

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**ASSISTANT PROCUREMENT OFFICER**

**LEVEL 5**

**OS ISCED CODE: 0416 451 A**

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# **FOREWORD**

Technical and Vocational Education and Training (TVET) is a priority sector in Kenya supporting the achievement of an educated, competent and competitive nation not only on a regional scale, but globally. Quality TVET, which is relevant, accessible and labour market oriented, creates welfare, employment opportunities, enhances labour productivity and improves the daily lives of all Kenyans. Quality education and training will contribute to achievement of Kenya’s development blueprint, Vision 2030 and sustainable development goals.

The Government of Kenya, in its commitment to transforming education, training and research, has instituted a number of measures based on findings of various commissions and task forces. One of the measures was the formulation of the Policy Reforming Education and Training for Sustainable Development in Kenya (Sessional Paper No. 1 of 2019). A key feature of this policy is the radical change in the design and delivery of the 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 allows for multiple entry and exit in TVET Programmes.

TVET-industry linkages required to support the CBET Programmes were found to be weak in a study conducted on the status of implementation of Competency Based Education and Training (TVETA, 2021). The Kenya Youth Development Policy (2019) notes that the weak linkage between education and training, and the labour market makes it difficult for the youth to transition into the labour market.

This requires that that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that National Polytechnics developed these Occupational Standards with the involvement of the industry for the purpose of developing a competency-based curriculum for procurement management**.** These Occupational Standards will also be the basis for assessment of an individual for competence certification.

These Occupational Standards will play a great role towards development of competent human resource for the Procurement sector’s growth and development.

**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 behavior 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 Occupational Standard has been developed in adherence to the Kenya National Qualification Framework and CBETA standards and guidelines. The Occupational Standard is designed and organized into Units of competencies with performance criteria; suggested delivery methods, training/learning resources and methods of assessing the trainee’s achievement. The Occupational Standards is competency-based and allows multiple entry and exit to the course.

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

# **ACKNOWLEDGEMENT**

In developing this occupational standard, significant involvement and support was received from various organizations. We would like to thank the representatives from the human resource trades who provided technical assistance in the identification of the duties and tasks for the human resource officer and to thank the individual committee members who translated this information into a working document.

This occupational standard contains the occupational profile, list of duties, and the knowledge, skills and behaviors needed for someone to be competent in the occupation’s duties.

Special thanks to the Board of Directors and management of TVETA, KNQA, and CDACC for supporting the process of developing this occupational standard.

The National Polytechnics recognize with appreciation the role of Kenya Institute of Supplies Management in ensuring that competencies required by the industry are part of this occupational standard.

We also acknowledge any other institution or persons who in one way or another contributed to the success of development of this standard.

# **ACRONYMS**

|  |  |
| --- | --- |
| CBET | Competency Based Education and Training |
| GAAP | Generally Accepted Accounting Principles |
| ICT | Information Communication Technology |
| PFM | Public Finance Management |
| PPADA | Public Procurement and Asset Disposal Act |
| PPADR | Public Procurement and Asset Disposal Regulation |
| TVET | Technical and Vocational Education and Training |
| IAS | International Accounting Standards |
| GPS | Geographical Positioning System |
| LPO | Local Purchase Order |
| RFID | Radio Frequency Identification |
| RFP | Request for Proposal |
| RFQ | Request for Quotation |

# **KEY TO UNIT CODE**



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# **OCCUPATIONAL STANDARD OVERVIEW**

Procurement Officer Occupational Standard level 5 consists of competencies that an individual must achieve to manage an organization’s procurement function. It entails; receiving of delivered goods, classifying and coding of procured goods, managing storage of goods, preserving stored goods, issuing and dispatching goods, managing stores safety and security, procuring organizations’ goods and services, handling organizations’ materials, preparing goods for distribution, managing supply chain operations.

The qualification consists of basic, common and core.

**SUMMARY OF UNITS OF COMPETENCIES**

**BASIC UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| 0611 451 01A | Apply digital literacy |
| 0417 451 02A | Apply work ethics and practices |
| 0413 451 03A | Apply entrepreneurial skills |

**COMMON UNIT OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| 0031 451 04A | Undertake Business Communication |
| 0311 451 05A | Apply Economics principles |
| 0421 451 07A | Apply principles of commercial law |
| 0413 451 08A | Apply management skills |
| 0411 451 09A | Apply financial accounting skills |
| 0413 451 10A | Apply business mathematics |

**CORE UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| 0416 451 11A | Procure Organizations Goods and Services |
| 0416 451 15A | Manage Supply Chain Operations |
| 0416 354 19A | Receive Delivered goods |
| 0416 354 20A | Classify and Codify procured goods |
| 0416 354 21A | Manage Storage of goods |
| 0721 354 22A | Preserve Stored Goods |
| 0416 354 23A | Issue and Dispatch Goods |
| 0416 354 24A | Manage Stores Safety and Security |
| 0416 451 25A | Handle Organizations’ Materials |
| 0416 451 26A | Prepare Goods for Distribution |

**BASIC UNITS OF COMPETENCY**

## **APPLY DIGITAL LITERACY**

**UNIT CODE:** 0611 451 01A

**UNIT DESCRIPTION:**

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using the Office suite, accessing online/offline data and information, performing online communication and collaboration, applying cybersecurity skills, performing jobs online and applying job entry techniques.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Elements**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements. ***(Bold and italicized terms are elaborated in the Range.)*** |
|
| 1. Operate computer devices | * 1. C***omputer device*** usage is determined as per workplace requirements.   2. ***Computer hardware*** is identified according to job requirements.   3. ***Computer software*** is identified according to workplace requirements.   4. Computer devices are turned on or off as per the correct workplace procedure.   5. ***Mouse techniques*** are applied in solving tasks as per workplace requirements.   6. Keyboard techniques are applied in solving tasks as per workplace requirements.   7. Computer files and folders are created and managed as per workplace requirements.   8. ***Internet connection option***s are identified and applied in connecting computer devices to the Internet. |
| * 1. ***External devices*** are identified and connected to the computer devices as per the job requirement. |
| 1. Solve tasks using Office suite | * 1. ***Word processing concepts*** are applied in solving workplace tasks as per job requirements.   2. Worksheet data is entered and prepared in accordance with work procedures.   3. Worksheet data is built and edited in accordance with workplace procedures.   4. ***Data manipulation*** on a worksheet is undertaken in accordance with work requirements.   5. Worksheets are saved and printed in accordance with job requirements.   6. ***Electronic presentation concepts*** are applied in solving workplace tasks as per job requirements. |
| 1. Manage data and information | * 1. Office ***internet services*** are identified and applied in accordance with office procedures.   2. ***Internet access applications*** are determined in accordance with office operation procedures.   3. Internet search is performed as per job requirements.   4. Online digital content is downloaded in accordance with workplace requirements.   5. Digital content is identified and backed up in accordance with workplace procedures. |
| 1. Perform online communication and collaborations | * 1. Netiquette principles are observed as per work requirements.   2. Electronic mail communication is executed in accordance with workplace policy.   3. Digital content copyright and licenses are identified and applied according to workplace policies and regulatory requirements. |
| * 1. ***Online collaboration tools*** are applied in accordance with workplace policies and regulatory requirements. |
| 1. Apply cybersecurity skills | * 1. ***Data protection*** and ***privacy*** is classified in accordance with workplace policies and regulatory requirements.   2. ***Internet security threats*** are identified as per workplace policies and regulatory requirements.   3. Computer threats and crimes are detected in accordance to Information Management security guidelines   4. ***Cybersecurity control measures*** are applied in accordance with workplace policies and regulatory requirements. |
| 1. Perform online jobs | * 1. Online job platforms are identified as per the job requirements.   2. Online accounts and profiles are created in accordance with the work requirements.   3. Online jobs are identified according to the bidder’s skillset.   4. Online digital identity is managed according to industry best practices.   5. Online job bidding is done as per the specific job requirements.   6. Online tasks are executed according to the job requirements.   7. Personal online payment account is managed in accordance with financial regulations. |
| 1. Apply job entry techniques | * 1. Job opportunities are sought based on competencies.   2. A winning resume/CV is developed as per job advertisement.   3. An application/cover letter is developed based on the job advertisement.   4. Certificates and testimonials are organized as per resume.   5. Interview skills are demonstrated as per job advertisement. |

**RANGE**

This section provides a work environment and conditions to which the performance criteria apply. It allows for a different work environment and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. Computer devices may include but are not limited to: | * Desktops * Laptops * Smartphones * Tablets * Smartwatches |
| 1. Computer hardware may include but are not limited to: | * The System Unit E.g. Motherboard, CPU, casing, * Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices. * Output Devices e.g. hardcopy output and softcopy output * Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives * Computer Ports e.g. HDMI, DVI, VGA, USB type C etc. |
| 1. Computer software may include but are not limited to: | * System software e.g. Operating System (Windows, Macintosh, Linux, Android, iOS) * Application Software e.g. Word Processors, Spreadsheets, Presentations etc. * Utility Software e.g. Antivirus programs |
| 1. External devices may include but are not limited to: | * Printers * Projectors * Smart Boards * Speakers * External storage drives * Digital/Smart TVs |
| 1. Word processing concepts may include but are not limited to: | * Creating word documents * Editing word documents * Formatting word documents * Saving word documents * Printing word documents |
| 1. Mouse techniques may include but are not limited to: | * Clicking * Double-clicking * Right-clicking * Drag and drop |
| 1. Internet connection options may include but are not limited to: | * Mobile Networks/Data Plans * Wireless Hotspots * Cabled (Ethernet/Fiber) * Dial-Up * Satellite * ISDN (Integrated Services Digital Network) |
| 1. Data manipulation may include but are not limited to: | * Use of formulae * Use of functions * Sorting * Filtering * Visual representation using charts |
| 1. Electronic presentation concepts may include but are not limited to: | * Creating slides * Editing slides * Formatting slides * Applying slide effects and transitions * Creating and playing slideshows * Saving presentations * Printing slides and handouts |
| 1. Internet services may include but are not limited to: | * Communication Services * Information Retrieval Services * File Transfer * World Wide Web Services * Web Services * Directory Services * Automatic Network Address Configuration * News Group * Ecommerce |
| 1. Internet access applications/software may include but are not limited to: | * Browsers * Email Apps * ECommerce Apps |
| 1. Online collaboration tools may include but are not limited to: | * Online Storage * Online productivity applications * Online meetings, * Online learning environments, * Online calendars * Social networks |
| 1. Data protection and privacy may include but not limited to: | * Confidentiality of data/information * Integrity of data/information * Availability of data/information |
| 1. Internet security threats may include but not limited to: | * Malware attacks * Social engineering attacks * Software supply chain attacks * Advanced persistent threats (APT) * Distributed denial of service (DDoS) * Man-in-the-middle attack (MitM) * Password attacks * IoT Attacks * [Phishing Attacks](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#phishing-attacks) * [Ransomware](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#ransomware) |
| 1. Security threats control measures may include but not limited to: | * Counter measures against cyber terrorism * Physical Controls * Technical/Logical Controls * Operational Controls |
| 1. Online job platforms may include but are not limited to: | * Remotask * Data annotation.tech * Cloudworker * Upwork * Oneforma * Appen |
| 1. Job opportunities may include but not limited to: | * Self-employment * Service provision * product development * Salaried employment |
| 1. Certificates and testimonialsmay include but not limited to: | * Academic credentials * Letters of previous employments/ services rendered * Letters of commendation * Certifications of participation * Awards |
| 1. Interview skills may include but not limited to: | * Listening skills * Grooming * Language command * Articulation of issues * Body language * Time management * Honesty * Generally knowledgeable in current affairs and technical area |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Computer Hardware and Software Concepts
* Computer Security Concepts (Data security and privacy)
* Cyber security threats and control measures
* Understanding Computer Crimes
* Detection and protection against computer crimes
* Laws governing protection of ICT in Kenya
* Digital Identity Management
* Netiquette Principles
* Fundamentals of Copyright and Licenses
* Word processing;
* Functions and concepts of word processing;
* Documents and tables creation and manipulations;
* Document editing;
* Document formatting;
* Word processing utilities
* Spreadsheets;
* Meaning, types and importance of spreadsheets;
* Components of spreadsheets;
* Functions, formulae, and charts, uses and layout;
* Data formulation, manipulation and application to cells;
* Editing & formatting spreadsheets;
* Presentation Packages;
* Types of presentation Packages.
* Creating, formulating, running, editing, printing and presenting slides and handouts
* Networking and Internet;
* Internet connectivity.
* Browser and digital content management;
* Managing data, information, and digital content
* Electronic mail and World Wide Web
* Fundamentals of Online Working;
* Online Profile Management;
* e-Portfolio Management;
* Online Jobs Bidding;
* Online Payment Systems;
* Job entry techniques
* Job searching sites
* Interview preparation skills
* Interview handling

**Required skills**

The individual needs to demonstrate the following skills:

* Active listening
* Keyboard
* Mouse
* Analytical
* Creativity
* Interpretation
* Communication
* Spreadsheet operations (applying fundamental operations such as addition, subtraction, division and multiplication)
* Computer Use Safety
* Document Editing
* Document Formatting
* Document Printing
* Netiquette
* Internet Browsing
* Problem Solving
* Online Collaboration
* Cybersecurity
* CV writing
* Grooming

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge, and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | ***Assessment requires evidence that the candidate:***   * 1. Operated computer devices as per workplace policies and regulations.   2. Solved tasks using the office suite as per workplace policies and regulations.   3. Managed data and information as per workplace policies and regulations.   4. Performed online communication and collaboration as per workplace policies and regulations.   5. Executed online tasks according to the job requirements.   6. Prepared job requirement documentations based on job opportunity.   7. Demonstrated interview skills based on the job opportunity. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant work environments where assessment can take place.   3. Resources relevant to the proposed activities or task. |
| 1. Methods of assessment | Competency in this unit may be assessed through:   * 1. Observation   2. Oral assessment   3. Portfolio of evidence   4. Interviews   5. Third party report   6. Written assessment   7. Practical assessment   8. Projects |
| 1. Context of assessment | The competency may be assessed in a workplace or a simulated environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

## **APPLY WORK ETHICS AND PRACTICES**

**UNIT CODE:** 0417 451 02A

**UNIT DESCRIPTION**

This unit covers competencies required to effectively apply work ethics and practices. 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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
|
| 1. Apply self-management skills | * 1. Personal vision, mission and goals are formulated based on potential and concerning organization objectives and strategic plan   2. Self-esteem and a positive self-image are developed and maintained based on value   3. Emotional intelligence and stress management are demonstrated as per workplace requirements.   4. Assertiveness is developed and maintained based on the requirements of the job.   5. Accountability and responsibility for one's actions are demonstrated based on workplace instructions.   6. Time management, attendance and punctuality are observed as per the organization’s policy.   7. Personal goals are managed as per the organization’s objective |
| * 1. Self-strengths and weaknesses are identified based on personal objectives   2. Motivation, initiative and proactivity are utilized as per the organization policy   3. Individual performance is evaluated and monitored according to the agreed targets. |
| 1. Promote ethical work practices and values | * 1. Integrity is demonstrated as per acceptable norms   2. Codes of conduct is applied as per the workplace requirements   3. Policies and guidelines are observed as per the workplace requirements   4. Professionalism is exercised in line with organizational policies |
| 1. Promote Team work | * 1. ***Teams*** are formed to enhance productivity based on organization’s objectives   2. Duties are assigned to teams under the organization policy.   3. Team activities are managed and coordinated as per set objectives.   4. Team performance is evaluated based on set targets as per workplace policy.   5. ***Conflicts*** are resolved between team members in line with organization policy.   6. Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy.   7. Healthy ***relationships*** are developed and maintained in line with the workplace.   8. Adaptability and flexibility are applied in dealing with team members as per workplace policies |
| 1. Maintain professional and personal development | * 1. ***Personal growth and development*** needs are identified and assessed in line with the requirements of the job.   2. ***Training and career opportunities*** are identified and utilized based on job requirements.   3. ***Resources*** for training are mobilized and allocated based on organizations and individual skills needs.   4. Licenses and certifications relevant to the job and career are obtained and renewed as per policy.   5. Recognitions are sought as proof of career advancement in line with professional requirements.   6. Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives.   7. Dynamism and on-the-job learning are embraced in line with the organization’s goals and objectives. |
| 1. Apply Problem solving skills | * 1. ***Creative, innovative*** and practical solutions are developed based on the problem   2. Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job.   3. Team problems are solved as per the workplace guidelines   4. Problem-solving strategies are applied as per the workplace guidelines   5. Problems are analyzed and assumptions tested as per the context of data and circumstances |
| 1. Promote Customer Care | * 1. Customers' needs are identified based on their characteristics   2. Customer ***feedback*** is allowed and facilitated in line with organization policies.   3. Customer concerns and complaints are analyzed and resolved in line with the set organizational culture.   4. Proactive customer outreach programs are implemented as per organizational policies   5. Customer retention strategies are developed and implemented in line with the organizational policy |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. Feedback may include but not limited to: | * Verbal * Written * Informal * Formal |
| 1. Conflicts include but are not limited to: | * Interpersonal Conflict. * Intrapersonal Conflict. * Intergroup Conflict. * Intragroup Conflict. |
| 1. Relationships may include but not limited to: | * Man/Woman * Trainer/trainee * Employee/employer * Client/service provider * Husband/wife * Boy/girl * Parent/child * Sibling relationships |
| 1. Team may include but not limited to: | * Small work group * Staff in a section/department * Inter-agency group * Virtual teams |
| 1. Personal growth may include but not limited to: | * Growth in the job * Career mobility * Gains and exposure the job gives * Net workings * Benefits that accrue to the individual as a result of noteworthy performance |
| 1. Trainings and career opportunities may include but not limited to | * Participation in training programs * Serving as Resource Persons in conferences and workshops * Capacity building |
| 1. Resource may include may but not limited to: | * Human * Financial * Technology |
| 1. Creative and innovative may include but not limited to: | * New ideas * Original ideas * Different ideas * Methods/procedures * Processes * New tools |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Active listening
* Critical thinking
* Organizational
* Negotiation
* Monitoring
* Evaluation
* Problem solving
* Decision Making
* Leadership
* Creative/innovative thinking
* Adaptability
* Conflict management
* Emotional intelligence
* Teamwork

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies and procedures
* Company operations, procedures and standards
* Flexibility and adaptability
* Concept of time and leisure time
* Decision making
* Work planning
* Organizing work
* Monitoring and evaluation
* Record keeping
* Gender and diversity mainstreaming
* Drug and substance abuse
* Professional growth and development
* creativity
* Innovation
* problem solving
* customer care
* mentoring and coaching.
* Emerging issues

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment require evidence that the candidate:   * 1. Promoted ethical practices and values as per organizational procedures.   2. Promoted Teamwork as per workplace assignments.   3. Maintained professional and personal development as per organizational procedures.   4. Applied Problem-solving skills based on work requirements.   5. Identified customer needs based on their characteristics.   6. Gave back Customer feedback in line with organization policies. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Practical assessment 2. Written tests 3. Third party reports 4. Oral questioning 5. Portfolio of evidence 6. Interview 7. Observation |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace |

**APPLY ENTREPRENEURIAL SKILLS**

**UNIT CODE :** 0413 451 03A

**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, developing business innovative strategies, and developing business plans.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Elements**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range.)*** |
|
| 1. Apply Financial Literacy | 1. **Sources of personal and business** ***funds*** are identified as per financial procedures and standards 2. Personal finances are managed as per financial procedures and standards 3. Savings are managed as per financial procedures and standards 4. Debts are managed as per financial procedures and standards 5. Investments are undertaken as per financial procedures and standards 6. Insurance services are procured as per financial procedures and standards |
| 2. Apply entrepreneurial concept | 1. Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship 2. Types of entrepreneurs are identified as per principles of entrepreneurship 3. Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship 4. Characteristics of Entrepreneurs are identified as per principles of Entrepreneurship 5. Salaried employment and self-employment are distinguished as per principles of entrepreneurship 6. Requirements for entry into self-employment are identified according to business procedures and standards 7. Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards 8. Contributions of entrepreneurship to National development are identified as per business procedures and standards |
| 3. Identify entrepreneurial opportunities | 1. Business ideas are identified as per business procedures and standards 2. Factors to consider when evaluating business opportunity viability are explored based on business procedure and standards 3. Entrepreneurial opportunities are evaluated as per business procedures and standards 4. Business ideas and opportunities are generated as per business procedures and standards 5. Business life cycle is analysed as per business procedures and standards |
| 4. Apply business legal aspects | * 1. ***Forms of business ownership*** are identified as per legal procedures and practices   2. Business Registration and Licensing processes are identified as per legal procedures and practices   3. Types of Contracts and Agreements are analysed as per legal procedures and practices   4. Employment Laws are identified as per legal procedures and practices   5. Taxation laws are identified as per legal procedures and practices |
| 5. Innovate Business strategies | * 1. Business innovation strategies are determined by the organization standards   2. Creativity in business development is demonstrated in accordance with business standards   3. Innovative business standards are developed as per business principles   4. Linkages with other entrepreneurs are created as per best practice   5. ICT is incorporated in business growth and development as per best practice |
| 6. Develop Business Plan | 1. Business idea is described as per business procedures and standards 2. Business description is developed as per business plan format 3. Marketing plan is developed as per business plan format 4. Organizational/Management plan is prepared in accordance with business plan format 5. Production/operation plan is prepared in accordance with business plan format |
| 1. Financial plan is prepared in accordance with the business plan format 2. Executive summary is prepared in accordance with business plan format 3. Business plan is presented as per best practice 4. Business ideas are incubated as per institutional policy. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. Sources of personal funds mayinclude but not limited to: | * Salary/Wages * Investments * Savings * Inheritance * Government Benefits |
| 1. Sources of business finance mayinclude but not limited to: | * Equity Financing * Debt Financing, * Personal Savings/Investment * Retained Earnings * Grants and Subsidies * Crowdfunding * supplier Credit: * Leasing and Asset Financing: |
| 1. Types of entrepreneurs may include but not limited to: | * Innovators * Imitators * Craft * Opportunistic * Speculators |
| 1. Characteristics of Entrepreneurs may include but not limited to: | * Creative * Innovative * Planner * Risk taker * Networker * Confident * Flexible * Persistent * Patient * Independent * Future oriented * Goal oriented |
| 1. Requirements for entry into self-employment may include but not limited to | * Technical skills * Management skills * Entrepreneurial skills * Resources * Infrastructure |
| 1. Forms of businesses ownership may include but not limited to: | * Sole proprietorship * Partnership * Limited companies * Cooperatives |
| 1. Innovative business standards may include but not limited to: | * New products * New methods of production * New markets * New sources of supplies * Change in industrialization |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Management
* Problem-solving
* Root-cause analysis
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Decision making
* Business communication
* Change management
* Competition
* Risk
* Net working
* Time management
* Leadership
* Factors affecting entrepreneurship development
* Principles of Entrepreneurship
* Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
* Conflict resolution
* Health, safety and environment (HSE) principles and requirements
* Customer care standards
* Basic financial management
* Government Business strategic planning
* Impact of change on individuals, groups and industries
* and regulatory processes
* Local and international market trends
* Product promotion standards
* Market and feasibility studies
* Government and regulatory processes
* Local and international business environment
* Relevant developments in other industries
* Regional/ County business expansion standards

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Identified Sources of personal and business finance as per financial procedures and standards 2. Managed Personal finances as per financial procedures and standards 3. GeneratedBusiness ideas and opportunities based on business procedure and standards 4. Analyzed business life cycle based on business procedure and standards 5. Determined business innovative standards as per business principles 6. Developed and presented a business plan as per regulatory framework. |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written tests 2. Oral questions 3. Third party report 4. Interviews 5. Portfolio |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**COMMON UNITS OF COMPETENCY**

**UNDERTAKE BUSINESS COMMUNICATION**

**UNIT CODE:** 0031 451 04A

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| --- | --- |
| 1. Administer Communication channels | * 1. Communication processes are handled in line with the human resource manual on correspondence.   2. Principles of effective communication are applied as per the organizations’ SOPs   3. Channels of communication are administered as per the organizations’ SOPs   4. Factors to effective communication are selected in line with the organizations’ SOPs   5. Barriers to effective communication are identified in line with the organizations’ SOPs   6. Patterns of communication are identified in line with the organizations’ SOPs   7. Sources of Information are identified as per the organizations’ SOPs   8. Organization Policies are identified and applied in line with the organizations’ SOPs   9. Records are kept in line with the organizations’ SOPs |
| 1. Implement types of communication | * 1. Types of written communication are identified and applied according to workplace requirements.   2. Existing non-verbal communication techniques are identified and applied based on organization policy.   3. Types of oral communication are identified and established as per organization policy. |
| 1. Implement service charter | * 1. Familiarize with the organizational service charter as per the organizations’ SOPs.   2. Emphases the Importance of service charter as per the organizations’ SOPs   3. Response to correspondences is done in line with the service charter.   4. Record retrieval is carried out in line with service charter. |
| 1. Safeguard confidentiality of information | * 1. Familiarize with the organization policy on confidentiality of information as per SOPs of the organization.   2. ***Physical securing*** of records and correspondences is done as per SOPs of the organization.   3. Monitor how records and correspondences in circulation are handled within the organization as per SOPs of the organization.   4. Information issecured as per SOPs of the Organization as per SOPs of the organization.   5. Sensitize employees onsafeguarding confidentialityof information and records as per SOPs of the organization.   6. Regular tracing of records and correspondences is done in line with the SOPs of the organization. |
| 1. Coordinate communication on social media platforms | * 1. Organization social media requirements are identified in line with the organizations’ SOPs   2. Initiate development and review of social media policies and procedures in line with organization objectives.   3. Select the social media platforms that meet the needs of the organization as per organizations’ SOPs.   4. Source for content, both internal and external, for use on social media platforms are handled as per organizations’ SOPs.   5. Respond to customers in timely manner directing them to relevant information as required according to social media policies and procedures.   6. Update of the social media account to maximize effectiveness as per organization SOPs   7. Enforce adherence to legal and ethical practices as per organizations’ SOPs.   8. Track social media activities using ***social media monitoring tools*** in line with the organizations’ SOPs   9. Report the social media engagements to management for implementation in line with the organizations’ SOPs. |
| 1. Prepare work place meetings | * 1. Minute taking is defined as per the organizations’ SOPs   2. Types of meetings are highlighted as per the organizations’ SOPs   3. ***Structure of meetings*** are identified as per the organizations’ SOPs |
| 1. Prepare workplace report | * 1. Report writing is defined as per the organizations’ SOPs.   2. Importance of reports in human resource function is emphasized as per the organizations’ SOPs.   3. Forms and types of reports are described as per the organizations’ SOPs   4. Reports formats are identified as per the organizations’ SOPs   5. Reports preparation is done as per the organizations’ SOPs. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Physical securing may include but not limited to: | * + Lock and key   + Reinforced storage   + Fireproofing   + Lockable cabinets   + Restricted access |
| 1. Social media monitoring tools may include but not limited to: | * + Twitter counter   + Hootsuite   + Klout   + Buzzlogix   + Digimind |
| 1. Structure of meetings may include but not limited to: | * + Notice   + Agenda   + Preparation of other relevant documents   + Minute formats |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Data analysis and presentation
* Listening
* Organizational
* Leadership
* Time management
* Conflict management and resolutions
* Budgeting
* Decision making
* Emotional intelligence
* Interpersonal Relations
* Crisis management
* Analytical skills
* Data analysis and presentation
* Public relations
* Negotiation
* Computer
* SOP
* Operations of the organization
* Emerging issues.
* Record management
* Reading

**Required Knowledge**

The individual needs to demonstrate knowledge and understanding of:

* Work place procedures
* Human resource procedures and manuals
* Record Management function
* Work Planning and documentation
* Dispute resolution process
* Legislations, policies and regulations
* Communication processes
* Negotiations
* Interpersonal relations
* ICT
* Emotional intelligence
* Social media use

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of  Competency | Assessment requires evidences that the candidate:   * 1. Handled organizational policies as per SOPs   2. Sorted correspondence and took necessary action as per SOPS   3. Maintain human resource records as per Human Resource manual   4. Align response time to service charter as per SOPS   5. Safeguarded confidentiality of information as per SOPS   6. Legal and Ethical Issues in social media platforms as per SOPS   7. Managed communication on social media platforms as per SOPS   8. Prepared work place meetings as per SOPS   9. Prepared work place reports as per SOPS |
| 1. Resource Implications for competence certification | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 3. Method of assessment | Competency may be assessed through:   * 1. Written tests   2. Practical   3. Projects   4. Review of portfolios of evidence   5. Review of third party workplace reports |
| 4. Context for assessment | Assessment may be done in the workplace or in a simulated workplace setting (assessment centers). |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**APPLY ECONOMIC SKILLS**

**UNIT CODE: 0311 451 05A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply economic skills. It involves; demonstrating understanding of economic concepts, applying demand concept in market analysis, applying supply concept in market analysis, setting prices of the products, applying theory of consumer behavior, applying production theory, applying theory of costs, differentiating market structures, determining national income, apply understanding of money and banking, apply understanding of inflation and unemployment and apply understanding of international trade.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
|
| 1. Apply fundamental economic concepts | 1. ***Economic concepts*** are identified as per the organizational requirements. 2. Economic methodology is selected as per organizational requirements. 3. Scope of economic resources are determined as per organizational requirements 4. Economic systems are developed as per the organizational requirements 5. Resources are utilized effectively as per the economic objectives. |
| 1. Apply demand and Supply in market analysis | 1. Market demand and Supply dynamics are determined in line with business objectives. 2. Factors affecting demand and supply are outlined as per the market trends. 3. Demand and Supply curves are derived as per market trends. 4. Decisions are made in line with elasticity of demand and Supply. |
| 1. Apply consumer behavior theory | 1. Consumer behavior approaches are identified as per the market trends. 2. Consumer utility is analyzed as per the consumer feedback. 3. Consumer equilibrium is analyzed based on consumer income and product prices 4. Indifference curves are applied as per organizational objectives |
| 1. Apply production theory | 1. Mobility of factors of production is determined as per organizational requirements. 2. Output units are determined as per organizational resources. 3. Stages of production are identified as per organizational products. 4. Long run production period is analyzed as per the organizational objectives |
| 1. Apply costs theory | 1. Production costs are classified as per organizational production policy. 2. Short run costs are analyzed as per Work procedures 3. Long run costs are analyzed as per Work procedures 4. Cost curves are analyzed as per organizational production policy. 5. Optimal size of the firm is determined based on economies of scale. |
| 1. Differentiate market structures. | 1. Market structures are determined as per economic system 2. Market output are determined as per economic system 3. Market prices are determined as per economic system 4. ***Market structures*** are selected as per organizational requirement |
| 7. Determine national income | 1. ***Concepts of national*** income are identified as per the economic policies 2. Methods of measuring national income are identified as per regulatory policies 3. National income problems are identified as per economic conditions. 4. Importance of national income statistics are applied as per the national economic policy. 5. Determine national income equilibrium as per national economic policy. |
| 8. Understand Money and Banking | 1. Functions of money are determined as per the economic requirements. 2. Characteristics of money are identified as per financial regulations. 3. Financial institutions are identified as per financial market regulatory. 4. ***Functions of central and commercial*** banks are determined as per financial regulations. 5. Functions of non- banking financial institutions are identified as per financial institutions. |
| 9. Determine Inflation and unemployment | * 1. Types of inflation are identified as per the economic conditions   2. Inflation causes are classified as per the economic conditions   3. Inflation effects are identified as per the economic conditions   4. Measures of inflation control are determined as per the regulatory policies   5. Unemployment causes are identified as per the economic conditions   6. Unemployment control measures are determined as per the regulatory policies |
| 10. Understand International trade | *10.1* ***Concept of international trade*** is determined as per the economic conditions. |
| 10.2 International balance of payment is determined as per international trade.   * 1. International Balance of trade analyzed as per economic trends   2. International Terms of trade are identified as per global needs |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Economic concepts may include but not limited to: | * + Economic resources   + human wants   + scarcity and choice   + opportunity cost   + production possibility curves/frontiers   + wealth   + welfare |
| 1. National income concepts include but not limited to: | * + gross domestic product (GDP   + Gross national product (GNP) and net national product (NNP)   + Net national income (NNI) at market price and factor cost   + Disposable income |
| 1. Market structures may include but not limited to: | * + Monopoly   + Perfect competition   + Monopolistic competition   + Oligopoly   + Duopoly |
| 1. Financial institutions may include but not limited to: | * + Banking institutions   + Non-banking financial institutions |
| 1. Costs may include but not limited to: | * + Fixed costs   + Variable costs   + Total cost   + Opportunity costs   + Marginal cost |

**REQUIRED KNOWLEDGE AND UNDERSTANDING**

The individual needs knowledge of:

* Price theory
* Structure of markets and equilibrium
* Banking policies and procedures
* Market trends
* Financial markets

**SKILLS**

The individual needs the following skills:

* Interpersonal
* Critical thinking
* Communication
* Evaluation.
* Analytical

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Developed economic systems as per the organization requirement 2. Derived demand curve as per the market trends 3. Made decisions in line with elasticity of demand 4. Derived supply curve as per the market trends 5. Made decisions in line with elasticity of supply 6. Established Equilibrium price as per the market trends 7. Analyzed consumer equilibrium based on consumer income and product price 8. Applied indifference curves as per organizational objectives 9. Analyzed long run production period as per organizational objectives 10. Analyzed cost curves as per organizational production policy 11. Determined optimal size of the firm based on economies of scale 12. Selected market structures as per organizational requirement 13. Determined National income equilibrium as per national economic policy 14. Identified National income measurement methods based on fiscal policies 15. Applied national income statistics as per national economic policy 16. Identified financial institutions as per financial market regulatory authority 17. Determined functions of money as per economic requirement 18. Determined measures of inflation control as per the regulatory polices 19. Determined International balance of payment as per international trade |
| 1. Resource implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency in this unit may be assessed through:  3.1 Practical  3.2 Projects  3.3 Poe evaluation  3.4 Third party reports  3.5 Written test |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | 5.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**APPLY PRINCIPLES OF COMMERCIAL LAW**

**UNIT CODE:** **0421 451 07A**

**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 sale of goods, hire purchase contracts, law of agency, law of negotiable instruments, the law of insurance and the law of property.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
|
| 1.  Demonstrate understanding of nature of law | 1.1 Nature of law is determined as per common law.  1.2 The purpose of law is identified as per common law  1.3 ***Sources of law in Kenya*** are identified as per Judicature Act  1.4 Law is classified as per Kenyan law. |
| 2.  Illustrate the structure of court system in Kenya | 2.1 Court structure is determined as per the constitution of Kenya, 2010  2.2 Composition of ***Kenyan courts*** is determined as per the constitution of Kenya, 2010  2.3 Jurisdiction of courts is determined as per the constitution of Kenya, 2010 |
| 3.  Apply law of Tort | 3.1 Nature of tortuous liability is explained as per the law of tort  3.2 Tort, crime and breach of contract are differentiated as per the law of tort  3.3 Capacity to sue/sued is determined as per the law of tort  3.4 Types ***of torts*** are identified as per law of torts  3.5 General defenses in tort are identified as per the law of tort |
| 4.  Apply law of Contract | 4.1 Essentials of a valid contract are identified as per law of contract  4.2 Types of contracts are determined as per law of contract  4.3 Methods of discharging contract are identified as per law of contract  4.4 Remedies of breach of contract are determined as per law of contract |
| 5.  Apply law of Agency | 5.1 Agents are classified as per law of agency  5.2 Agents’ authority is established as per law of agency  5.3 Duties of agents are identified as per law of agency  5.4 Rights of agents are identified as per law of agency  5.5 Methods of terminating agency are determined as per law of agency |
| 6.  Apply law of sale of goods | 6.1 Sale and agreement to sell are differentiated as per sale of goods Act 2015  6.2 Capacity to buy and sell is determined as per sale of goods Act 2015  6.3 ***Terms of sale of goods*** are determined as per sale of goods Act 2015  6.4 Doctrine of caveat emptor is determined as per sale of goods Act 2015  6.5 Factors affecting transfer of title are determined as per sale of goods Act 2015  6.6 Rights of parties are identified as per sale of goods Act 2015  6.7 Auction process is determined as per sale of goods Act 2015 |
| 7.  Apply hire purchase contracts | 7.1 Nature of hire purchase agreement is determined as per hire purchase Act 2017  7.2 Hire purchase agreement is registered as per hire purchase Act 2017  7.3 Conditions of terminating hire purchase agreement are determined as per hire purchase Act 2017  7.4 Completion of hire purchase agreement is determined as per hire purchase Act 2017 |
| 8.  Apply law of negotiable instruments | 8.1 ***Negotiable instruments*** are identified as per negotiable instrument Act 2018  8.2 Characteristics of negotiable instrument are identified as per negotiable instrument Act 2018  8.3 Negotiable instruments are distinguished as per negotiable instrument Act 2018 |
|  |
| 9.  Apply law of insurance | 9.1 Insurance contracts are identified as per insurance Act 2020 laws of Kenya  9.2 ***Insurance principles*** are analyzed based on insurance Act 2020 laws of Kenya  9.3 Insurance contracts are formed as per organizational requirements  9.4 Insurance contracts are discharged as per contracts terms |
| 10.  Apply law of property | 10.1 ***Property*** is classified based on property Act 2020  10.2 Land interests are determined as per organizational requirements  10.3 ***Intellectual property*** is determined as per Constitution of Kenya 2010 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Kenyan courts include but not limited to: | * + Supreme Court   + Court of Appeal   + High Court   + Employment and Labour Relations Court   + Environment and Land Court   + Magistrates Court   + Court Martial   + Kadhis’ Court |
| 1. Sources of law in Kenya include but not limited to: | * + Constitution   + Legislation (Acts of parliament)   + Judicial precedent   + County assembly legislations   + Statutes of general application   + Common law   + Equity   + Islamic law |
| 1. Types of torts include but not limited to: | * + Negligence   + Defamation   + Nuisance   + Trespass |
| 1. Terms of sale of goods may include but not limited to: | * + Conditions   + Warranties |
| 1. Negotiable instrument may include but not limited to: | * + Cheques   + Bill of exchange   + Promissory note |
| 1. Insurance principles may include but not limited to: | * + Subrogation   + Indemnity   + Insurable interest   + Utmost good faith etc. |
| 1. Property may include but not limited to: | * + Real and personal   + Movable   + immovable   + tangible   + And intangible |
| 1. Intellectual property may include but not limited to: | * + Patents   + trademarks,   + Copyrights   + Industrial designs |

**REQUIRED KNOWLEDGE AND UNDERSTANDING**

The individual needs knowledge of:

* Business & Economic cycles in a diverse range of sectors.
* Financial transactions
* Risk management.
* Contract management
* Civil wrongs

**SKILLS**

The individual needs the following skills:

* Evaluation
* Communication
* Analysis
* Numeracy
* Report writing
* Negotiation
* Inter-personal

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Identified sources of law in Kenya as per Judicature Act   2. Classified law as per Kenyan law.   3. Determined court structure as per the Constitution of Kenya, 2010   4. Determined jurisdiction of courts as per the Constitution of Kenya, 2010   5. Identified types of torts as per Law of Torts   6. Identified general defenses in tort as per the Law of Tort   7. Identified essentials of a valid contract as per the Law of Contract   8. Identified methods of discharging contract are identified as per the Law of Contract   9. Determined remedies of breach of contract as per the Law of Contract   10. Established agents’ authority as per the Law of Agency   11. Identified duties of agents as per Law of Agency   12. Identified rights of agents as per law of Agency   13. Determined methods of terminating agency as per Law of Agency   14. Determined terms of sale of goods as per Sale of Goods Act, 2015   15. Determined doctrine of caveat emptor as per Sale of Goods Act, 2015   16. Identified rights of parties as per Sale of Goods Act, 2015   17. Determined nature of hire purchase agreement as per Hire Purchase Act, 2017   18. Determined conditions of terminating hire purchase agreement as per Hire Purchase Act, 2017   19. Identified insurance contracts as per Insurance Act 2020, Laws of Kenya   20. Analyzed insurance principles based on Insurance Act 2020, Laws of Kenya   21. Determined intellectual property as per the Constitution of Kenya, 2010 |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated 2. Environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Practical 2. Projects 3. POE evaluation 4. Third party reports 5. Written tests |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**APPLY MANAGEMENT SKILLS**

**UNIT CODE:** **0413 451 08A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
|
| Apply planning principle | * 1. Organizational ***goals and objectives*** are identified as per work procedure   2. ***Work plans*** are laid down based on work requirements   3. Monitoring of work progress is carried out based on planning factors   4. ***Planning principles*** are implemented based on work requirements |
| 1. Apply Organizing principle | * 1. Office goals and objectives are defined as per organizational procedure   2. Office tasks and responsibilities are assigned based on work requirements   3. Monitoring of progress is carried out as per organizational procedure |
| 1. Apply directing   principle | * 1. Orders and instructions are laid out to subordinates as per organizational procedure   2. Supervision of office staff is   carried out as per work requirement   * 1. Exchange of opinions and   ideas is carried out as per organization needs |
| 1. Apply coordinating principle | 1. Work schedules are created as per organizational procedure 2. Individual roles are defined as per work requirements 3. Teams are rewarded as per organizational procedure |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| Goals and objectives may include but not limited to: | May include but not limited to:   * Innovation and adaptability * Customer satisfaction * Employee engagement and development * Achieve sustainable growth * Ensure financial growth and profitability * Identify opportunities for growth and diversification |
| 1. Work plans may include but are not limited to: | * Creating timelines * Break down the project into specific tasks * Identifying resources required * Identifying potential risks and challenges * Process for seeking approvals |
| 1. Planning principles may include but are not limited to: | * Vision and mission * Data-driven decision making * Flexible plans * Transparency in decision making * Fair and equitable decision making |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Knowledge**

The individual needs to demonstrate the following knowledge of:

* Principles of management
* Research
* Financial Accounting
* Commercial Law

**Required Skills**

The individual needs to demonstrate skills of:

* Communication
* Analytical
* Evaluation
* Management
* Problem solving
* Time management
* Data collection
* Numeracy
* ICT
* Entrepreneurship
* Occupational health and safety
* Environmental literacy

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| * + - 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Laid down work plans based on the requirements   2. Carried out monitoring of progress as per organizational   procedure   * 1. Carried out supervision of office staff as per work requirement   2. Created work schedules as per organizational procedure |
| * + - 1. Resource Implications | * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant assessment environment.   3. Resources relevant to the proposed assessment activity or tasks. |
| * + - 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Practical 2. Portfolio of evidence 3. Third party reports 4. Projects 5. Written assessment 6. Oral assessment |
| * + - 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment. |
| * + - 1. Guidance Information for Assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**APPLY FINANCIAL ACCOUNTING SKILLS**

**UNIT CODE:** 0411 451 09A

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
|
| 1. Apply accounting concepts, conventions and policies | * 1. ***Accounting concepts, conventions and policies*** are applied as per accounting standards.   2. Accounting equation is drawn as per the double entry concept and accounting principles   3. ***Users of accounting information*** are identified according to the business entity |
| 1. Prepare books of original entries | * 1. Transactions are classified based on type of transaction   2. Source documents are identified in line with transactions   3. Books of original entries are identified based on purpose   4. Source documents are recorded in the books of original entry based on transaction type |
| 1. Post transaction to the ledger | * 1. Ledgers are classified based on transaction types   2. Ledger accounts are identified as per types of ledgers |
| * 1. Transactions are posted to ledger accounts as per accounting guidelines   2. Ledger accounts are balanced as per accounting guidelines   3. Trial balance is extracted from ledger accounts as per accounting guidelines |
| 1. Prepare cash books | * 1. ***Cash books*** are identified according to their columns   2. Cash receipts are classified as either incoming or outgoing as per accounting principles   3. Cash receipts are recorded in line with their classification.   4. Cash discounts are recorded as per accounting guidelines |
| 1. Correct accounting errors | * 1. Errors that affect the agreement of the trial balance are identified as per GAAPs   2. Errors that do not affect the agreement of trial balance are identified following GAAPs   3. Errors are corrected on the basis of double entry rules   4. Suspense balance is eliminated based on errors corrected.   5. Reported gross/net profit is corrected on the basis of corrected errors.   6. Statement of financial position is corrected on basis of corrected errors. |
| 1. Prepare bank reconciliation statements | * 1. Cash book and bank statement balance discrepancies are identified as per the accounting principles   2. Cash book (bank column) balance is updated as per accounting guidelines   3. Bank Reconciliation statement is prepared as per accounting guidelines |
| 1. Maintain non-current assets’ register | * 1. Costs of assets are determined as per ***accounting standards***   2. Depreciation is computed as per organization procedures on valuation of non-current assets   3. Depreciation is recorded as per ***accounting guidelines***   4. Purchase of non-current assets are recorded in line with accounting guidelines   5. Disposals are recorded as per accounting guideline   6. Asset balances are determined as per accounting guidelines |
| 1. Maintain receivables and payables ledgers | * 1. Bad debts are identified and written off as per organization policies   2. Allowances (provisions) are created in line with the prudence concept   3. Receivables balance is adjusted as per written off debts and the allowances (provisions) created   4. Payables balance is adjusted as per GAAPs   5. Control accounts are prepared as per GAAPs |
| 1. Prepare sole trader statements | * 1. Income and expense balances are identified as per entity’s trial balance   2. Year- end adjustments are made on the balances as per accounting guidelines   3. Statement of profit or loss is prepared based on adjusted balances.   9.4 Asset, liability and capital balances are identified as per the entity’s trial balance   * 1. Year-end adjustments are made in the balances as per accounting guidelines.   2. Statement of financial position is prepared based on adjusted balances |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Accounting concepts, conventions and policies may include but not limited to: | * Going concern * Accrual * Prudence * Matching |
| 1. Cashbooks include but not limited to: | * Two column cashbook * Three column cashbook * Petty cashbook |
| 1. Accounting guidelines: | * Accounting standards * Accounting concepts/conventions/bases |
| 1. Accounting Standards include but not limited to: | * Kenya Accounting Standards (KAS) * International Accounting Standards (IAS) * International Financial Reporting Standards (IFRS) |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required skills**

The individual needs the following skills:

* Numeracy
* Analytical
* Computational
* Recording with accuracy and precision

**Required knowledge**

The individual needs knowledge of:

* Principles of book-keeping
* Basic accounting principles/concepts

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| * + - 1. Critical Aspects of Competency | ***Assessment requires evidence that the candidate:***   1. Recorded source documents in the books of original entry as per accounting standards 2. Posted transaction to ledger accounts as per accounting standards 3. Recorded cash receipts in the cash book as per accounting standards 4. Corrected accounting errors as per accounting standards 5. Prepared Bank Reconciliation statement as per accounting standards 6. Recorded depreciation as per accounting standards 7. recorded purchase of non-current assets as per accounting standards 8. Prepared control accounts as per accounting standards |
| * + - 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| * + - 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Practical 2. Projects 3. POE evaluation 4. Third party reports 5. Written tests |
| * + - 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| * + - 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**APPLY BUSINESS MATHEMATICS AND STATISTICS**

**UNIT CODE**: 0413 451 10A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| ELEMENT  These describe the key outcomes which make up workplace function. | PERFORMANCE CRITERIA  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
| 1. Work-out commercial mathematics | * 1. ***Discounts*** are computed as per organization’s policy   2. Commissionsare determined based on the company policies and procedures.   3. ***Methods of calculating wages*** are determined   4. Wages and salaries are computed as per organization policies.   5. Simple and compound interests are calculated as per the organization’s policy   6. Profit margin and mark-up are computed based on organization’s policy   7. Gross pay and net pay are calculated as per organization’s policy   8. Depreciation and appreciation of assets are worked-out as per the accounting guidelines.   9. Hire purchase price is determined as per the hire purchase agreement   10. Foreign exchange transactions are computed as per trade agreements. |
| 1. Apply statistical equations | * 1. Linear equations are determined as per the objective functions   2. Quadratic equations are determined as per the objective functions   3. Simultaneous equations are formulated as per the objective functions   4. Break-even analysis is computed as per the organization objective.   5. Differentiation and integration is carried out as per the objective functions   6. Total revenue, total cost and profit equations are formulated as per the organizational objectives. |
| 1. Apply statistical matrices | * 1. Addition, subtraction, division and multiplication formulae are performed as per the order of operations.   2. Determinants of 2x2 matrices are calculated as per the order of operations.   3. Inverses of 2x2 matrices are calculated as per the order of operations   4. Matrices are applied to business operations as per the organizational objectives. |
| 1. Carry out elementary statistics | 1. ***Methods of data collection*** are identified as per the organization’s objectives 2. Sampling techniques and presentation of data is carried out as per the organization’s objectives. 3. Data is presented using ***Tables and diagrams*** as per the functions Data is presented using ***Graphs*** as per the function 4. Cumulative frequency curves (OGIVE) are drawn and applied. |
| 1. Carry out descriptive statistics | 1. ***Measures of central tendency*** are determined according to Work procedures. 2. ***Measures of dispersion*** are determined on the basis of Work procedures 3. Measures of skewness and kurtosis are analyzed as per the Work procedures. |
| 1. Apply set theory | 1. Sets types are identified following the set theory. 2. Sets operations are performed as per the set theory. 3. Venn diagrams are drawn according to the set theory. 4. Business problems are solved using set theory. |
| 1. Apply basic probability theory | 1. Probability events are identified as per the work place requirements. 2. Types of events are determined as per the work place requirements. 3. Rules of probability are applied based on additive and multiplicative rules. 4. Bayes’ Theorem is applied as per the theorem rules 5. Probability trees are drawn according to events. 6. Solve business problems using probability |
| 1. Use index numbers | * 1. Formulae for computing index numbers are identified as per the organization objective.   2. ***Index numbers*** are computed as per the formula   3. Index numbers are applied in decision making as per the organization objective |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| Variable | Range |
| 1. Discounts may include but not limited to: | * Cash discount * Trade discount * Quantity discount |
| 1. Methods of calculating wages may include but not limited to: | * Piece rate * Hourly rate |
| 1. Methods of data collection may include but not limited to: | * Primary * Secondary Data |
| 1. Tables and diagrams may include but not limited to: | * Frequency distribution table * Bar charts * Pie charts * Histogram * frequency polygons |
| 1. Graphs may include but not limited to: | * Basic time series graphs * Z-charts * Lorenz curves and * Semi-log graphs |
| 1. Index numbers may include but not limited to: | * Laspeyre’s * Paasche’s * Fisher’s ideal * Marshal |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required skills**

The individual needs the following skills:

* Numeracy
* Analytical
* Decision making
* Problem solving
* Critical thinking

**Required knowledge**

The individual needs the knowledge of:

* Data collection, presentation and analysis
* Business calculations

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Formulated Simultaneous equations as per objective functions 2. Computed break-even analysis as per the organization objective 3. Formulated total revenue, total cost and profit equations as per organization objectives 4. Applied statistical matrices as per organization objectives 5. Computed profit margin and mark-up as per organization functions 6. Computed simple and compound interests as per organization objectives 7. Presented data using tables and diagrams as per organization objective 8. Presented data using graphs as per organization function 9. Determined measures of dispersion as per organization objective 10. Determined measures of central tendency as per organization objective 11. Solved business problems using Set theory as per objective function 12. Solved business problems using probability as per organization function |
| Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| Methods of Assessment | Competency in this unit may be assessed through:  3.1 Practical  3.2 Projects  3.3 Poe evaluation  3.4 Third party reports  3.5 Written tests |
| Context of Assessment | 4.1 The competency may be assessed in a workplace or a simulated workplace |
| Guidance information for assessment | 5.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**CORE UNITS OF COMPETENCY**

**PROCURE ORGANIZATIONS’ GOODS AND SERVICES**

**UNIT CODE: 0416 451 11A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to procure organizations’ goods and services. It involves handling organizations’ requisitions, conducting market survey, handling solicitation documents, preparing order documents, expediting procurement orders, receiving procured goods and storing procured goods

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range.*** |
| 1. Handle Organization Requisitions | 1. Requisitions are received from the user department as per the legal requirements and organization procurement policy 2. Requisitions are verified in line with legal requirements and organization procurement policy 3. Requisitions are initiated for approval as per legal requirements and organization procurement policy |
| 2. Conduct Market Survey | 1. ***Market survey instruments*** are issued in line with legal requirements and organization procurement policy 2. ***Market survey data*** is entered in line with organization procurement policy 3. Market survey data is analyzed in line with organization procurement policy 4. Market survey report is presented for approval based on the organization procurement policy |
| 3. Handle Solicitation Documents | 1. ***Solicitation documents*** are identified in line with the legal requirements and organization procurement policy 2. ***Routine purchase solicitation documents*** are prepared in line with legal requirements and organization procurement policy 3. Routine purchase solicitation documents are forwarded for approval in line with legal requirements and organization procurement policy 4. Routine purchase solicitation documents are advertised in line with legal requirements and organization procurement policy |
| 4. Prepare Order Documents | 1. ***Prerequisite order documents*** are identified in line with legal requirements and organization procurement policy 2. LPO document is generated in line with Legal requirements and organization procurement policy 3. LPO document is forwarded for approval based on the legal requirements and organization procurement policy 4. LPO document is dispatched to the supplier in line with legal requirements and organization procurement policy |
| 5. Expedite Procurement Orders | 1. Pending orders are identified in line with legal requirements and organization procurement policy 2. Pending orders are prioritized as per the legal requirements and organization procurement policy 3. ***Methods of expediting*** are identified in line with legal requirements and organization procurement policy 4. Status report for pending orders is generated in line with legal requirements and organization procurement policy |
| 6. Receive Procured Goods | 1. Prerequisite documents for receiving of goods are identified in line with legal requirements and organization procurement policy 2. Prerequisite documents are verified in line with legal requirements and organization procurement policy 3. Delivered goods are inspected in line with legal requirements and organization procurement policy 4. Data from the verified document is captured in the system in line with legal requirements and organization procurement policy 5. Verified documents for the received goods are submitted to finance function for payment in line with legal requirements and organization procurement policy |
| 7. Store Procured Goods | * 1. Received goods are identified for storage in line with legal requirements and organization procurement policy   2. Received goods are classified for storage in line with legal requirements and organization procurement policy   3. Storage location for received goods is identified as per legal requirements and organization procurement policy   4. Received goods are updated in the requisite documents in line with legal requirements and organization procurement policy |

**RANGE OF VARIABLES**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| 1. Market survey instruments may include but not limited to: | * Questionnaires * Interview schedule * Benchmarking etc. |
| 1. Market survey data may include but not limited to: | * + Price index   + Payment terms   + Prospective suppliers   + Delivery time   + Lead time etc. |
| 1. Solicitation documents may include but not limited to: | * RFQ * RFI * ITT * RFP * Tenders * Expression of interest etc. |
| 1. Routine purchase solicitation documents may include but not limited to: | * RFQ * RFI * ITT * RFP |
| 1. Pre-requisite order documents may include but not limited to: | * Requisitions * Specifications * Evaluation report etc. |
| 1. Methods of expediting may include but not limited to: | * Telephone calls * Emails * Site visits etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Use of procurement plan
* Evaluation of vendors
* Goods inspection
* Receiving of goods
* Handling of goods
* Handling delivery documents
* E-Procurement

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires that the individual:   1. Received requisitions from the user department as per the legal requirements and organization procurement policy 2. Initiated requisitions for approval as per legal requirements and organization procurement policy 3. Issued market survey instruments in line with legal requirements and organization procurement policy 4. Presented market survey report for approval based on the organization procurement policy 5. Identified solicitation documents in line with the legal requirements and organization procurement policy 6. Prepared routine purchase solicitation documents in line with legal requirements and organization procurement policy 7. Advertised routine purchase solicitation documents in line with legal requirements and organization procurement policy 8. Identified prerequisite order documents in line with legal requirements and organization procurement policy 9. Generated LPO document in line with legal requirements and organization procurement policy 10. Identified pending orders in line with legal requirements and organization procurement policy 11. Identified methods of expediting in line with legal requirements and organization procurement policy 12. Identified prerequisite documents for receiving of goods in line with legal requirements and organization procurement policy 13. Inspected delivered goods in line with legal requirements and organization procurement policy 14. Identified received goods for storage in line with legal requirements and organization procurement policy 15. Classified received goods for storage in line with legal requirements and organization procurement policy 16. Identified storage location for received goods as per legal requirements and organization procurement policy |
| 2. Resource implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Resources relevant to the proposed activities or tasks |
| 3. Methods of assessment | Competency may be assessed through:   1. Practical 2. Projects 3. Portfolio of evidence evaluation 4. Third party reports 5. Written tests 6. Oral questions |
| 4. Context of assessment | Competency may be assessed in a workplace or in a simulated workplace |
| 5. Guiding information for Assessment | Holistic assessment with other units relevant to the industry sector, workplace, and job role is recommended. |

**MANAGE SUPPLY CHAIN OPERATIONS**

**UNIT CODE:** 0416 451 15A

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage supply chain operations. It involves developing organizations’ procurement policy, planning supply chain operations, managing procurement staff, coordinating supply chain operations and controlling supply chain operations.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range.)*** |
| 1. Develop procurement policy | * 1. Steering committee is appointed in line with the organization procurement policy   2. ***Legal framework*** on procurement is interpreted in line with the organizations policy.   3. Procurement policy is aligned with organizations policy |
| 2. Plan  supply chain operations | * 1. ***Department operational resources*** are identified as per the organization procurement policy.   2. Operational resources are allocated in line with organization procurement policy   3. Operational resources are approved in line with the legal requirements and organization procurement policy |
| 3. Manage procurement staff | * 1. Procurement staff are inducted in line with organization procurement policy.   2. ***Procurement staff performance targets*** are established in line with the organization procurement policy   3. Procurement staff supervision is coordinated in line with organization procurement policy   4. Procurement staff performance is measured in line with the performance targets   5. Procurement staff motivation is determined in line with organization procurement policy.   6. ***Procurement staff performance records*** are maintained in line with organization procurement policy.   7. Procurement staff capacity building is established in line with organization procurement policy   8. ***Procurement code of ethics*** is prepared in line with the legal requirements and organization procurement policy |
| 4. Coordinate supply chain operations | * 1. Supply chain processes are identified in line with the legal requirements and organization procurement policy   2. Supply chain reports are generated in line with the legal requirements and organization procurement policy   3. Publication of supply chain reports are ensured in line with the legal requirements and organization procurement policy   4. ***Supply chain documents*** are maintained in line with the legal requirements and organization procurement policy |
| 5. Control supply chain operations | * 1. ***Supply chain responsibilities*** are established in line with the organization procurement policy   2. Segregation of duties is implemented in line with the legal requirements   3. Supply chain documentation procedures are established in line with the organization procurement policy   4. Supply chain feedback mechanism is established in line with organization procurement policy |

**RANGE OF VARIABLES**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| 1. Legal framework may include but not limited to: | * PPADA 2015 * PPADR 2020 * PFM 2012 Act * Constitution of Kenya etc. |
| 2. Departmental operational resources may include but not limited to: | * Stationaries * Computers * Office furniture * Utilities etc. |
| 3. Procurement staff performance targets may include but not limited to: | * Number of contracts implemented * Supplier relationship management * Cost minimization * Inventory management * Customer satisfaction etc. |
| 4. Procurement staff performance records may include but not limited to: | * Training and development plans * Performance appraisal forms * Key performance indicators reports * Goal achievement records * Procurement project reports * Compliance reports * Time management records etc. |
| 5. Procurement code of ethics may include but are not limited to: | * Probity. * Transparency * Accountability * Openness * Confidentiality * Avoidance of conflict of ethics etc. |
| 6. Supply chain documents may include but not limited to: | * LPO * RFQ * RFP * Purchase requisition note * Delivery notes * Invoice etc. |
| 7. Supply chain responsibilities may include but not limited to: | * Sourcing * Negotiation * Market survey * Supplier relationship management * Contract management etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Administrative skills
* Communication skills
* Interpersonal skills
* Negotiation skills
* Analytical skills
* Risk assessment skills
* Evaluation skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Principles of administration and management
* Purchasing of goods and services
* Vendor contracting
* Stock control
* Procurement planning
* Public Procurement and Asset Disposal Act, 2015
* Public procurement and asset disposal regulations 2020
* Procurement Code of conduct

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | 1.1 Assessment requires evidence that the individual  1.2 Appointed steering committee in line with organization procurement policy  1.3 Coordinated procurement staff supervision in line with organization procurement policy  1.4 Maintained procurement staff performance records in line with organization procurement policy  1.5 Identified supply chain processes in line with organization procurement policy  1.6 Established feedback mechanism in line with organization procurement policy |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency may be accessed through:   1. Practical 2. Projects 3. Portfolio of evidence evaluation 4. Third party reports 5. Written tests 6. Oral questions |
| 1. Context of assessment | Competency may be assessed in a workplace or in a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**RECEIVE DELIVERED GOODS**

**UNIT CODE: 0416 354 19A**

**Unit Description**

This unit specifies the competencies required to receive delivered goods. It involvesplanning to receive goods, receiving delivered inbound goods, inspecting, accepting, or rejecting received goods or deliveries, processing the relevant documents, and applying workplace essential skills

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Element**  These describe the key outcomes which make up  workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Plan to receive goods | 1.1 Availability of relevant ***documentation*** is confirmed  1.2 ***Resources and facilities*** for receiving goods are identified based on the nature of the goods to be received  1.3 Resources and facilities are assembled for receiving of goods.  1.4 Goods are received/rejected in the store based on the relevant documentation. |
| 1. Receive delivered inbound goods | * 1. Delivered materials are unloaded and unpacked based on their nature   2. The goods are compared based on their specification   3. Received goods are physically counted based on quantities   4. Notification of the discrepancy is noted   5. Receiving report is prepared based on the findings during the receiving process. |
| 1. Inspect received goods | * 1. Goods are inspected based on the methods of inspection agreed upon   2. Inspection is conducted based on appropriate documents as per SOPs   3. Discrepancies in the inspection of goods are noted if any   4. Inspection report is prepared based on the goods inspection process as per the SOPs |
| 1. Accept or reject deliveries | * 1. Goods that have met set requirements according to the purchase contract are accepted as per the SOPs   2. Goods that do not meet the set requirement as per the purchase contract are rejected as per the SOPs   3. The reasons for rejection of goods are noted   4. Reasons for rejection of goods and expected actions are communicated to the supplier according to the purchase contract as per the SOPs   5. Accepted goods are integrated into the store system   6. Acceptance and/or rejection report(s) is prepared |
| 1. Process the relevant documents | * 1. ***Delivery documents*** are processed as per the SOPs   2. ***Goods rejection documents*** are prepared (rejection notes, damaged goods notes   3. Goods received notes are prepared   4. Stores documents are updated (stores ledgers, bin cards)   5. Authority is sought form relevant sections to forward the documents for payments as per SOPs   6. Copies of the documents are maintained on files as the originals are forwarded for payments |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Documentation may include but not limited to: | * Procurement plan, * Purchase orders * Delivery schedules * Waybills * Packing lists |
| 1. Resources and facilities may include but not limited to: | * Manpower, * Equipment, * Store room |
| 1. Goods rejection documents may include but not limited to: | * Rejection notes * Damaged goods notes |
| 1. Delivery documents may include but not limited to | * Delivery notes * Waybills * Goods receipt * Invoice * Duplicated LSO or LPO |
| 1. Written communication may include but not limited to | * Memos * Letters * Notices * SMS |
| 1. Non-verbal strategies may include and not limited to | * Posture * Gestures * Eye contact * Facial expressions * Dressing/Grooming |
| 1. Oral communication pathways may include and not limited to | * Telephone calls * Face-to-face * Meetings * Interviews |
| 1. Group communication strategies may include but not limited to: | * Body language * Active listening * Concise language |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

Required Skills

**The individual needs to demonstrate the following skills:**

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Usage of procurement plan
* Dealing with the vendors
* Standard procurement documents
* Goods inspection
* Receiving of goods
* Taking-charge of goods
* Handling of goods
* Handling delivery documents
* Occupational health and safety
* Active listening
* Interpretation
* Negotiation
* Writing
* Decision making
* Problem solving skills
* Team work
* Responsibility skills
* Critical thinking
* Organizational
* Negotiation
* Monitoring
* Creative/innovative thinking
* Adaptability

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated understanding of different documents as per the organizations’ policies   2. Demonstrate understanding of the various documents used in the receipt of goods as per the organizations’ policies   3. Demonstrated ability to assemble necessary facilities for receiving as per the organizations’ policies   4. Unloaded and unpacked delivered goods appropriately as per the organizations’ policies   5. Prepared goods receipt report correctly as per the organizations’ policies   6. Inspected received goods based on a specified method as per the organizations’ policies   7. Prepared receive goods inspection report correctly as per the organizations’ policies   8. Accepted or rejected delivered goods appropriately as per the organizations’ policies   9. Demonstrated an ability to process goods delivery documents as per the organizations’ policies   10. Prepared goods rejection documents as per the organizations’ policies   11. Updated stores documents accurately as per the organizations’ policies   12. Sought relevant authority in the documentation process as per the organizations’ policies   13. Effected written communication based on workplace requirements as per the organizations’ policies   14. Exercised non-verbal communication as per workplace requirements as per the organizations’ policies   15. Executed group discussion strategies as per workplace policy. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Oral questioning   3. Practical   4. Interview   5. Observation   6. Third party reports |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**CLASSIFY AND CODIFY PROCURED GOODS**

**UNIT CODE: 0416 354 20A**

**Unit Description**

This unit specifies the competencies required to identify and codify goods. It involvescategorizing items for coding, identifying of relevant codes for goods, assigning codes on goods and stocking of coded goods.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Categorize items for coding | * 1. Items/goods are identified based on the organizations’ requirements   2. ***Classification methods*** are identified according to organizational and the SOPs governing regulations   3. Items/goods are classified based on their nature and as per the SOPs |
| 1. Identify relevant codes for goods | * 1. ***Coding systems*** are identified   2. Considerations are made to select appropriate coding system   3. The relevant coding systems are identified   4. Arrangements are made to implement the coding system as per workplace procedures |
| 1. Assign codes on goods | * 1. Items to be assigned codes are identified   2. Categorize the goods/items to be assigned codes   3. Apply the coding system on the goods/items based on the identified coding system and the SOPs   4. The coding applied on the goods/items is validated as per the work place procedures |
| 1. Stock coded goods | * 1. Coded items/goods are prepared for stocking as per the organizational SOPs   2. Coded items/goods for stocking are sorted based on their classification   3. Coded items/goods are moved to the respective stocking areas as per the workplace procedures   4. The coded items are stocked and integrated appropriately in the stock system as per the organizations’ SOPs |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Classification methods may include but not limited to: | * Raw materials * Work- in –Progress * Consumables * Materials for Repairs and Operations (MROs) * Finished goods * Scrap |
| 1. Coding systemsmay include but not limited to: | * Numerical * Alphabetical * Alphanumerical * Decimal * Color coding * Bar coding * Quick response coding (QR Code) |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Record keeping skills
* Critical thinking skills
* Risk assessment and managementskills
* Entrepreneurship skills
* Basic technical skills

**Required Knowledge**

The individual needs to demonstrate knowledge of**:**

* Receiving goods
* Classification of goods
* Coding systems
* Storage equipment
* Storage conditions for various goods
* Stores handling methods
* Risk assessment and management
* Control of storage pests
* Stores records management
* Security surveillance systems
* Stock taking
* Stock verification
* Stock utilization
* Stock control
* Stores security
* Stacking methods
* Storage methods

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range

|  |  |  |
| --- | --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Displayed ability to categorize items in the store as per the organizations’ policies   2. Demonstrated an understanding of the coding methods as per organizations’ SOPs   3. Exhibited ability to make the different types of codes as per work procedures   4. Displayed ability to assign the codes appropriately as per the organizational SOPs   5. Demonstrated ability to integrate the coded items into the stores system as per the organizations’ requirements | |
| 1. Resource Implications | | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | | Competency may be assessed through:   * 1. Written test   2. Observation   3. Practical   4. Oral questioning   5. Interview   6. Third party reports |
| 1. Context of Assessment | | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**MANAGE STORAGE OF GOODS**

**UNIT CODE: 0416 354 21A**

**Unit Description**

This unit specifies the competencies required to manage storage of goods. It involves maintaining stock layout, maintaining quality of goods, maintaining optimum stock levels, securing stored goods and maintaining records of stored goods.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the requirement level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Maintain stores layout | * 1. The store ***layout*** is identified as per the SOPs and relevant regulations   2. The most suitable store layout is selected as per workplace procedures   3. The store layout is designed as per the SOPs   4. Store layout is assembled   5. Location of various goods is appropriately assigned as per SOPs   6. Stores layout is maintained according to the workplace procedures   7. Goods are classified based on their storage requirements.   8. Goods are arranged in the store based on their categorization.   9. Stores cleanliness and tidiness are maintained in accordance with workplace policy   10. Stores layout to adhere to occupational health and safety standards |
| 1. Maintain quality of goods | * 1. Quality specifications are identified as per the industry standards and SOPs   2. The most appropriate quality specification methods are selected as per industry standards and SOPs   3. ***Quality standards*** to be observed are prepared as per work place set standards and relevant legislation   4. Quality standards are monitored and reviewed as per workplace procedures |
| 1. Maintain optimum stock levels | * 1. ***Levels of stock*** are identified according to the workplace procedures   2. Appropriate stock levels are set based on stock turnover   3. Levels of stock are implemented based on workplace procedures   4. Levels of stock are maintained as per the workplace procedures and SOPs   5. Stock levels are ***monitored*** according to the workplace procedures.   6. Stock levels are reviewed based on usage patterns |
| 1. Secure stored goods | * 1. Wide range of ***risks*** that can be encountered in the stores are identified   2. Different ***measures*** against the different risks are considered   3. Appropriate measure to mitigate against different risks are selected   4. The selected measures to mitigate risks in stores are implemented as per SOPs   5. Risk mitigation measures are monitor and reviewed   6. Perpetual stock taking, checking and audits to identify risk areas are undertaken as per SOPs |
| 1. Maintain records of stored goods | * 1. ***Records*** to be maintained are identified   2. Inventory records are initiated   3. Stores Inventory records are updated   4. Keep track of movement of inventory records   5. Ensure security of the stores records |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Layout may include but not limited to: | * Random system * Fixed systems |
| 1. Quality standards may include but not limited to: | * Performance specification * Conformance specification |
| 1. Stock Levels may include but not limited to: | * Maximum level * Minimum level * Re-order level * Buffer levels |
| 1. Monitoring may include but not limited to: | * Perpetual stock taking * Annual stock taking * Spot check |
| 1. Risks may include but not limited to: | * Fire * Thefts * Obsolescence * Pilferage * Lack professional indemnity |
| 1. Measures may include but not limited to: | * Professional indemnity * Insurance * Security and surveillance systems * Regular stock checks * Safety measures |
| 1. Records may include but not limited to: | * Inventory registers * Bin cards * Stock ledgers * Stock movement registers * Computer stores packages * Stores requisitions |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills**:**

* Organizing skills
* Analytical skills
* Decision making skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving skills
* Critical thinking skills
* Risk assessment and management skills
* Basic technical skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Stock tracking systems,
* Fleet management
* Distribution channels
* Distribution documents
* Staff supervision
* Types of goods
* Prospecting for customers
* Risk assessment and management
* Stock handling equipment’s
* Types of store standards and specifications

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated understanding of various stores layouts as per organization set standards   2. Displayed ability to categories different stock items as per organization set standards   3. Exhibited ability to differentiate the types of quality specifications as per organization set standards   4. Demonstrated knowledge and understanding of the different levels of stocks as per organization set standards   5. Displayed ability to understand risks associated with stores as per workplace regulation   6. Demonstrated knowledge of stores risks mitigation measures as per organizational set standards and appropriate legislation   7. Displayed ability to generate and maintain stores records as per SOPs and workplace regulation   8. Displayed ability to secure store records as per organization set standards |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Observation   3. Oral questioning   4. Practical   5. Interview   6. Third party reports |
| 1. Context of   Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**PRESERVE STORED GOODS**

**UNIT CODE: 0721 354 22A**

**Unit Description**

This unit specifies the competencies required to preserve stored goods. It involves identifying methods of preservation, selecting the most appropriate preservation methods, implementing the preservation methods of goods, monitoring condition of stored goods and reviewing the goods preservation process/methods.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Element**  These describe the key outcomes which make up workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Identify methods of preservation | * 1. ***Methods of preservation*** of stored goods are identified based on the nature of goods   2. **Storage *condition*** are determined based on the nature of goods   3. Appropriate storage and preservation method is selected based on the nature of the goods   4. Goods to be preserved are Identified according to organizations SOPs   5. Goods are prepared for preservation according to SOPs and appropriate storage conditions as per work place procedures   6. The preservation methods are implemented as per set standards and workplace regulations   7. Preservation methods are **m*onitored*** and reviewed as per work place procedures |
| 1. Select the most appropriate preservation methods | * 1. Items to be preserved are identified as per the organizations SOPs   2. The different types of preservation methods are assessed as per work place procedures   3. Most appropriate preservation method is selected as per work place procedures   4. Justification of choice of preservation methods is given as per work place procedures   5. Preservation method is implemented according to organizations’ SOPs |
| 1. Implement the preservation methods of goods | * 1. Goods to be preserved are identified as per work place procedures   2. Most suitable method of preservation is selected as per work place procedures   3. Goods preservation method is administered on selected goods according to organizations SOPs |
| 1. Monitor condition of stored goods | * 1. Identify monitoring methods/tools/equipment as per work place procedures   2. Select the method/tool/equipment for monitoring the preserved goods as per work place procedures   3. Identify the preserved goods to be monitored as per work place procedures   4. The monitoring method/tool/equipment is applied on the selected preserved goods as per work place procedures   5. Results obtained from the monitoring process are documented and implemented as per work place procedures |
| 1. Review the goods preservation process/method | * 1. Identify goods preservation processes/method for review as per work place procedures   2. Goods preservation processes/method for review is selected as per work place procedures   3. Goods preservation process/method is assessed for appropriateness as per set standards   4. Changes are affected on goods preservation processes/method where appropriate as per SOPs and legislation   5. Goods preservation process/method is implemented as per SOPs   6. Goods preservation process/method is monitored as per the nature of goods preserved |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Methods of preservation may include but not limited to: | * Refrigeration * Fermentation * Drying * Pasteurization * Freezing * Packaging |
| 1. Storage condition may include but not limited to: | * Humid * Cold * Normal room temperature * Dark * Dry |
| 1. Monitored may include but not limited to: | * Routine monitoring * Regularly * Interval * Spot checks |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Contract performance measurement skills
* Communication skills
* Interpersonal skills
* Negotiation skills
* Analytical skills
* Risk assessment skills
* Evaluation skills
* Innovation skills
* Public relations skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Preservation risk management
* Preservation process monitoring
* Quality management
* Performance management
* Customer relationships
* Contract implementation
* Negotiation management

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated an understanding of the various methods of preservation as per work place procedures   2. Categorized the goods based on their nature as per work place procedures   3. Identified the different preservation equipment as per work place procedures   4. Demonstrated an understanding of the uses of the various preservation equipment as per work place procedures   5. Demonstrate an ability to monitor the goods preservation methods as per work place procedures |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Oral questioning   3. Practical   4. Observation   5. Interview   6. Third party reports |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**ISSUE AND DISPATCH GOODS**

**UNIT CODE: 0416 354 23A**

**Unit Description**

This unit specifies the competencies required to issue and dispatch goods. It involves receiving requisitions for stored goods, preparing to issue requested goods, identifying, and picking the goods from the stores, arranging/packaging requested goods for issue, dispatching issued goods from the store and updating store records.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Element**  These describe the key outcomes which make up workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Receive requisitions for stored goods | * 1. Relevant issue requisition documents are received as per workplace procedures   2. Stores ***requisition details*** are authenticated as per SOPs   3. Stores specifications are verified as per stores vocabulary   4. Availability of materials in store is confirmed as per organization’ SOPs   5. The users account/vote on procurement plan is confirmed as per organizations’ SOPs |
| 1. Prepare to issue requested goods | * 1. Relevant authority for issuing goods is obtained as per workplace procedures   2. ***Methods for issuing goods*** are identified as per organizations SOPs   3. ***Order picking method*** is considered as per workplace regulations   4. The ***resources and facilities*** for issuing goods are assembled as per industry standards   5. Issue schedule is agreed upon as per organizations SOPs |
| 1. Identify and pick the goods from the stores | * 1. A list for the goods to be picked is prepared as per workplace procedures   2. The goods are arranged in the list in a logical order for order picking as per workplace procedures   3. The goods/items are picked from the storage system as per workplace procedures   4. The picked goods/items are verified against the customer’s/users requisition order organizations ‘SOPs   5. Items are placed in trolley equipment for movement to issuing bay as per workplace procedures |
| 1. Arrange/ package requested goods for issue | * 1. The picked goods/items are sorted according to requisitions.   2. The goods/items are checked for quality and specifications organizations ‘SOPs   3. The goods/items are packaged according to their nature   4. the goods/items are verified as per the stores issue requisition from the customer/user |
| 1. Dispatch issued goods from the store | * 1. Goods/items are removed from the stores system as per work place procedures   2. Issuing schedules are adhered to as per set procedures   3. Stores are issued for internal use as per appropriate procedures   4. The goods are dispatched to other organization/branches as per set procedures |
| 1. Update stores records | * 1. Entries are made on bin cards as per workplace procedure   2. Stores records are updated according to organizations’ SOPs   3. Stores are accounted for according to organizations ‘SOPs |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Requisition details may include but not limited to: | * Authority * Quality * Quantity * Description * Date * Requesting department |
| 1. Methods for issuing goods may include but not limited to: | * Imprest * Loan * Replacement * Issue on request * issue per schedule |
| 1. Order picking method may include but not limited to: | * Discrete picking * Zone picking * Batch picking * Cluster picking * Wave picking * Robot order picking |
| 1. Resources, equipment and facilities may include but not limited to: | * Operators * Ladders * Forklifts * Trolleys * Baskets * Trackers * Conveyor belts * Containers * Vehicles |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Computer literacy
* Communication skills
* Evaluation skills
* Problem solving skills
* Critical and creative thinking
* Basic technical skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Order picking methods
* Order issuing methods
* Stores issuing equipment
* Requisition order processing
* Stores Issue documents

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated knowledge of issuing procedure organizations ‘SOPs   2. Exhibited an understanding of order picking methods as per workplace procedures   3. Displayed stores issuing computer literacy skills organizations ‘SOPs   4. Displayed knowledge of the resources, equipment and facilities for issuing and dispatching stocks organizations ‘SOPs |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Oral questioning   3. Observation   4. Practical   5. Interview   6. Third party reports |
| 1. Context of   Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance Information for Assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**MANAGE STORES SAFETY AND SECURITY**

**UNIT CODE: 0416 354 24A**

**Unit Description**

This unit specifies the competencies required to manage stores safety and security. It involves maintaining proper hygiene of stores, observing good housekeeping practices, preparing fire and safety emergency plan, ensuring compliance with the legal requirements and workplace safety, securing entry and exit points and ensuring proper custody of store keys and security equipment.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Element**  These describe the key outcomes which make up workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms* *are elaborated in the Range*** |
| 1. Maintain proper hygiene of stores | * 1. Provision of adequate ***washrooms*** as per relevant legislation   2. Wholesome drinking water is provided as per legislation   3. Aeration and ventilation of store area is maintained SOPs   4. ***Pest control*** is done regularly as per workplace procedures   5. Dust and dirt are removed as per workplace procedures   6. Provision of adequate light as per SOPs |
| 1. Observe good housekeeping practices | * 1. Adequate gangways are provided as per relevant legislation   2. ***Material handling tools and equipment*** are properly maintained as per SOPs and workplace procedures   3. ***Waste disposal*** is regularly as per workplace procedures and relevant legislation   4. Employees are provided with lockers as per workplace procedures and relevant legislation   5. Spillage in the store area is controlled as per workplace procedures and SOPs   6. Ensure clear aisle are maintained as per the set standards |
| 1. Prepare fire and safety emergency plan | * 1. Fire detection and warning system are installed as per SOPs   2. Emergency lighting is installed as per relevant legislation and workplace procedures   3. ***Fire-fighting facilities and equipment*** are identified and installed as legislation and workplace procedures   4. Emergency routes and exits are created and marked according to relevant legislation and SOPs   5. ***Fire safety signage and notices*** are posted as per relevant legislation and organizational procedures |
| 1. Ensure compliance with legal requirements and workplace safety | * 1. Store area is registered as per relevant legislation   2. Relevant notices like OSHA Abstract are displayed as per legislation   3. ***Safety and health risk*** assessments are carried out at the store as per regulatory stakeholders’ requirements   4. Store workers are informed about ***safety and health issues*** as per relevant legislation   5. Provide appropriate ***safety and health training*** as per legislation   6. First Aid Boxes in the store area are provided according to First-Aid Rules and Regulations   7. ***Personal protective equipment and clothing*** are provided to store workers according to workplace procedures and relevant legislation |
| 1. Secure entry and exit points | * 1. Anti-theft locks are installed as per SOPs   2. ***Surveillance equipment*** are installed as per workplace procedures and SOPs   3. Bar coding system is implemented as per workplace procedures   4. ***Burglar proofing*** is fitted as per workplace procedures   5. Manning of exits and entry points is reinforced as workplace procedures   6. Access to the store is restricted to authorized personnel |
| 1. Ensure proper custody of store keys and security equipment | * 1. Account and take inventory for store keys and security equipment is undertaken as per SOPs   2. Central location for key custody is identified and used as per workplace procedures   3. Keys movement register is maintained as per workplace procedures   4. Double responsibilities for locking is implemented as workplace procedures and SOPs   5. Keys lost/misplaced should be reported immediately and locks changed as per SOPs |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Washrooms may include but not limited to: | * Gents * Ladies * Third gender * Challenged persons |
| 1. Pest control may include but not limited to: | * Fumigation * Hygienic * Biological * Chemical * Physical * Heat treatment |
| 1. Material handling tools and equipment may include but not limited to: | * Lifts * Forklift * Hoists * Cranes * Tractors * Conveyers * Pallets |
| 1. Waste disposal methods may include but not limited to: | * Landfills * Source reduction and re-use * Incineration/burning * Land application * Fermentation |
| 1. Firefighting facilities may include but not limited to: | * Extinguisher * G-force Nozzle * Fire hoses * Handling nozzle * Thermal imaging * Rescue and Haz-mat * Water springers * PPVs * Smoke detector |
| 1. Fire safety signage and notices may include but not limited to: | * Assembly points * Fire exists * Entry point * Water points * Fire evacuation plan |
| 1. Safety and health risks may include but not limited to: | * Fire * Pests * Dampness * Leakages * Electrical risks * Contamination * Spillage |
| 1. Safety and health issues may include but not limited to: | * HIV and AIDS * Drugs and substance abuse * Stress * Depression * Obesity * Healthy living * Smoking * Fire safety |
| 1. Health and safety training may include but not limited to: | * Fire drills * First Aid * Evacuation drills * Handwashing * Provision of training and refresher courses |
| 1. Personal protective equipment and clothing may include but not limited to: | * Gloves * Dust coat * Goggles * Gumboots * Overall * Safety boots * Dust masks * Helmets * Hard caps |
| 1. Surveillance equipment may include but not limited to: | * Audio * Visual * Signal tracking * Computer Surveillance * Signal interception |
| 1. Burglar proofing may include but not limited to: | * Smart locks * Security surveillance * Sensors * Bars * Thorny shrubbery * Flood lights/motion lights * Alarm systems |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Decision making skills
* Problem solving skill
* Critical and creative thinking
* Risk assessment and management skills
* Basic technical skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Stores hygiene
* Housekeeping practices
* Fire and emergency plans
* Compliance with legal requirement
* Securing entry and exist points
* Custody of store keys
* Security equipment
* Material handling tools and equipment

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated ability to maintain appropriate stores hygiene as per the organizations’ policies   2. Exhibited an understanding of housekeeping practices as per the organizations’ policies   3. Displayed an understanding of fire safety and emergency plans as per the organizations’ policies   4. Displayed knowledge of compliance with legal requirements as per the organizations’ policies   5. Demonstrated knowledge and understanding of securing store entry and exist points as per the organizations’ policies   6. Displayed knowledge of maintaining custody of store keys as per the organizations’ policies   7. Exhibited knowledge and understanding of security equipment as per the organizations’ policies   8. Demonstrated knowledge and understanding of materials handling tools and equipment as per the organizations’ policies |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Oral questioning   3. Practical   4. Interview   5. Observation   6. Third party report |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**HANDLE ORGANIZATIONS’ MATERIALS**

**UNIT CODE:** 0416 451 25A

**Unit Description**

This unit specifies the competencies required to handle organization materials. It involves verifying organization materials, organizing material handling equipment, organizing storage equipment and handling materials movement.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **(Bold and italicized terms are elaborated in the Range.)** |
| 1. Verify Organization Materials | * 1. Organization materials are identified as per the material handling policy   2. Organization materials are classified as per the material handling policy   3. Organization materials are documented in line with material handling policy |
| 2. Organize Material Handling Equipment | * 1. Materials ***handling equipment*** are identified as per the storage requirements   2. Materials handling equipment condition is examined in line with the storage requirements   3. Equipment operators are oriented in line with organization procurement policy |
| 3. Organize Storage Equipment | * 1. ***Prerequisite storage equipment*** are identified in line with the classified materials   2. Prerequisite storage equipment are classified as per the work place procedures   3. Prerequisite storage equipment are documented in line with work place procedures |
| 4. Handle Materials Movement | 1. Materials for movement are identified as per the organizations policy 2. Materials for movement are requested as per the organizations policy 3. Materials for movement are recorded in line with the organization procurement policy 4. Materials for movement are received in line with organization procurement policy 5. Materials for movement are inspected as per legal requirements |

**RANGE OF VARIABLES**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| 1. Prerequisite storage documents may include but not limited to: | * Containers * Cupboards * Shelves * Cylinders * Barrels * Racks etc. |
| 1. Materials for movement may include but not limited to: | * Raw materials * Finished goods * Spare parts * Tools * Work in progress etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Interpersonal skills
* Communication skills
* Problem solving

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Goods inspection
* Receiving of goods
* Handling of goods
* Handling delivery documents
* E-Procurement
* Product Knowledge

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the individual:   1. Identified organization materials as per the material handling policy 2. Classified organization materials as per the material handling policy 3. Identified materials handling equipment as per the storage requirements 4. Examined materials handling equipment condition in line with the storage requirements 5. Oriented equipment operators in line with organization procurement policy 6. Identified prerequisite storage equipment in line with the classified materials 7. Classified prerequisite storage equipment as per the work place procedures 8. Identified materials for movement as per the organizations policy 9. Received materials for movement in line with organization procurement policy 10. Inspected materials for movement as per legal requirements |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency may be accessed through:   1. Practical 2. Projects 3. Portfolio of evidence evaluation 4. Third party reports 5. Written tests 6. Oral questions |
| 1. Context of assessment | Competency may be assessed in a workplace or in a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**PREPARE GOODS FOR DISTRIBUTION**

**UNIT CODE**: **0416 451 26A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to prepare goods for distribution. It involves receiving customer orders, retrieving customers’ orders, consolidating customer orders, packaging customer orders and handling dispatch operations.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **(Bold and italicized terms are elaborated in the Range.)** |
| 1. Receive customer orders | 1. Customer order receiving methods are determined in line with organization procurement policy 2. Customer orders are processed in line with organization procurement policy 3. Customer orders are consolidated in line with the organization procurement policy 4. Distribution plan is prepared in line with the organization procurement policy |
| 2. Retrieve customer orders | * 1. ***List of ordered items*** are identified in line with the organization procurement policy   2. Ordered goods location is determined in line with the organizations procurement policy   3. Ordered goods are picked in line with the organization procurement policy   4. Picked goods are marshalled in line with the organization procurement policy |
| 3. Consolidate customer orders | * 1. Marshalled items are verified in line with the organization procurement policy   2. Verified items are grouped in line with the organization procurement policy   3. Grouped items are recorded in line with the organization procurement policy |
| 4. Package customer orders | 1. Packing list is generated in line with the organization procurement policy 2. Packaging methods are identified in line with organization procurement policy 3. Packaging equipment are determined in line with the organizations procurement policy 4. Packaging material is identified in line with organizations procurement policy. 5. Package is labelled in line with the organization procurement policy 6. Unitization methods are determined in line with the organization procurement policy |
| 5. Handle dispatch operation | 1. ***Dispatch documents*** are generated in line with the organizations procurement policy 2. Dispatch equipment are identified in line with the organizations procurement policy 3. Distribution plan is prepared in line with the organization procurement policy 4. Dispatch schedules are generated in line with the organization procurement policy 5. Safety measures are established in line with the organization procurement policy 6. Security measures are established in line with the organization procurement policy |

**RANGE OF VARIABLES**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| 1. Customer order receiving methods may include but not limited to: | * Emails * Telephone calls * Procurement portal * Physical/hard copy * Electronic reverse auction * Auction etc. |
| 2. Packaging methods may include but not limited to: | * Plastic containers * Foil sealed bags * Shrink wrap * Chipboard packaging boxes etc. |
| 3. Packaging equipment may include but not limited to: | * Staplers * Strapping machines * Pallet wrappers * Container sealers * Industrial scales etc. |
| 4. Unitization methods may include but not limited to: | * Cartons * Pallets * Containers * Shrink Wrappings * Straps * Bale etc. |
| 4. Dispatch documents may include but are not limited to: | * Packaging lists * Delivery notes * Bill of lading * Certificate of origin * Airway bill * IDF * Commercial invoice etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Interpersonal skills
* Communication skills
* Problem solving
* Risk management and assessment

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Tracking systems,
* Fleet management
* Distribution channels
* Distribution documents
* Risk assessment and management

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the individual:   1. Determined customer order receiving methods in line with organization procurement policy 2. Processed customer orders in line with organization procurement policy 3. Prepared distribution plan in line with the organization procurement policy 4. Identified list of ordered items in line with the organization procurement policy 5. Determined ordered goods location in line with the organizations procurement policy 6. Marshalled goods in line with the organization procurement policy 7. Identified packaging methods in line with organization procurement policy 8. Determined packaging equipment in line with the organizations procurement policy 9. Identified packaging material in line with organizations procurement policy. 10. Determined unitization methods in line with the organization procurement policy 11. Identified dispatch equipment in line with the organizations procurement policy 12. Established safety measures in line with the organization procurement policy 13. Established security measures in line with the organization procurement policy |
| 2. Resource implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Resources relevant to the proposed activities or tasks |
| 3. Methods of assessment | Competency may be accessed through:   1. Practical 2. Projects 3. Portfolio of evidence evaluation 4. Third party reports 5. Written tests 6. Oral questions |
| 4. Context of assessment | Competency may be assessed in a workplace or in a simulated workplace |
| 5. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |