duration of Unit:** 80 hours

**Unit Description**

This unit specifies the competencies required to apply business mathematics and statistics to solve business problems. It involves applying statistical equations, applying statistical matrices, working out commercial mathematics, carrying out elementary statistics, carrying out descriptive statistics, applying set theory, applying basic probability theory and using index numbers.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **LEARNING OUTCOMES** | **DURATION (Hrs.)** |
| 1 | Apply Statistical Equations | 12 |
| 2 | Apply Statistical Matrices | 10 |
| 3 | Work-Out Commercial Mathematics | 13 |
| 4 | Carry Out Elementary Statistics | 10 |
| 5 | Carry Out Descriptive Statistics | 8 |
| 6 | Apply Set Theory | 8 |
| 7 | Apply Basic Probability Theory | 14 |
| 8 | Use index numbers | 10 |
| **SUB TOTAL** |  | **80** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Apply statistical equations | * 1. Linear equations; solving and graphs;   2. Quadratic equations; solving and graphs;   3. Differentiation;   4. Integration   5. Simultaneous equations; solving   6. Break-even analysis   7. Total revenue, total cost and profit equations; application of errors | * Written tests * Observation * Oral questions * Third party report * Interviewing * Project and report writing |
| 1. Apply statistical matrices | * 1. Introduction: order, types   2. Addition, subtraction and multiplication   3. Determinants of 2x2 matrices   4. Inverses of 2x2 matrices   5. Application of matrices to business problems | * Written tests * Observation * Oral questions * Third party report * Interviewing * Project and report writing |
| 1. Work out Commercial mathematics | 3.1 Buying and selling; discounts, profit and loss, margins and mark-ups   * 1. Commissions and salaries; piece and hourly rates, gross and net pay, PAYE   2. Bills calculations; water and electricity   3. Simple and compound interest   4. Depreciation and appreciation of assets   5. Hire purchase   6. Foreign currency exchange transactions | * Written tests * Observation * Oral questions * Third party report * Interviewing * Project and report writing |
| 1. Carry out Elementary statistics | 4.1Introduction: definitions and branches of statistics  4.2Methods of data collection:   * + 1. primary and secondary data     2. Sampling techniques   1. Presentation of data:      1. Tables      2. Diagrams: bar charts and pie charts      3. Graphs: basic time series graphs, Z-charts, Lorenz curves and semi log graphs      4. Frequency distribution tables      5. Histogram and frequency polygons      6. Cumulative frequency curve (ogive) and its application | * Written tests * Observation * Oral questions * Third party report * Interviewing * Project and report writing |
| 1. Carry out Descriptive statistics | * 1. Measures of central tendency:   2. Mean: arithmetic mean, weighted arithmetic mean, geometric mean and harmonic mean   3. Mode   4. Median   5. Measures of dispersion: range, quartile, deciles, percentiles, mean deviation, standard deviation and coefficient of variation   6. Measures of skewness and kurtosis excluding computation of the coefficients | * Written tests * Observation * Oral questions * Third party report * Interviewing * Project and report writing |
| 1. Apply Set theory | 6.1Introduction to set theory  6.2Types of sets: universal, empty/null, subsets, finite and infinite  6.3Operation of sets: unions, intersections, complements and set difference  6.4 Venn diagrams | * Written tests * Observation * Oral questions * Third party report * Interviewing * Project and report writing |
| 1. Apply Basic probability theory | 7.1Introduction to probability: definitions, events, outcomes, sample space  7.2Types of events: simple, compound, independent, mutually exclusive,  7.3Mutually inclusive, dependent events  7.4Rules of probability: additive and multiplicative rules  7.5Baye’s Theorem  7.6Elementary probability trees | * Written tests * Observation * Oral questions * Third party report * Interviewing * Project and report writing |
| 1. Use Index numbers | 8.1Construction of index numbers  8.2 Purpose of index numbers  8.3 Simple index numbers; fixed base method and chain base method  8.4Consumer Price Index (CPI)  8.5Weighted index numbers; Laspeyre’s, Paasche’s, Fisher’s ideal and  8.6Marshall- Edgeworth’s methods (both price and quantity index numbers)  8.7Limitations of index numbers  8.8Emerging issues and trends | * Written tests * Observation * Oral questions * Third party report * Interviewing * Project and report writing |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S/No. | Category/Item | Description/ Specifications | Quantity | Recommended Ratio  (Item: Trainee) |
| A | Learning Materials |  |  |  |
|  | Textbooks |  | 5 pcs | 1:6 |
|  | PowerPoint presentations | For trainer’s use |  |  |
|  | Projector |  | 1 | 1:30 |
|  | Whiteboard |  | 1 | 1:30 |
|  | Report writing templates |  |  |  |
|  | Rolls flip charts |  | 1 | 1;30 |
|  | Assorted color of whiteboard markers | For trainers Use |  |  |
| B | Learning Facilities & infrastructure |  |  |  |
|  | Lecture/theory room |  | 1 | 1:30 |
|  | Computer Laboratory |  | 1 | 1:30 |
| C | Consumable materials |  |  |  |
|  | Assorted whiteboard markers |  | 30 | 1:1 |
|  | Internet connection |  | 200 mbps | - |
|  | Antivirus Software |  |  | - |
|  | Printing Papers |  | Enough | - |
|  | External storage media |  | 1 tb | - |
| D | Tools and Equipment |  |  |  |
|  | Printers |  | 2 pcs | 2:30 |
|  | Computers | With Windows /Linux/Macintosh Operating System, Microsoft Office Software, Google Workspace Account, Antivirus Software | 30pcs | 1:1 |
|  | Calculator |  | 10 | 10:30 |

## STAFFING ACTIVITIES

**UNIT CODE: 0413 451 13A**

**Duration of Unit:**  100 hours

**Relationship to Occupational Standards**

This unit addresses the unit of competence: Perform Staffing Activities

**UNIT DESCRIPTION**

This unit covers competencies required by a management assistant to perform staffing activities. It includes maintaining personnel records, employee attendance records, Carrying out recruitment activities and inducting new employees.

**Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| S/NO. | **LEARNING OUTCOMES** | **DURATION** |
|  | Maintain personnel records | 20 |
|  | Maintain employee attendance records | 30 |
|  | Carry out recruitment activities | 30 |
|  | Induct new employees | 20 |
| **TOTAL** |  | 100 |

**Learning Outcomes, Content, and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Personnel records | * 1. Employee personal records      1. Meaning      2. Types      3. Importance   2. Communication records      1. Categories      2. Benefits      3. Qualities   3. Employee Records Retrieval   4. Personnel documents referencing      1. Types of referencing      2. Advantages   5. Personnel documents filing | * Written tests * Oral tests * Class presentations * Group discussion * Project * Assignments * Portfolio of Evidence * Third-Party Report |
| 1. Maintain employee attendance records | * 1. Employees training registers preparation   2. Daily work attendance registers      1. Meaning      2. Importance   3. Staff meetings attendance registers   4. Filing of attendance records      1. Methods of filing      2. Advantages and disadvantages | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Recruitment activities | * 1. Recruitment logistics      1. Planning      2. Advertising      3. Application   2. Receipt of job applications   3. Sort of job applications   4. Long listing   5. Contacting Shortlisted Candidates      1. phone calls      2. emails,      3. SMS      4. official letters.   6. Conduct Interview   7. Selection and Offer Appointment | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence |
| 1. Induction of new employees | * 1. Induction program      1. Meaning of Induction      2. Benefits of Induction      3. Stages of Induction   2. Briefing venues preparation   3. Induction materials distribution   4. Induction familiarization tour | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |

**Suggested Methods of Instruction**

* Direct Instruction
* Demonstration
* Practicals
* Projects
* Group Discussion

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
|  | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
|  | Internet Connection | System | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
|  | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
|  | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
|  | Desktops | Any model | 30 | 1:1 |
|  | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | •Windows/Linux/Macintosh Operating System  •Microsoft Office Software  •Google Workspace Account  Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Sacco Society act
* Textbooks
* Magazines
* E-learning resources

## ADMINISTRATIVE ASSISTANT DUTIES

**UNIT CODE: 0413 451 12A**

**Duration of Unit:**  120 hours

**Relationship to Occupational Standards**

This unit addresses the unit of competence: Perform Administrative Assistant Duties.

**UNIT DESCRIPTION**

This unit covers competencies required by a management assistant to performing administrative duties. It includes maintaining official documents, handling office correspondences Overseeing office maintenance and administering support services.

**Learning Outcome**

|  |  |  |
| --- | --- | --- |
| S/N0. | **LEARNING OUTCOMES** | **DURATION** |
|  | Maintain official documents | 20 |
|  | handle office correspondences | 30 |
|  | Oversees office maintenance | 20 |
|  | Administer support services | 30 |
| **SUB-TOTAL** |  | 100 |

**Learning Outcomes, Content, and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Maintain official documents | * 1. Organization files      1. Meaning of files      2. Types of files      3. Importance of organization filing   2. File monitoring document      1. File movement register      2. Importance of file movement register   3. Retrieval of Organization records      1. Meaning of records retrieval   4. Archiving organization records      1. Meaning of archiving records      2. Methods of archiving records      3. Procedure of archiving records   1.5. Disposal of records   * + 1. Shredding     2. Deletion     3. secure transfer. | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Handle office correspondences | * 1. Office correspondence      1. Meaning of correspondence      2. Types of office correspondence      3. Forms of correspondence   2. Sorting Office mails      1. Meaning of office mails      2. Types of office mail (incoming, outgoing)      3. Classification of office mails      4. Procedure of handling incoming and outgoing mail   3. Delivery of confidential and personal mail      1. Delivery book/GP 24      2. Practices of delivering confidential mail   4. Correspondence records.      1. Meaning of correspondence      2. Types of correspondence (incoming, outgoing, postage book),      3. Forms of correspondence   5. Distribution of office mails | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Oversees office maintenance | * 1. Office and common areas cleaning      1. Office cleaning schedule      2. Merits of office cleaning schedule   2. Office Layout Design      1. Types of office layout      2. Factors to be considered when designing an office layout      3. Importance of office layout   3. Storage of office supplies   4. Issuing of office supplies   5. Service order schedules      1. Meaning of service order      2. Importance of service order schedules | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |
| 1. Administer support services | * 1. Meaning of Office Support Services   2. Movement of furniture   3. Types of support services      1. Financial Management      2. Human Resource Management      3. Information Technology services      4. Legal Services      5. Governance services      6. Office Management      7. Facility management services   4. Monitoring outsourced services   5. Payment schedule preparation. | * Written tests * Oral tests * Class presentations * Group discussion * Project * Portfolio of Evidence * Third-Party Report |

**Suggested Methods of Instruction**

* Direct Instruction
* Demonstration
* Practicals
* Projects
* Group Discussion

**Recommended resources for 30 trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
| 1. | Charts | * Flip Charts * Rules and Regulations | 5 | 1:6 |
|  | External Storage Media | Flash disks, Compact Disks; Re-Writable | 5 | 1:6 |
|  | Smart board (Where Applicable) | LCD or projector | 1 | 1:30 |
|  | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** | | | |
| 5. | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
| 6. | Internet Connection | System | 1 | 1:30 |
| **C** |  | | | |
| **7.** | Markers | Whiteboard markers and permanent Markers | 5 | 1:6 |
| 8. | Printing Papers | Sizes A4, A3, A2 etc | 5 reams | 1:6 |
| **D** | **Tools And Equipment** | | | |
| 9. | Desktops | Any model | 30 | 1:1 |
| 10 | Printer | Inkjet, LaserJet | 2 | 1:15 |
|  | Computers Software: | * Windows/Linux/Macintosh Operating System * Microsoft Office Software * Google Workspace * Account Antivirus Software | 1 | 1:1 |

**References**

* Organization operating procedures
* Industry/workplace codes of practice
* Sacco societies act
* Text books
* Magazines
* E-learning resources