

**REPUBLIC OF KENYA**

**COMPETENCY-BASED MODULAR CURRICULUM**

**FOR**

**COOPERATIVE MANAGEMENT**

**KNQF LEVEL 6**

**ISCED PROGRAMME CODE: 0413 554A**

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**FOREWORD**

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

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

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

It is my conviction that this curriculum will play a great role towards development of competent human resource for the Cooperative Management sector’s growth and sustainable development.

**PRINCIPAL SECRETARY**

**STATE DEPARTMENT FOR TVET**

**MINISTRY OF EDUCATION**

**PREFACE**

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

TVET Act CAP 210A and Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya for Sustainable Development emphasized the need to reform 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 the Kenyan labour force.

This curriculum has been developed in adherence to the Kenya National Qualifications Framework and CBETA standards and guidelines. The curriculum is designed and organized into Units of Learning with Learning Outcomes, suggested delivery methods, learning resources, and methods of assessing the trainee’s achievement. In addition, the units of learning have been grouped in modules to concretize the skills acquisition process and streamline upskilling.

I am grateful to all expert trainers and everyone who played a role in translating the Occupational Standards into this competency-based modular curriculum.

**CHAIR OF COUNCIL**

**(QAI)**

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**ACKNOWLEDGEMENT**

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

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

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

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

**COUNCIL SECRETARY/CEO**

**QAI**

**ACRONYMS**

SSAC Sector Skills Advisory Committee

NSSC National Sector Skills Committee

CBET Competency Based Education and Training

ICT Information Communication Technology

ISO International Standards Organization

PPE Personal Protective Equipment

SOP Standard Operating Procedure

TVETA Technical and Vocational Education and Training Authority

SACCOS Saving and Credit Cooperative Societies

POE Portfolio of Evidence

ISCED International Standard Classification of Education

CSR Corporate Social Responsibility

HR Human Resource

MTS Members Transaction systems

KEY TO UNIT CODE

**Sector / Industry**

**Sub Sector**

**Occupational Area**

**Version Control**

**Unit of Competence Number**

**ISCED level, Programme Orientation and Level of Completion**

xx

x

xxx

x

x

x

**COURSE** **OVERVIEW**

The Cooperative Management Level 5 curriculum is designed to equip learners with comprehensive skills and knowledge essential for efficient Cooperative Society Management. The program focuses on key competencies, including Managing Customer Relations, Marketing Cooperative Society Products and Services carrying out Cooperative Banking Operations, Managing Cooperative member records, Performing Cooperative Society Stores Operations, conducting Credit Administration, Performing Human Resource Functions, Performing Cooperative Accounting Operations, Managing Cooperative Society Security Measures and Managing Corporate Social Responsibility.

The qualification consists of basic, common and core competencies.

**SUMMARY OF UNITS OF LEARNING**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MODULE 1** | | | | |
| **Unit Code** | | **Units Title** | **Unit Duration (Hours)** | **Credit Factor** |
| 0031 451 05A | | Business Communication | 80 | 8 |
| 0417 451 02A | | Work Ethics and Practices | 40 | 4 |
| 0413 451 10A | Cooperative Marketing Activities | | 60 | 6 |
| 0413 451 11A | Customer Care Services | | 70 | 7 |
| 0411 451 06A | | Financial Accounting Skills | 120 | 12 |
| **Sub Total** | | | **370** | **37** |
| **MODULE 2** | | | | |
| Unit Code | | Units Title | Unit Duration (Hours) | Credit Factor |
| 0611 451 01A | | Digital Literacy | 40 | 4 |
| 0413 451 03A | | Entrepreneurial Skills | 40 | 4 |
| 0413 451 09A | Basic Teller Operations | | 80 | 8 |
| 0413 451 12A | Cooperative Stores Activities | | 80 | 8 |
| **Sub Total** | | | **240** | **24** |
| **MODULE 3** | | | | |
| **Unit Code** | | **Units Title** | **Unit Duration (Hours)** | **Credit Factor** |
| 0421 451 08A | | Principles of Commercial Law | 110 | 11 |
| 0413 451 13A | Cooperative Society Security Measures | | 100 | 10 |
| 0413 451 04A | | Management Skills | 70 | 7 |
| 0413 451 07A | Business Mathematics and Statistics | | 100 | 10 |
| MODULE 4 | | | | |
| 0413 551 09A | Economic Skills | | 120 | 12 |
| 0541 551 10A | Research Project | | 80 | 8 |
| 0413 551 16A | Customer Relations | | 100 | 10 |
| 0413 551 17A | Human Resource Functions | | 100 | 10 |
| 0413 551 18A | Cooperative Accounting Operations | | 100 | 10 |
|  | **Sub Total** | | **500** | 50 |
| **MODULE 5** | | | | |
| 0413 551 19A | Cooperative Products and Services marketing | | 100 | 10 |
| 0413 551 20A | Cooperative member records management | | 100 | 10 |
| 0413 551 21A | Credit administration | | 100 | 10 |
| 0413 551 22A | Cooperative society stores operations | | 70 | 7 |
| 0413 551 23A | Corporate social responsibility | | 70 | 7 |
| 0413 551 24A | Cooperative banking operations | | 60 | 6 |
|  | Industrial Training | | **480** | **48** |
| Sub Total | | | **870** | **87** |
| **GRAND TOTAL** | | | **2470** | **247** |

The core units of learning are independent of each other and may be taken independently. The total duration of the course is 2470 hours inclusive of industrial training.

**Entry Requirements**

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

1. Kenya Certificate of Secondary Education (KCSE) minimum mean grade C- (Minus)/ KCE Division 3, KACE 1 Principal and 1 Subsidiary Or
2. Cooperative Clerk Level 5 Certificate

Or

1. Any other qualification Equivalent to that of cooperative clerk Level 5 as may be determined by TVETA.

**Trainer qualification**

 A trainer training this course MUST;

1. Have a minimum of level 7 qualification in cooperative management or in the related field.
2. Be registered by TVETA

**Industry Training**

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

**Assessment**

The course shall be assessed formatively and summatively:

1. During formative assessment all performance criteria shall be assessed based on performance criteria weighting.
2. Number of formative assessments shall minimally be equal to the number of elements in a unit of competency.
3. During summative assessment basic and common units may be integrated in the core units or assessed as discrete units.
4. Theoretical and practical weight for each unit of learning shall be as follows:
5. 30:70 for units in module 3 to module 5
6. 40:60 for units in module 5 to module 7
7. Formative and summative assessments shall be weighted at 60% and 40% respectively in the overall unit of learning score

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

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

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

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

**Certification**

A candidate will be issued with a Certificate of Competency upon demonstration of competence in a core Unit of Competency. To be issued with Kenya National TVET Certificate in Cooperative Management Level 6, the candidate must demonstrate competence in all the Units of Competency as given in the qualification pack. A Statement of Attainment certificate may be awarded upon demonstration of competence in certifiable element within a unit.

These certificates will be issued by Qualification Awarding Institution.

# MODULE 1

## **BUSINESS COMMUNICATION**

**UNIT CODE:** 0413 451 05A

**Duration of Unit:** 80 Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Undertake Business Communication

**Unit Description**

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

**Summary of Learning Outcomes**

|  |  |
| --- | --- |
| **ELEMENTS** | **DURATION (HOURS)** |
| 1. Administer Communication Channels. | 12 |
| 1. Implement types of communication | 15 |
| 1. Implement service charter | 7 |
| 1. Safeguard confidentiality of information | 12 |
| 1. Coordinate communication on social media platforms | 10 |
| 1. Prepare workplace meetings | 14 |
| 1. Preparing workplace report | 10 |
| **TOTAL** | **80HRS** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Administer Communication channels | 1. Communication process 2. Principles of effective communication 3. Channels/medium/modes of communication 4. Factors to consider when selecting a channel of communication 5. Barriers to effective communication 6. Flow/patterns of communication 7. Sources of information 8. Organizational policies 9. Record keeping | 1. Written tests 2. Third party report 3. Portfolio of Evidence 4. Projects |
| 1. Implement types of communication | * 1. Written Communication      1. Types of written communication      2. Elements of communication      3. Organization requirements for written communication   2. Non- Verbal      1. Utilize body language and      2. Gestures      3. Apply body posture      4. Apply workplace dressing code   3. Oral Communication      1. Types of oral communication pathways      2. Effective questioning techniques      3. Interviews      4. Workplace etiquette      5. Active listening | 1. Written tests 2. Third party report 3. Portfolio of Evidence 4. Projects |
| 1. Implement service charter | * 1. Introduction to service charter   2. Importance of service charter   3. Correspondence response   4. Retrieval of records | * Oral questioning * Observation * Written report |
| 1. Safeguarding confidentiality of information | * 1. Introduction to information confidentiality   2. Physical securing of records and correspondences      1. Lock and key      2. Reinforced storage      3. Fireproofing      4. Lockable cabinets      5. Restricted access   3. Monitoring of records and correspondence   4. Information security   5. Sensitization of employees on information confidentiality   6. Tracing of records and correspondences | * Oral questioning * Observation * Written report |
| 1. Coordinate communication on social media platforms | * 1. Social media requirements   2. Social media policies and procedures   3. Social media platforms   4. Social media content sourcing   5. Customer interactions on social media   6. Social media accounts update   7. Adherence to legal and ethical practices   8. Social media monitoring tools      1. Twitter counter      2. Hootsuite      3. Klout      4. Buzzlogix      5. Digimind   9. Social media engagements report implementation | * Oral questioning * Observation * Written questions * Project |
| 1. Prepare work place meetings | * 1. Introduction to minute taking   2. Types of meetings   3. Structure of meetings      1. Notice      2. Agenda      3. Preparation of other relevant documents      4. Minute formats | * Oral questioning * Observation * Oral presentation * Written report * Project |
| 1. Prepare workplace report | * 1. Introduction to report writing      1. Definition      2. Principles e.g. conciseness, clarity   2. Importance of reports   3. Forms and types of reports      1. Oral reports      2. Written reports      3. Recorded   4. Reports formats      1. Letter format      2. Memo format   5. Reports preparation | * Oral questioning * Observation * Written report * Project |

**Suggested Methods of instructions**

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

**Recommended Resources for 25 trainees**

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

**Suggested Methods of Instruction**

* Discussion
* Role playing
* Simulation
* Direct instruction
* Field trips

**References**

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

## **WORK ETHICS AND PRACTICES**

**UNIT CODE:** 0417 451 02A

**Duration of Unit:** 40 hours

**Relationship to Occupational Standards**

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

**Unit Description**

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

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| S/NO | ELEMENT | **DURATION (HRS)** |
|  | Apply self-management skills | 10 |
|  | Promote ethical practices and values | 4 |
|  | Promote Teamwork | 10 |
|  | Maintain professional and personal development | 10 |
|  | Apply Problem-solving skills | 4 |
|  | Promote Customer care | 2 |
|  | TOTAL | **40HRS** |

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

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

**Suggested Methods of Instruction**

* Simulation/Role play
* Group Discussion
* Presentations
* Projects
* Case studies
* Assignments

## **COOPERATIVE MARKETING ACTIVITIES**

**UNIT CODE: 0413 451 10A**

**Duration of Unit:** 40 hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency; Conduct Cooperative Marketing Activities.

**UNIT DESCRIPTION**

This unit specifies the competencies required to conduct cooperative marketing activities. It involves presenting cooperative products and services, carrying out cooperative promotional campaigns, conducting after sale follow up and distribute cooperative products.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| S/NO | ELEMENTS | **DURATION (HRS)** |
|  | Present cooperative products and services | 12 |
|  | Carry out cooperative promotional campaigns | 10 |
|  | Conduct after sale follow up | 8 |
|  | Distribute cooperative products | 10 |
|  | **TOTAL** | **40 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Present cooperative products and services | * 1. Cooperative products and services      1. Loan products      2. Bank assurance products      3. Banking services      4. Benevolent services      5. Education services   2. Client needs and preferences      1. Loan in cash      2. Loan in goods or services      3. Advisory services   3. Cooperative products presentation to customers   4. Products features and benefits      1. Loan able amount      2. Rate of interest      3. Repayment period      4. Deposits multiplier   5. Addressing customer concerns   6. Marketing activities report preparation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Carry out cooperative promotional campaigns | * 1. Promotional activities   2. Promotional materials      1. Social media campaigns      2. Community events   3. Target audience identification   4. Target audience engagement   5. Promotional activity report preparation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests  1. Oral questions |
| 1. Conduct after sale follow up | * 1. Customer records   2. Customer feedback      1. Process of customer feedback      2. Meaning of customer survey feedback      3. Importance of customer feedback      4. Analysis of customer feedback      5. Methods of collecting customer feedback   3. Addressing customer concerns   4. Royalty programs and rewards   5. Post purchase customer support | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Distribute cooperative products. | * 1. Distribution channels      1. Direct sales      2. Wholesale distribution      3. Online sales      4. Collaborative networks   2. Distribution logistics   3. Distribution records maintenance   4. Addressing distribution concerns   5. Distribution report preparation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

## **CUSTOMER CARE SERVICES**

**UNIT CODE:** 0413 451 11A

**Duration of Unit:** 50 hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency; Perform Customer Care Services.

**UNIT DESCRIPTION**

This unit specifies the competencies required to perform customer care services. It involves; attend to cooperative customer, open cooperative savings accounts and maintain customer service records.

##### Summary of Learning Outcomes

|  |  |  |
| --- | --- | --- |
| S/NO | ELEMENTS | **DURATION (HRS)** |
|  | Attend cooperative customer. | 15 |
|  | Open cooperative savings accounts | 20 |
|  | Maintain customer service records | 15 |
|  | TOTAL | **50 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Attend to cooperative customer. | * 1. Customer service area   2. Customer reception   3. Customer queries      1. Product information      2. Policies information   4. Recording customer feedback   5. Customer concerns   6. Customer concerns resolutions | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Open cooperative savings accounts | * 1. Product and service update information   2. Features and benefits of products   3. Customer concerns   4. Account opening documents      1. ID card      2. Pin certificate      3. Passport size photo   5. Account opening documents filling   6. Processing member accounts | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Maintain customer service records | * 1. Customer interaction records opening   2. Customer interaction recording   3. Analysis of customer records      1. Benefits of customer records      2. Methods of maintaining customer records      3. Importance of maintaining customer records   4. Customer interaction reports preparation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

## **FINANCIAL ACCOUNTING SKILLS**

**UNIT CODE: 0411 451 06A**

**Duration of unit:** 120 hours

**Relationship to occupational standards**

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

**UNIT DESCRIPTION**

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

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| S/NO | ELEMENTS | **DURATION (HRS)** |
|  | Apply accounting concepts, conventions and policies | 8 |
|  | Prepare books of original entries | 10 |
|  | Post transaction to the ledger | 16 |
|  | Prepare cash books | 10 |
|  | Correct accounting errors | 16 |
|  | Prepare bank reconciliation statements | 8 |
|  | Maintain non-current assets’ register | 18 |
|  | Maintain receivables and payables ledge | 13 |
|  | Prepare sole trader statements | 20 |
|  | TOTAL | **120 HRS** |

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

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

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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* Cooperative societies act
* Sacco societies act
* Text books
* Cooperative society journals
* Magazines
* E-learning resources

# 

# MODULE 2

## **DIGITAL LITERACY**

**UNIT CODE:** 0611 451 01A

**Duration of Unit:** 80 Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Apply Digital Literacy

**Unit Description**

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

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| S/NO | ELEMENTS | **DURATION (HRS)** |
|  | Apply communication channels Operate Computer Devices | 6 |
|  | Solve Tasks Using Office Suite | 14 |
|  | Manage Data and Information | 6 |
|  | Perform Online Communication and Collaboration | 4 |
|  | Apply Cyber security Skills | 4 |
|  | Perform Online Jobs | 4 |
|  | Apply job entry techniques | 2 |
| **TOTAL** | | **40HRS** |

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

| **Learning Outcome** | **Content** | **Suggested**  **Assessment Methods** |
| --- | --- | --- |
| 1. Operate computer devices | * 1. Computer device Desktops      1. Laptops      2. Smartphones      3. Tablets      4. Smartwatches   2. Computer Hardware      1. The System Unit E.g. Motherboard, CPU, casing      2. Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices.      3. Output Devices e.g. hardcopy output and softcopy output      4. Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives      5. Computer Ports e.g. HDMI, DVI, VGA, USB type C   3. Classification of computer software   1.3.1 System software e.g. Operating System (Windows, Macintosh, Linux, Android, iOS)  1.3.2 Application Software e.g. Word Processors, Spreadsheets, Presentations etc.  1.3.3 Utility Software e.g. Antivirus programs   * 1. Procedure for turning on and off computer devices   2. Mouse use techniques   1.5.1 Clicking  1.5.2 Double-clicking  1.5.3 Right-clicking  1.5.4 Drag and drop   * 1. Keyboard Techniques   2. File and folders creation   3. Computer Internet Connection Options      1. Mobile Networks/Data Plans      2. Wireless Hotspots      3. Cabled (Ethernet/Fiber)      4. Dial-Up      5. Satellite   4. Computer external devices management      1. Device connections      2. Device controls (volume controls and display properties) | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Solve tasks using Office suite | 2.1 Word Processing concepts  2.1.1 Creating word documents  2.1.2 Editing word documents  2.1.3 Formatting word documents  2.1.4 Saving word document  2.1.5 Printing word documents  2.2 Worksheet data preparation  2.3 Worksheet data editing   * 1. Data manipulation on a worksheet      1. Use of formulae      2. Use of functions      3. Sorting      4. Filtering      5. Visual representation using charts   2. Worksheet saving and printing   3. Electronic presentation concepts   4. Worksheet printing   5. Electronic Presentation concepts      1. Creating slides      2. Editing slides      3. Formatting slides      4. Applying slide effects and transitions      5. Creating and playing slideshows      6. Saving presentations      7. Printing slides and handouts | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Manage Data and Information | * 1. Types of internet services      1. Communication Services      2. Information Retrieval Services      3. File Transfer      4. World Wide Web Services      5. Web Services      6. Automatic Network Address Configuration      7. News Group      8. Ecommerce   2. Types of Internet Access Applications      1. Browsers      2. Email Apps      3. E-commerce Apps   3. Internet search   4. Online digital content download   5. Identification and back up of digital content | * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Perform online communication and collaboration | * 1. Netiquette principles   2. Communication concepts      1. Online communities      2. Communication tools      3. Email concepts   3. Using email      1. Sending email      2. Receiving email      3. Tools and settings      4. Organizing email   4. Digital content copyright and licenses   5. Online collaboration tools      1. Online Storage (Google Drive)      2. Online productivity applications (Google Docs & Forms)      3. Online meetings (Google Meet/Zoom)      4. Online learning environments      5. Online calendars (Google Calendars)      6. Social networks (Facebook/Twitter - Settings & Privacy)   6. Preparation for online collaboration      1. Common setup features      2. Setup   7. Mobile collaboration      1. Key concepts      2. Using mobile devices      3. Applications      4. Synchronization | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Apply cybersecurity skills | * 1. Data protection and privacy      1. Confidentiality of data/information      2. Integrity of data/information      3. Availability of data/information   2. Internet security threats      1. Malware attacks      2. Social engineering attacks      3. Distributed denial of service (DDoS)      4. Man-in-the-middle attack (MitM)      5. Password attacks      6. IoT Attacks      7. [Phishing Attacks](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#phishing-attacks)      8. [Ransomware](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#ransomware)   3. Computer threats and crimes   4. Cybersecurity control measures      1. Physical Controls      2. Technical/Logical Controls (Passwords,PINs, Biometrics)      3. Operational Controls   5. Laws governing protection of ICT in Kenya      1. The Computer Misuse and Cybercrimes Act No. 5 of 2018      2. The Data Protection Act No. 24 Of 2019 | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Perform Online Jobs | * 1. Introduction to online working   2. Types of online Jobs   3. Online job platforms      1. Remotask      2. Data annotation tech      3. Cloud worker      4. Upwork      5. Oneforma      6. Appen   4. Online account and profile management   5. Identifying online jobs/job bidding   6. Online digital identity   7. Executing online tasks   8. Management of online payment accounts. | 1. Observation 2. Portfolio of Evidence 3. Project 4. Written assessment 5. Practical assessment 6. Oral assessment |
| 1. Apply job entry techniques | * 1. Types of job opportunities      1. Self-employment      2. Service provision      3. product development      4. salaried employment   2. Sources of job opportunities   3. Resume/ curriculum vitae   4. Job application letter      1. What to include      2. Addressing a cover letter      3. Signing off a cover letter   5. Portfolio of Evidence      1. Academic credentials      2. Letters of commendations      3. Certification of participations      4. Awards and decorations   7.6 Interview skills   * 1. Generally knowledgeable in current affairs and technical area | * + Observation   + Oral assessment   + Portfolio of evidence   + Third party report  1. Written assessment |

**Suggested Methods of Instruction**

* + Practical work by trainees
  + Viewing of related videos
  + Group discussions
  + Project
  + Role play
  + Case study

**Recommended Resources for 30 Trainees**

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

**References**

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

## **ENTREPRENEURIAL SKILLS**

**UNIT CODE:** 0413 451 03A

**Duration of unit:** 40 hours

**Relationship to occupational standards**

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

**Unit Description:**

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

**Summary of Learning Outcomes**

|  |  |
| --- | --- |
| ELEMENTS | **DURATION (HRS)** |
| 1. Apply financial literacy | 6 |
| 1. Apply the entrepreneurial concept | 4 |
| 1. Identify entrepreneurship opportunities | 6 |
| 1. Apply business legal aspects | 6 |
| 1. Innovate Business Strategies | 6 |
| 1. Develop a business plan | 12 |
| TOTAL | **40** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Apply financial literacy | * 1. Sources of personal and business funds      1. Salary/Wages      2. Investments      3. Savings      4. Inheritance      5. Government Benefits      6. Equity financing      7. Debt financing      8. Retained earnings      9. Leasing and asset financing   2. Personal finance management   3. Saving management   4. Debt management   5. Investment decisions   6. Types of investments   7. Insurance services   8. insurance products available in the market   9. Insurable risks | * Project * Written assessment * Oral assessment * Third party report * Interviews |
| 2.Apply entrepreneurial concept | * 1. Difference between Entrepreneurs and Business persons   2. Types of entrepreneurs      1. Innovators      2. Imitators      3. Craft      4. Opportunistic      5. Speculators   3. Ways of becoming an entrepreneur   4. Characteristics of Entrepreneurs      1. Creative      2. Innovative      3. Planner      4. Risk taker      5. Networker      6. Confident      7. Flexible      8. Persistent      9. Patient      10. Independent      11. Future oriented      12. Goal oriented   5. Salaried employment and self-employment   6. Requirements for entry into self-employment      1. Technical skills      2. Management skills      3. Entrepreneurial skills      4. Resources      5. Infrastructure   7. Roles of an Entrepreneur in an enterprise   8. Contributions of Entrepreneurship | * Project * Written assessment * Oral assessment * Third party report |
| 3.Identify entrepreneurship opportunities | * 1. Sources of business ideas   2. Factors to consider when evaluating business opportunity   3. Entrepreneurial opportunities   4. Business ideas and opportunities generation   5. Business life cycle | * Project * Written assessment * Oral assessment * Third party report |
| 4.Apply business legal aspects | * 1. Forms of business ownership      1. Sole proprietorship      2. Partnership      3. Limited companies      4. Cooperatives   2. Business registration and licensing processing   3. Types of contracts and agreements   4. Employment laws   5. Taxation laws | * Project * Written assessment * Oral assessment * Third party report |
| 5.Innovate business Strategies | 5.1 Innovative business strategies  5.2 Creativity in business  5.3 Development of innovative business standards   * + 1. New products     2. New methods of production     3. New markets     4. New sources of supplies   5.4 Entrepreneurial Linkages  5.5 ICT in business growth and development | * Project * Written assessment * Oral assessment * Third party report |
| 6.Develop Business Plan | * 1. Business idea description   2. Business idea development   3. Marketing plan   4. Organizational/Management   Plan   * 1. Production/operation plan   2. Financial plan   3. Executive summary   4. Business plan presentation   5. Business idea incubation | * Written assessment * Project * Oral assessment * Third party report |

**Suggested Methods of Instruction**

* Direct instruction with active learning strategies
* Project (Business plan)
* Case studies
* Field trips
* Group Discussions
* Demonstration
* Question and answer
* Problem solving
* Experiential
* Team training
* Guest speakers

**Recommended Resources for 30 Trainees**

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

**References**

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

## **BASIC TELLER OPERATIONS**

**UNIT CODE: 0413 451 09A**

**Duration of Unit:** 80 hours

**Relationship to Occupational Standards**:

This unit addresses the Unit of Competency: Perform Basic Teller Operations.

**Unit DESCRIPTION**

This unit specifies the competencies required to perform basic teller operations. It involves; manage tellers’ float, receive customer deposits, process member withdrawal, carry out daily transactions’ reconciliation and prepare daily cash reports.

**Summary of Learning Outcomes**

|  |  |
| --- | --- |
| ELEMENTS | **DURATION (HRS)** |
| 1. Manage tellers’ float | 16 |
| 1. Receive customer deposits | 12 |
| 1. Process member withdrawal | 12 |
| 1. Process incoming and out-going cheques | 12 |
| 1. Carry out daily transactions’ reconciliation | 12 |
| 1. Prepare daily cash reports | 16 |
| **TOTAL** | **80 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Manage tellers’ float | * 1. Cash management process      1. Cash inflows      2. Cash outflows   2. Types of deposits      1. Cash      2. Cheques   3. Timely and accurate recording of received deposits   4. Withdrawal processing      1. Over-the-counter      2. ATM   5. Withdrawals recording   6. Tellers cash report preparation   7. Cash discrepancies reconciliation   8. Closing float processing | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Receive customer Deposits | * 1. Receipt of cash deposits and banking-in slips   2. Verification of cash received and banking-in slips      1. Cross-checking amounts      2. Verifying signatures   3. Reconciliation in cash management      1. Manual      2. Automated | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Process member withdrawal | * 1. Procedures for receiving withdrawal vouchers   2. Member identification      1. ID checks      2. Membership verification      3. Biometric   3. Withdrawal slip generation      1. Manual      2. Automated   4. Withdrawal slip authentication   5. Withdrawal slips issuance | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Process incoming and out-going cheques | * 1. Cash opening balance recording   2. Recording total deposits   3. Recording total withdrawals   4. Reconciliation of transactions      1. Daily      2. Weekly      3. Monthly      4. Periodic   5. Teller cash report preparation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Carry out daily transactions’ reconciliation | * 1. Receipt of cheques   2. Verification of received cheques   3. Discrepancies that may arise with cheques      1. Signature discrepancies      2. Amount discrepancies      3. Stale cheques   4. Recording of cheques   5. Cheque dispatch | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Prepare daily cash reports. | * 1. Opening balance recording   2. Cash book transactions      1. Income      2. Expenses      3. Deposits      4. Withdrawals   3. Reconciliation statement   4. Reconciliation report preparation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

## **COOPERATIVE STORES ACTIVITIES**

**UNIT CODE:** 0413 451 12A

**Duration of Unit:** 80 hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Cooperative Stores Activities.

**Unit Description**

This unit specifies the competencies required to perform cooperative stores activities. It involves; receive cooperative incoming materials, maintain cooperative stores records, dispatch cooperative stores materials, maintain cooperative store facility and prepare cooperative stores report.

**Summary of Learning Outcomes**

|  |  |
| --- | --- |
| **ELEMENTS** | **DURATION (HRS)** |
| 1. Receive cooperative incoming materials | 16 |
| 1. Maintain cooperative stores records | 12 |
| 1. Dispatch cooperative stores materials | 20 |
| 1. Maintain cooperative store facility | 32 |
| TOTAL | **80 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Receive cooperative incoming materials | * 1. Verification of cooperative incoming materials   1.1.1 Procedure of receiving co-operative society goods  1.1.2 Meaning of local purchase order (LPO)   * 1. Coding of incoming materials   2. Recording of incoming materials   3. Storage of incoming materials   4. Legal documentation   1.7 Inventory management systems |  |
| 1. Maintain cooperative stores records | * 1. Recording opening material balance   2. Incoming materials update   3. Material issues update   4. Computation of material closing balance   5. Stores report preparation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Dispatch cooperative stores materials | * 1. Verification of requisition documents      1. Purchase orders      2. Authorization forms   2. Establishment of available requisitioned materials   3. Issuance of requisitioned materials | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Maintain cooperative store facility | * 1. Physical cleanliness of the cooperative store facility   2. Efficient arrangement of cooperative store facility   3. Storage techniques      1. FIFO      2. LIFO      3. Just in time   4. Physical security of the cooperative store facility   5. Requirements for storage of goods      1. Benefits of appropriate storage      2. Factors to consider when determining suitability of a Co-operative society store | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

# MODULE 3

## **PRINCIPLES OF COMMERCIAL LAW**

**UNIT CODE: 0421 451 08A**

**Duration of unit:** 110 hours

**Relationship to Occupational Standards**: This unit addresses the Unit of Competency: Apply Principles of Commercial Law

**UNIT DESCRIPTION**

This unit specifies the competencies required to demonstrate principles of commercial law. It involves analyzing the context of law, applying knowledge of court structures, applying the law of torts, the law of contract, the law of agency, the law of sale of goods, hire purchase contract, applying the law of negotiable instruments, the law of insurance, and the law of property.

##### Summary of learning outcomes

|  |  |
| --- | --- |
| ELEMENTS | **DURATION (HRS)** |
| 1. Demonstrate understanding of nature of law | 8 |
| 1. Illustrate structure of court system in Kenya | 16 |
| 1. Apply law of Tort | 10 |
| 1. Apply law of Contract | 26 |
| 1. Apply law of Agency | 8 |
| 1. Apply law of Sale of Good | 8 |
| 1. Apply hire purchase contracts | 6 |
| 1. Apply law of negotiable instruments | 8 |
| 1. Apply law of insurance | 8 |
| 1. Apply law of property | 12 |
| TOTAL | **110** |

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

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Demonstrate understanding of nature of law | * 1. Nature of law   2. Purpose of law   3. Sources of law.      1. Constitution      2. Legislation      3. Common law      4. Equity      5. African customary law      6. Islamic law   4. Classifications of Commercial Law      1. Written and unwritten      2. National and international      3. Public and private      4. Substantive and procedural      5. Criminal and civil   5. Comparison between Law and Morality | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Illustrate structure of court system in Kenya | * 1. Court structure in Kenya   2. Composition of Kenyan courts      1. Supreme Court      2. Court of Appeal      3. High Court      4. Employment and Labour Relations Court      5. Environment and Land Court      6. Magistrates Court      7. Court Martial      8. Kadhis’ Court   3. Jurisdiction of Courts.      1. Original      2. Appellate      3. Territorial.      4. Pecuniary   4. Procedure of appointment and removal of magistrates and judges   5. Tribunals   6. The role of the JSC, AG, LSK, and ODPP in the Kenyan legal system. | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply law of Tort | * 1. Nature of tortuous liability   2. Tort, crime vs breach of contract   3. Capacity to sue /be sued by the law of tort.   4. Types of tort.      1. Negligence      2. Defamation      3. Nuisance      4. Trespass   5. General defences in tort   6. Elements of tort | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply law of Contract | * 1. Essential of a valid contract      1. Offer      2. Acceptance      3. Capacity      4. Intention      5. Consideration      6. Legality   2. Types of Contracts      1. Specialty/written      2. Simple contracts      3. Contracts under seal      4. Contracts requiring written evidence      5. Evidence in Writing   3. Methods of discharging a contract.      1. Express agreement      2. Performance      3. Breach      4. Impossibility/doctrine of frustration      5. Operation of law   4. Remedies of breach of a contract      1. Equitable doctrine of part performance   5. Terms of contract      1. Express      2. implied | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply law of Agency | * 1. Formation and classification of agents      1. General agent      2. Special agent   2. Agents’ authority   3. Duties of agents      1. Performance      2. Obedience      3. Care and skill      4. Estoppel      5. Account      6. Personal performance   4. Rights of Agents      1. Rights to sue      2. Right to lien   5. Methods of terminating an agency.      1. Agreement      2. Withdraw      3. Death      4. Performance      5. Lapse of time      6. Insanity      7. Bankruptcy | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply law of Sale of Goods | * 1. Sale and agreement to sell   2. Capacity to buy and sell.   3. Terms of Sale of Goods.      1. Conditions      2. Warranties   4. Caveat emptor      1. meaning of caveat emptor      2. exception to caveat emptor   5. Factors affecting the transfer of title.   6. Rights of parties in the sale of goods.   7. Auction process.   8. Duties of the seller   9. Duties of the buyer. | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply hire purchase contracts. | * 1. Nature of Hire Purchase   2. Hire purchase agreement.   3. Conditions of Terminating Hire Purchase Agreement.   4. Completion of hire purchase agreement. | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply law of negotiable instruments | * 1. Negotiable instruments.      1. Cheques      2. Bill of exchange      3. Promissory note   2. Characteristics of negotiable instruments.   3. Elements of negotiable instruments. | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply law of insurance | * 1. Insurance contracts      1. Elements of insurance.   2. Principles of insurance.      1. Utmost good faith.      2. Subrogation      3. Indemnity      4. Proximate cause      5. Third party insurance      6. Re-instatement.      7. Salvage.      8. Contribution and appointment.   3. Formation of insurance contract   4. Requirement for insurance contract.   5. Discharge of insurance contract. | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply law of property. | * 1. Classifications of property      1. Real and personal      2. Movable      3. Immovable      4. Tangible      5. Intangible   2. Land interest.   3. Intellectual property.      1. Patents      2. Trademarks      3. Copyrights      4. Industrial designs | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |

**Suggested delivery methods**

1. Demonstration
2. Practical work by trainee
3. Fieldwork and benchmarking
4. Group discussions
5. Case studies
6. Role play

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

1. Organization operating procedures
2. Industry/workplace codes of practice
3. Cooperative societies act
4. Sacco societies act
5. Text books
6. Cooperative society journals
7. Magazines
8. E-learning resources
9. Occupational standards

## **COOPERATIVE SOCIETY SECURITY MEASURES**

**UNIT CODE: 0413 451 13A**

**Duration of Unit: 100 Hours**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage Cooperative Society Security Measures.

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage cooperative society security measures. It involves; develop cooperative security procedures, conduct security training, supervise security gadgets, determine security risks, determine mitigation measures, monitor security measures and prepare security report.

**Summary of Learning Outcomes**

|  |  |
| --- | --- |
| ELEMENTS | **DURATION (HRS)** |
| 1. To develop cooperative security procedure | 16 |
| 1. To conduct cooperative security training | 20 |
| 1. To determine cooperative security risks | 20 |
| 1. To supervise cooperative security gadgets | 8 |
| 1. To monitor cooperative security risk occurrences | 12 |
| 1. To monitor cooperative security measures | 12 |
| 1. To prepare cooperative security report | 12 |
| **TOTAL** | **100 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment**  **Methods** |
| 1. Develop cooperative security procedures | * 1. Drafting cooperative security procedures.   2. Reviewing cooperative security draft procedures.   3. Security policies development   4. Approving security policies. | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Conduct cooperative security training | * 1. Training needs assessment.   2. Training objectives.   3. Training programs.   4. Training budget.   5. Security training.   6. Training evaluation.   7. Training report. | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Determine cooperative security risks | * 1. Security risks      1. Physical risks      2. Data security      3. Human security risk      4. Compliance/regulatory risks   2. Security risks assessment   3. Security risks categorization   4. Impacts of security risks   5. Mechanisms for managing cooperative risks | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

|  |  |  |
| --- | --- | --- |
| 1. Supervise cooperative security gadgets | * 1. Security gadgets installation      1. CCTV      2. Security lights      3. Fire alarms   2. Security gadgets inspection   3. Faulty security gadgets identification   4. Repair and maintenance faulty security gadgets   5. Obsolete security gadgets update | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Monitor cooperative security risk occurrences | * 1. Mitigation measures      1. Data protection      2. Insurance covers      3. Physical security measures      4. Security guards   2. Risk mitigation measures analysis   3. Mitigation measures selection   4. Adoption of selected mitigation measures   5. Control of adopted mitigation measures   6. Barriers to effective risk mitigation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Monitor cooperative security measures | * 1. Risk occurrences identification   2. Risk occurrences recording   3. Impact of risk occurrences analysis   4. Risk Intervention measures | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Prepare cooperative security report | * 1. Security gaps   2. Security report preparation   3. Security recommendations   4. Emerging issues and trends | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

## 

## **MANAGEMENT SKILLS**

**UNIT CODE: 0413 451 04A**

**Duration of Unit: 70 Hours**

**Relationship to occupational standards**

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

**UNIT DESCRIPTION**

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

##### Summary of learning outcomes

|  |  |
| --- | --- |
| ELEMENTS | **DURATION (HRS)** |
| 1. Apply planning principle | 20 |
| 1. Apply organizing principle | 18 |
| 1. Apply directing principle | 18 |
| 1. Apply coordinating principle | 14 |
| **TOTAL** | **70 HRS** |

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

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

**Suggested Methods of Instruction**

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

**Recommended Resources for 30 trainees**

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

**References**

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

## **BUSINESS MATHEMATICS AND STATISTICS**

**UNIT CODE:** 0413 451 07A

**UNIT DURATION:** 100 Hours

**Relationship to Occupational Standards**: This unit addresses the Unit of Competency: Apply Business Calculations and Statistics

**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.

**Summary of Learning Outcomes**

|  |  |
| --- | --- |
| ELEMENTS | **DURATION (HRS)** |
| 1. Work-out commercial mathematics | 14 |
| 1. Apply statistical equations | 14 |
| 1. Apply statistical matrices | 22 |
| 1. Carry out elementary statistics | 11 |
| 1. Carry out descriptive statistics | 9 |
| 1. Apply set theory | 9 |
| 1. Apply basic probability theory | 14 |
| 1. Use index numbers | 7 |
| **TOTAL** | **100 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Work-out commercial mathematics | 1.1 Types of discounts  1.1.1 Cash discount  1.1.2 Trade discount  1.1.3 Quantity discount  1.2 Commissions  1.3 Methods of calculating wages  1.3.1 Piece rate  1.3.2 Hourly rate  1.4 Computing wages and salaries  1.5 Simple and compound interest  1.6 Profit margin and Mark-ups  1.7 Gross pay and net pay calculation  1.8 Depreciation and appreciation of assets  1.9 Determining hire purchase price  1.10 Foreign exchange transactions | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 2. Apply statistical equations | 2. 1 Solving linear equations with one or more variables  2.2 Solving quadratic equations  2.2.1 Formula method  2.2.2 Factorization  2.3 Simultaneous equations  2.3.1 Substitution method  2.3.2 Elimination method  2.3.3 Matrix method  2.4 Breakeven analysis  2.5 Calculus  2.5.1 Differentiation  2.5.2 Integration  2.6 Total revenue, total cost and profit equations formulation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 3. Apply statistical matrices | 3.1 Introduction to matrices  3.2 Operations of matrices  3.2.1 Addition  3.2.2 Subtraction  3.2.3 Division  3.2.4 Multiplication  3.3 Solving a 2\*2 matrix  3.4 Determinants of a 2\*2 matrix  3.5 Inverse of a 2\*2 matrix  3.6 Application of matrices in solving business operations | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 4. Carry out elementary statistics | 4.1 Introduction to data collection  4.2 Methods of data collection  4.2.1 Primary  4.2.2 Secondary Data  4.3 Sampling techniques  4.3.1 Probability  4.3.2 Non-probability  4.4. Methods of data presentation  4.4.1 Tables and diagrams  4.4.1.1.Frequencydistribution  table  4.4.1.2.Bar charts  4.4.1.3 Pie charts  4.4.1.4 Histogram  4.4.1.5 frequency polygons  4.4.2 Types of graphs  4.4.2.1 Basic time series  graphs  4.4.2.2 z-charts  4.4.2.3 Lorenz curves  4.4.2.4 Semi-log graphs  4.5 Cumulative frequency curves (OGIVE) | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 5. Carry out descriptive statistics | 5.1 Measures of central tendency  5.1.1 Mean  5.1.2 Mode  5.1.3 median  5.2 Measures of dispersion  5.2.1 Variance  5.2.2 Standard deviation  5.3 Measures of skewness and kurtosis | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 6. Apply set theory | 6.1 Basic set definitions  6.1.1.Set  6.1.2 Element  6.1.3 Empty set  6.2 Operations on sets  6.2.1 Union  6.2.2 Intersection  6.2.3 Difference  6.2.4 Symmetric difference  6.3 Venn diagrams  6.4 Application of set theory | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 7. Apply basic probability theory | 7.1 Probability events  7.2 Types of events  7.2.1 Simple  7.2.2 Compound  7.2.3 Mutually exclusive  7.2.4 Independent  7.2.5 Dependent  7.3 Rules of probability  7.4 Bayes’ Theorem  7.5 Drawing probability trees  7.6 Application of probability | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 8. Use index numbers | 8.1 Formulae for computing index numbers  8.2 Computation of index numbers  8.2.1 Laspeyre’s  8.2.2 Paasche’s  8.2.3 Fisher’s ideal  8.2.4 Marshal  8.3 Application of index numbers in decision making | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested Delivery Methods**

* Demonstration
* Practical work by trainee
* Fieldwork and benchmarking
* Group discussions

**List of Recommended Resources for 25 trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/ Specifications** | **Quantity** | **Recommended Ratio**  (Item: Trainee) |
| **A** | **Learning Materials** | | | |
| 1. | Charts | * Flip Charts | 5 | 1:6 |
| **B** | **Learning Facilities & Infrastructure** | | | |
| 2. | Lecture/Theory Room | (9\* 8 sq. metres) | 1 | 1:30 |
| 3. | Internet Connection | WI-FI, Dial-Up, Cable, Fixed-wireless, | 1 | 1:30 |
| **C** | **Consumable Materials** | | | |
| 4. | Markers | whiteboard markers and permanent markers | 5 | 1:6 |
| 5. | Stationery | Printing Papers,  Foolscaps | 5 reams | 1:6 |
| 6. | Files / folders |  | 30 | 1:1 |
| 7. | Flash disks |  | 5 | 1:6 |
| **D** | **Tools And Equipment** | | | |
| 8. | Computers/Laptops | Any model | 30 | 1:1 |
| 9. | Projector | LED.LCD, Laser | 1 | 1:30 |
| 10. | Whiteboard | Glass, melamine, porcelain | 1 | 1:30 |
| 11. | Staplers |  | 2 | 1:15 |
| 12. | Paper punch |  | 2 | 1:15 |
| 13. | Metallic cabinet |  | 1 | 1:30 |
| 14. | Scanner |  | 2 | 1:15 |
| 15. | Printer |  | 1 | 1:30 |
| 16. | Print toners |  | 2 | 1:15 |
| 17. | Shredding machine |  | 1 | 1:30 |

**Reference**

Saleemi, N.A. (2008). Business calculations and statistics simplified (Revised ed.). N.A. Saleemi Publishers

**MODULE 4**

**ECONOMICS SKILLS**

**UNIT CODE: 0413 551 09A**

**Duration of unit:** 120 hours

**Relationship to occupational standards**

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

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply economic skills. It involves; 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.

**Summary of learning outcomes**

|  |  |  |
| --- | --- | --- |
| S/NO | Elements | Duration (HRS) |
|  | Apply fundamental economics concepts | 10 |
|  | Apply demand and supply in market analysis | 10 |
|  | Apply Consumer Behavior Theory | 18 |
|  | Apply Production Theory | 18 |
|  | Apply Cost Theory | 16 |
|  | Understand Market Structures | 12 |
|  | Apply understanding of inflation and unemployment | 12 |
|  | Apply understanding of money and banking | 8 |
|  | Apply understanding of National income. | 8 |
|  | Apply understanding of international trade | 8 |
|  | TOTAL | 120HRS |

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

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

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

**RESEARCH PROJECT**

**UNIT CODE: 0413 541 10A**

**Duration of unit:** 80 hours

**Relationship to Occupational Standards**; this unit addresses the Unit of Competency: conduct research project

**UNIT DESCRIPTION**

This unit covers the competencies required to carry out research study. It includes writing research study introduction, reviewing research literature, designing research study methodology, analyzing research study findings, summarizing research study findings and compiling research report.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | Write research study introduction | 12 |
|  | Review research literature | 10 |
|  | Design research study methodology | 14 |
|  | Analyze study findings | 14 |
|  | Summarize research study finding | 15 |
|  | Compile research report | 15 |
|  | **TOTAL** | **80** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Write research study introduction | * 1. Developing research title.   2. Research variables      1. Independent variables      2. Dependent variables      3. Moderating variables   3. Formulate research objectives   4. Formulate research questions   5. Background to the study      1. Global      2. Regional      3. Local   6. Statement of the problem   7. Significance of the study   8. Scope of the study      1. Study focus      2. Study population      3. Study variables   9. Limitations of the study | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Research literature | * 1. Relevant theories of the study   2. Empirical literature review   3. Conceptual framework   4. Research gaps | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Design research study methodology | * 1. Research designs   2. Target population      1. Finite      2. Infinite   3. Sampling techniques      1. Probability      2. Non-probability   4. Data collection tools      1. Questionnaires      2. Interview schedules      3. Observations   5. Data analysis techniques      1. Quantitative      2. Qualitative   6. Data presentation methods      1. Tables      2. Charts | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Analyze study findings | * 1. Response rate   2. Data analysis techniques   3. Data interpretation   4. Data presentation | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Summarize research study findings | * 1. Study findings   2. Research recommendations   3. Suggestions for further studies | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Compile research report | * 1. Preliminary review   2. Organization of research report      1. Cover page      2. Declaration      3. Dedication   3. List of references   4. Appendices      1. Letter      2. Introduction      3. Data collection tools      4. Work plan   5. Research report proofreading      1. Change of tenses from future tense to past tense      2. Appropriate line spacing      3. Appropriate font style and font size   6. Report binding      1. Spiral      2. Case/hard cover | * Oral questions * Written assessment * Portfolio of Evidence * Practical assessment * Third party report |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

**CUSTOMER RELATIONS MANAGEMENT**

**UNIT CODE:** **0413 551 16A**

**Duration of unit:** 100 hours

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage Customer Relations

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage customer relations. It involves establishing communication with members, creating cooperative member awareness, determining cooperative potential member, recruiting potential cooperative members, monitoring and evaluating member feedback and preparing member feedback reports.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | To Establish cooperative member communication | 12 |
|  | To Create cooperative member awareness | 10 |
|  | To Determine cooperative potential member | 18 |
|  | To Recruit potential cooperative members | 18 |
|  | To Monitor and evaluate member feedback | 22 |
|  | To Prepare member feedback report | 20 |
|  | **TOTAL HOURS** | **100** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1. Establish cooperative member communication | * 1. Member communication;      1. Purpose      2. Importance      3. Role and responsibility   2. Members meetings      1. Board meetings      2. Special general meeting      3. Annual general meeting   3. Communication channels      1. In-person meetings      2. Cooperative websites      3. Social media platforms      4. Brochures   4. Feedback mechanisms   5. Technology in cooperative member communication   6. Challenges in communication | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Create cooperative member awareness | * 1. Member awareness;      1. Purpose      2. importance   2. objectives of potential members open day   3. Training and education for members   4. Communication strategies for awareness   5. Impact of member awareness on customer loyalty and satisfaction   6. Potential member feedback analysis   7. Feedback awareness report | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Determine cooperative potential member | * 1. Preparation of potential member list   2. Potential member qualifications      1. Age      2. Common bond   3.3 Inform potential members | | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions | |
| 1. Recruit potential cooperative members | * 1. Member recruitment   2. Potential member’s documents      1. Referees      2. Personal identification   3. Potential members documents analysis   4. Membership number to registered members | | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions | |
| 1. Monitor and evaluate member feedback | | * 1. Members feedback program      1. Questionnaires      2. Survey      3. Social media   2. Member feedback timelines   3. Methods of feedback collection      1. Surveys      2. Interviews      3. Questionnaires   4. Action on members feedback | | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Prepare member feedback report | | * 1. Members feedback evaluation   2. Documenting action taken on members feedback   3. Preparing members feedback report   4. Implementing recommendations on members feedback | | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested Delivery Methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

**HUMAN RESOURCE FUNCTIONS**

UNIT CODE: **0413 551 17A**

Unit duration: 100 hours

**Relationship to occupational standards:** This unit addresses the unit of competency: Perform Human Resource Functions.

**UNIT DESCRIPTION**

This unit specifies the competencies required to perform human resource functions. It involves; developing cooperative HR procedures, undertaking human resource planning, remunerating cooperative human resource, conducting motivation of cooperative workforce, managing cooperative Labour turnover, maintaining cooperative HR records and carrying out performance management.

**Summary of learning outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | To Develop cooperative HR procedures | 14 |
|  | To Undertake human resource planning | 10 |
|  | To Remunerate cooperative human resource | 12 |
|  | To Conduct motivation of cooperative workforce | 10 |
|  | To Manage cooperative labour turnover | 8 |
|  | To Maintain cooperative HR records | 8 |
|  | To Carry out performance management | 8 |
|  | **TOTAL HRS** | **70** |

**Learning outcomes, content and suggested assessment methods**

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested assessment methods** |
| 1. Develop cooperative HR procedures | * 1. Management committee formation   2. Cooperative HR procedures needs   3. Information gathering   4. Stakeholder consultation   5. Cooperative HR procedures   6. Cooperative HR procedures analysis   7. Cooperative HR manual | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Undertake human resource planning | * 1. HR plan assessment      1. Workforce planning      2. Talent development      3. Resource allocation   2. HR gaps      1. Skill gaps      2. Performance gaps   3. HR demand and supply forecasting   4. HR plan development | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Remunerate cooperative human resource | * 1. Payroll preparation      1. Employee information      2. Determine gross pay      3. Deduction calculations   2. Payroll assessment   3. Payment process      1. Payment obligations      2. Payment systems required data      3. Authorization   4. Remuneration challenges | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Conduct motivation of cooperative workforce | * 1. Staff performance appraisal      1. Objectives      2. Appraisal methods      3. Steps in the appraisal process      4. Challenges in performance appraisal   2. Performing employees identification      1. Importance      2. Identification methods   3. Recognition and rewards | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Manage cooperative labour turnover | * 1. Causes of labour turnover      1. Low wages and salaries      2. Work life imbalance      3. Retirement      4. Resignation      5. Dismissal   2. Employee turnover reduction methods   3. Labour retention strategies   4. Labour turnover trends | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Maintain cooperative HR records | * 1. HR records      1. Personal information      2. Performance records      3. Training and development      4. Compensation and benefits   2. HR records analysis   3. HR records storage | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Carry out performance management | * 1. Performance target setting   2. Areas of employees improvement   3. Cooperative employee periodic rating   4. Challenges in performance management   5. Emerging issues and trends | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

E-learning resources

**COOPERATIVE ACCOUNTING OPERATIONS**

**UNIT CODE: 0413 551 18A**

**Duration of Unit: 100 Hours**

**Relation****ship to Occupational Standards:** This unit addresses the unit of competency: Perform Cooperative Accounting Operations

**UNIT DESCRIPTION**

This unit specifies the competencies required to perform cooperative accounting operations. It involves; preparing individual member ledger account, preparing member transaction system, extracting a trial balance, preparing a statement of cooperative income and expenditure, preparing a statement of changes in cooperative equity, preparing a statement of financial position, carrying out cooperative amalgamation/division, carrying out cooperative liquidation and carrying out cooperative inspection/inquiry

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | To Prepare individual member ledger accounts | 6 |
|  | To Maintain Member Transaction System | 14 |
|  | To Extract trial balance | 6 |
|  | To Prepare statement of cooperative income and expenditure | 10 |
|  | To Prepare statement of changes in cooperative equity | 8 |
|  | To Prepare statement of financial position | 6 |
|  | To Carry out cooperative amalgamation /division | 12 |
|  | To Carry out cooperative liquidation | 12 |
|  | To Carry out cooperative inspection /inquiry | 26 |
|  | **TOTAL** | **100 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1. Prepare individual member ledger accounts | * 1. Source documents      1. Invoices      2. Receipts      3. Cheques      4. Vouchers   2. Books of original entry      1. General journal      2. Sales journal      3. Purchases journal   3. Double entry concept   4. Ledger accounts | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Maintain Member Transaction System | * 1. MTS      1. Mt – Sacco      2. Mt- coffee      3. Mt- fish      4. Mt- cashew nuts      5. Mt- sugarcane      6. Mt-cotton   2. Transaction entries’ in the system   3. Transaction entries sum   4. Payment rates   5. Payments to members   6. Various cooperative activities using MTS      1. Member registration      2. Members records      3. Loose leaf ledger      4. Registers in cooperatives | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Extract trial balance | * 1. Balancing off the ledger accounts   2. Trial balance      1. Adjusted      2. Unadjusted trial balance   3. Determining total debit and credit balances   4. Trial balance discrepancies | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Prepare statement of cooperative income and expenditure | * 1. Total sales determination   2. Total cost of sales determination   3. Gross profit computation   4. Total expenses determination   5. Net profit computation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Prepare statement of changes in cooperative equity | * 1. Cash and cash equivalent   2. Share capital balances   3. Statutory and other reserves determination   4. Retained earnings balances | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Prepare statement of financial position | 6.1 Non-current assets analysis  6.2 Current assets analysis  6.3 Prepayment balances  6.4 Accrual balances computations  6.5 Capital balance  6.6 Equity and liabilities | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Carry out cooperative amalgamation /division | * 1. Amalgamation   2. Creditors settlement criteria   3. Members share capital   4. Creditors’ claims settlement   5. Transferring assets and liabilities | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Carry out cooperative liquidation | * 1. Liquidation mode   2. Liquidator appointment   8.2.1 Rights of a liquidator  8.2.2 Duties of a liquidator   * 1. Assets realization   2. Distribution of assets | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Carry out cooperative inspection /inquiry | * 1. Auditor appointment procedures   2. Institution of surcharges   3. Institution of recoveries   4. Conduct of an inquiry   5. Executing orders of enquiry   6. Types of inquiry   9.6.1 General inquiry  9.6.2 Customer inquiry  9.6.3 Formal inquiry  9.6.4 Informal inquiry   * 1. Audit report | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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* Cooperative societies act
* Sacco societies act
* Text books
* Cooperative society journals
* Magazines
* E-learning resources

**MODULE 5**

**COOPERATIVE PRODUCTS AND SERVICES MARKETING**

**UNIT CODE: 0413 551 19A**

**Duration of Unit**: 100 Hours

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Market Cooperative Products and Services.

**UNIT DESCRIPTION**

This unit specifies the competencies required to market cooperative products and services, It involves; conducting cooperative products and services feasibility study, developing new cooperative products and services, developing cooperative society marketing plans, promoting cooperative products and services, performing cooperative post marketing activities and creating and maintaining corporate image.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | To Conduct cooperative products/services feasibility study | 20 |
|  | To Develop new cooperative products/services | 20 |
|  | To Develop cooperative marketing plans | 10 |
|  | To Promote cooperative products/services | 20 |
|  | To Perform cooperative post marketing activities | 10 |
|  | To Create and maintain corporate image | 20 |
|  | **TOTAL** | **100 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1. Conduct cooperative products/services feasibility study | * 1. Commodity feasibility study   2. Types of products/services      1. Savings products      2. Loans      3. SACCO assurance      4. Extension services   3. Market analysis   4. Types of feasibility study   1.4.1 Technical feasibility  1.4.2 Economic feasibility  1.4.3 Market feasibility   * 1. Feasibility study plan   2. Market survey   3. Analysing market survey data   4. Feasibility study report | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Develop new cooperative products/services | * 1. Market opportunities   2. Components of products and services development plan   3. Preparation of a product and services development plan   4. Procedure for development of a new products and services   5. Marketing mix      1. Product      2. Place      3. Price      4. Promotion | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Develop cooperative marketing plans | * 1. Introduction to marketing plans   2. Components of a marketing policy   3. Preparation of a marketing policy   4. Components of a marketing plan   5. Preparation of a marketing plan | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Promote cooperative products/services | * 1. Introduction to promotion   2. Importance of promotion of products and services   3. Methods/strategies of promotion      1. Advertisement      2. Personal selling      3. Social media      4. Introductory offers      5. Blog posts      6. Contests and give a ways   4. Cost of promotion strategies   5. Components of a cost report   6. Preparation of a cost report   7. Selecting best promotion strategies | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Perform cooperative post marketing activities | * 1. Meaning of post marketing   2. Methods of data collection for new products and services   3. Importance of post marketing   4. Components of post marketing report   5. Preparation of post marketing report   6. Marketing feedback   7. Royalty programs and rewards      1. Interest rebates      2. Referral programs      3. Birthday rewards   8. Performing post purchase customer support services   9. Monitoring product quality   10. Cross-selling | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Create and maintain corporate image | * 1. Overview of corporate image   2. Components of corporate image report   6.2.1 Executive summary  6.2.2 Company background  6.2.3 Research methodology   * 1. Stakeholder analysis   2. Preparing corporate image report   3. Brand audit | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested Delivery Methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

**COOPERATIVE MEMBER RECORDS MANAGEMENT**

**UNIT CODE: 0413 551 20A**

**Duration of Unit: 100** Hours

**Relation****ship to Occupational Standards**; this unit addresses the unit of competency: Manage cooperative member records

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage cooperative member records. It involves; creating member records, updating member records, creating member records backup and maintaining member records.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | To Create member records | 25 |
|  | To Update member records | 25 |
|  | To Create member records backup | 25 |
|  | To Maintain member records | 25 |
|  | **TOTAL** | 100 |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1. Create member records | * 1. Member registers   2. Types of members files      1. Membership file      2. Share contribution file      3. Savings and deposit files   3. Records management process   4. Importance of records management   5. Advantages and disadvantages of records management   6. Storage of members files   7. Records management standards | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Update member records | * 1. Member share contribution update   2. Member deposits update      1. Direct deposits      2. Produce payments      3. Salary pay-out   3. Members processed loans update      1. Short-term      2. Medium-term      3. Long-term   4. Members interest on loans is updated   5. Members interest on deposits is updated | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Create member records backup | * 1. Member records back up   2. Backup software      1. Veeam      2. Macrium   3. Backup methods      1. Manual      2. Digital   4. Back up tools and software   5. Backup data protection and security   6. Storage back up options   7. Challenges in member records backup | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Maintain member records | * 1. Member information update process   2. Record retention policies   3. Maintenance of back up systems   4. Audit and quality control   5. Technology in member records management   6. Training and capacity building | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

**CREDIT ADMINISTRATION**

**UNIT CODE: 0413 551 21A**

**Duration of Unit: 100 Hours**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Conduct Credit Administration

**UNIT DESCRIPTION**

This unit specifies the competencies required to conduct credit administration. It involves; receiving member loan applications, appraising member loan qualifications, recording loan disbursement schedules, updating loan repayment schedules, preparing loan reconciliation reports, authorizing issue of demand notice, authorizing for disposal of auctioned chattels and generating accurate members account statements.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | To Receive member loan applications | 25 |
|  | To Process member loans | 25 |
|  | To Manage cooperative defaulted loans | 25 |
|  | To Dispose defaulted loans’ chattels | 25 |
|  | **TOTAL** | **100 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1. Receive member loan applications | 1.1 Member loan application register  1.2 Loan application records  1.3 Loan application forms  1.4 Loan terms and conditions  1.4.1 Loan amount  1.4.2 Loan interest rates  1.4.3 Repayment period  1.5 Loan eligibility criteria  1.5.1 Credit score  1.5.2 Credit history  1.5.3 Income | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Process member loans | * 1. Receipt of member files   2. Loan application appraisal process   3. Loan approval process   4. Communication on loan status   5. Loan disbursement schedule   6. Approved loans disbursement   7. Loan repayment schedules | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

|  |  |  |
| --- | --- | --- |
| 1. Manage cooperative defaulted loans | * 1. Overdue loans;      1. Defaulted loans      2. Outstanding loans   2. Causes of loan default   3. Loan demand notices   4. Approval of loan demand notices   5. Dispatch of loan demand notices   6. Loan defaulters listing   7. Loan default mitigation measures      1. Restructuring      2. Rescheduling      3. Refinancing      4. Offering moratorium/grace period   8. Defaulted loan recovery   9. Overdue cooperative loans   10. Loan default reports | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Dispose defaulted loans’ chattels | * 1. Defaulters chattels      1. Motor vehicles      2. Land      3. Buildings      4. Equipment   2. Contact interested buyers of chattels   3. Auctioning of chattels planning   4. Auctioning process   5. Challenges in disposal of chattels   6. Documentation and record keeping | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

**COOPERATIVE SOCIETY STORES OPERATIONS**

**UNIT CODE: 0413 551 22A**

**Duration of Unit: 50 Hours**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Perform Cooperative Society Stores Operations.

**UNIT DESCRIPTION**

This unit specifies the competencies required to perform cooperative society stores operations. It involves; performing cooperative sourcing function, managing cooperative procurement process, managing purchases records and managing cooperative stock levels.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | To perform cooperative sourcing function. | 12 |
|  | To Manage cooperative procurement process | 10 |
|  | To Manage cooperative inventories | 10 |
|  | To Manage purchases records | 8 |
|  | To Manage cooperative stock levels | 10 |
|  | **TOTAL** | **50 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1. Perform cooperative sourcing function. | * 1. Sources of products   2. Supplier identification   3. Supplier selection   4. Types of sourcing   1.4.1 Outsourcing  1.4.2 Insourcing   * 1. Supplier management | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Manage cooperative procurement process | * 1. Types of products and services   2.1.1 Tangible  2.1.2 Intangible   * 1. Purchase orders   2. Package requisition review   3. Categorization of suppliers   4. Evaluation of suppliers   5. Contract negotiation   6. Order management | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Cooperative inventories | * 1. Methods of stock ledger cards preparation      1. First in First Out method      2. Last in First Out      3. Simple average      4. Weighted average   2. Maintaining stock ledger cards   3. Receiving of delivered goods   4. Cataloguing of purchased goods   5. Recording of purchased goods   6. Stock ledger cards Update | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Manage purchases records | * 1. Receipt of purchased goods invoices   2. Types of purchase records      1. Invoices      2. Local purchase order      3. Delivery note      4. Goods received note   3. Invoice approval process   4. Purchase invoices filing   5. Tracking purchases   6. Compliance and regulation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Manage cooperative stock levels | * 1. Minimum stock level   2. Maximum stock level   3. Reorder stock level   4. Action plans   5. Economic order quantity   6. Challenges in inventory management | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

**CORPORATE SOCIAL RESPONSIBILITY**

**UNIT CODE:** **0413 551 23A**

**Duration of Unit: 60 Hours**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage Corporate Social Responsibility.

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage corporate social responsibility. It involves; developing CSR procedures, developing a CSR budget, implementing the CSR plan, monitoring and evaluating implementation of the CSR plan and reviewing implementation of the CSR plan.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **ELEMENTS** | **DURATION (HRS)** |
|  | Develop CSR procedures | 12 |
|  | Prepare CSR budget | 13 |
|  | Implement CSR plan | 11 |
|  | Monitor and evaluate CSR plan implementation | 10 |
|  | Review CSR plan implementation | 9 |
|  | **TOTAL** | **60 HRS** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1. Develop CSR procedures | * 1. Types of CSR activities      1. Environmental Initiatives      2. Community Engagement      3. Ethical Labour Practices      4. Education and Training   2. CSR stakeholders identification   3. CSR stakeholders engagement   4. CSR program/schedule development | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Prepare CSR budget | * 1. Sources of funding the CSR activities      1. Internal funds      2. Donations      3. Sponsorship      4. Grants   2. Types CSR activity budgets      1. Fixed budget      2. Project based   3. Consolidated CSR budget preparation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

|  |  |  |
| --- | --- | --- |
| 1. Implement CSR plan | * 1. Schedule of CSR activities   2. Elements of a CSR plan      1. CSR plan preparation   3. CSR plan implementation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Monitor and evaluate CSR plan implementation | * 1. Monitoring and evaluation tool preparation   2. Monitoring and evaluation plan   3. Monitoring and evaluation tool implementation   4. Evaluation of the monitoring and evaluation tool   5. Objectives of monitoring   6. Advantages and disadvantages of monitoring and evaluation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Review CSR plan implementation | * 1. Comparison between CSR activities and CSR activities schedule   2. Comparison between CSR activities outcomes and the Monitoring and Evaluation tool   3. Variances identification in CSR activities   4. Contemporary issues identification   5. CSR activities report   6. Implementation of report recommendations   7. Emerging issues in CSR | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions   s |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

**References**

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

###### COOPERATIVE BANKING OPERATIONS

**UNIT CODE: 0413 551 23A**

**Duration of Unit: 60 Hours**

**Relationship to Occu****pational Standards:** This unit addresses the unit of competency: Carry out Cooperative Banking Operations.

**UNIT DESCRIPTION**

This unit specifies the competencies required to carry out cooperative banking operations. It involves; opening, individual members account, recording members’ deposits and withdrawals, reconciling member accounts, posting transactions in the organizations main account and maintain transactions record for audit.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/NO** | **UNIT COMETENCE** | **DURATION** |
|  | To Open individual members’ account | 15 |
|  | To Record members personal account transactions | 15 |
|  | To Reconcile member accounts | 15 |
|  | To Maintain bank ledger accounts | 15 |
| **TOTAL** | | **60** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1. Open individual members account | * 1. Member documents      1. National identity card      2. Pin number      3. Specimen signature      4. Passport size photo   2. Cooperative banking operations   3. Member account      1. Short call      2. Savings      3. Fixed deposit      4. FOSA      5. BOSA   4. Types of cooperatives      1. Consumer cooperatives      2. Producer cooperatives      3. Housing cooperatives   5. Principles of cooperative management | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Record members personal account transactions | * 1. Member personal account identification   2. Member cash deposits processing   3. Member cash withdrawals processing   4. Types of transactions   2.1.1Cash transactions  2.1.2 Non-cash transactions   * 1. Security considerations   2. Accounts transaction details   3. Transactions documents      1. Invoice      2. Receipts      3. Purchase order | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Reconcile member accounts | * 1. Opening balance   2. Total account debit   3. Total account credit   4. Closing balance   5. Reconciliation process   6. Challenges in reconciliation   7. Record comparison   8. Identification of discrepancies   9. Investigation of discrepancies   10. Adjustments and corrections   11. Internal controls implementation | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |
| 1. Maintain bank ledger accounts | * 1. Cash and cheque deposits   2. Withdrawals      1. Debits      2. Credits   3. Non-member transactions analysis   4. Reconciliation of bank ledger accounts   5. Transactional review process   6. Periodic review of documents | * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questions |

**Suggested delivery methods**

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

**List of Recommended Resources for 30 trainees**

**Tools, Equipment and Materials**

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

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* Text books
* Cooperative society journals
* Magazines