

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARD**

**FOR**

**COOPERATIVE CLERK**

**KNQF LEVEL 5**

**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, Occupational standard 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 Occupational standard development to ensure the Occupational standard addresses its competence needs. It is against this background that this Occupational standard has been developed.

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

# **PREFACE**

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

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

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

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

# **ACKNOWLEDGEMENT**

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

I recognize with appreciation the role of the SSAC in ensuring that competencies required by the industry are addressed in this Occupational standard I also thank all stakeholders in the Cooperative management sector for their valuable input and all those who participated in the process of developing this Occupational standard.

I am convinced that this Occupational standard will go a long way in ensuring that professionals in the Cooperative sector will acquire competencies that will enable them to perform their work more efficiently.

# **ACRONYMS**

**SSAC** Sector Skills Advisory Committee

**NSSC** National Sector Skills Committee

**APT** Advanced Persistent Threats

**CBET** Competency Based Education and Training

**CD** Compact Disc

**CPU** Central Processing Unit

**CV** Curriculum Vitae

**DDoS** Distributed Denial of Service

**DVD** Digital Video Disc

**DVI** Digital Visual Interface

**GAAPs** General Accepted Accounting Principles

**HDMI** High-Definition Multimedia Interface

**HSE** Health, Safety and Environment

**IAS**  International Accounting Standards

**ICT** Information Communication Technology

**ID** Identification Document

**iOS** iPhone Operating System

**IoT** Internet of Things

**ISDN** Integrated Services Digital Network

**ISCED** International Standards Classification of Education

**KAS** Kenya Accounting Standards

**LCD** Liquid Crystal Display

**MitM** Man-in-the-Middle attack

**MS** Microsoft

**PoE**  Portfolio of Evidence

**RAM** Random Access Memory

**TVET** Technical and Vocational Education and Training

**USB** Universal Serial Bus

**VGA** Video Graphics Array

**VoIP** Voic Internet Protocol

**KAS**  Kenya Accounting Standards

**IAS** International Accounting Standards

**IFRS** International Financial Reporting Standards

**GDP** Gross Domestic Product

**GNP** Gross National Product

**NNP** Net National Product

**NNI** Net national income

**GAAP**s Generally Accepted Accounting Principles

**SACCO** Savings and Credit Cooperative

**FOSA** Front Office Service Activities

**BOSA** Back Office Service Activities

**FIFO** First in First Out

**LIFO** Last in Last Out

**HR**  Human Resource

**CCTV** Closed-circuit Television

**CSR** Corporate Social Responsibility

**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

xx

x

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# **OCCUPATIONAL STANDARD OVERVIEW**

The Cooperative Manager Occupational standard 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 Occupational standard consists of basic, common and core competencies

**SUMMARY OF UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **BASIC UNITS OF COMPETENCY** | |
| **UNIT CODE** | **UNIT TITLE** |
| 0611 551 01A | Apply Digital Literacy |
| 0417 451 02A | Apply Work Ethics and Practices |
| 0413 451 03A | Apply Entrepreneurial Skills |
| **COMMON UNITS** **OF COMPETENCY** | |
| 0413 451 04A | Apply Management Skills |
| 0031 451 05A | Undertake Business Communication |
| 0411 451 06A | Apply Financial Accounting Skills |
| 0413 451 07A | Apply business mathematics and statistics |
| 0421 451 08A | Principles of Commercial Law |
| 0413 551 09A | Apply Economic principles |
| 0541 541 10A | Research Project |
| **CORE UNITS OF COMPETENCY** | |
| 0413 451 11A | Perform Basic Teller Operations |
| 0413 451 12A | Perform Cooperative Marketing Activities |
| 0413 451 13A | Perform Customer Care Services |
| 0413 451 14A | Perform Cooperative Stores Activities |
| 0413 451 15A | Manage Cooperative Society Security Measures. |
| 0413 551 16A | Manage customer Relations |
| 0413 551 17A | Perform human resource functions |
| 0413 551 18A | Perform cooperative Accounting Operations |
| 0413 551 19A | Market Cooperative Products and Services |
| 0413 551 20A | Manage cooperative member records management |
| 0413 551 21A | Conduct credit administration |
| 0413 551 22A | Perform cooperative society stores operations |
| 0413 551 23A | Manage corporate social responsibility |
| 0413 551 24A | Carry out cooperative banking operations |

# **BASIC UNITS OF COMPETENCY**

**APPLY DIGITAL LITERACY**

**UNIT CODE:** 0611 551 01A

**UNIT DESCRIPTION:**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
| 1. Operate computer devices | * 1. C***omputer device*** usage is determined as per workplace requirements.   2. ***Computer hardware*** is identified according to job requirements.   3. ***Computer software*** is identified according to workplace requirements.   4. Computer devices are turned on or off as per the correct workplace procedure.   5. ***Mouse techniques*** are applied in solving tasks as per workplace requirements.   6. Keyboard techniques are applied in solving tasks as per workplace requirements.   7. Computer files and folders are created and managed as per workplace requirements.   8. ***Internet connection option***s are identified and applied in connecting computer devices to the Internet.   9. ***External devices*** are identified and connected to the computer devices as per the job requirement. |
| 1. Solve tasks using Office suite | * 1. ***Word processing concepts*** are applied in solving workplace tasks as per job requirements.   2. Worksheet data is entered and prepared in accordance with work procedures.   3. Worksheet data is built and edited in accordance with workplace procedures.   4. ***Data manipulation*** on a worksheet is undertaken in accordance with work requirements.   5. Worksheets are saved and printed in accordance with job requirements.   6. ***Electronic presentation concepts*** are applied in solving workplace tasks as per job requirements. |
| 1. Manage data and information | * 1. Office ***internet services*** are identified and applied in accordance with office procedures.   2. ***Internet access applications*** are determined in accordance with office operation procedures.   3. Internet search is performed as per job requirements.   4. Online digital content is downloaded in accordance with workplace requirements.   5. Digital content is identified and backed up in accordance with workplace procedures. |
| 1. Perform online communication and collaborations | * 1. Netiquette principles are observed as per work requirements.   2. Electronic mail communication is executed in accordance with workplace policy.   3. Digital content copyright and licenses are identified and applied according to workplace policies and regulatory requirements.   4. ***Online collaboration tools*** are applied in accordance with workplace policies and regulatory requirements. |
| 1. Apply cybersecurity skills | * 1. ***Data protection*** and ***privacy*** is classified in accordance with workplace policies and regulatory requirements.   2. ***Internet security threats*** are identified as per workplace policies and regulatory requirements.   3. Computer threats and crimes are detected in accordance to Information Management security guidelines   4. ***Cybersecurity control measures*** are applied in accordance with workplace policies and regulatory requirements. |
| 1. Perform online jobs | * 1. Online job platforms are identified as per the job requirements.   2. Online accounts and profiles are created in accordance with the work requirements.   3. Online jobs are identified according to the bidder’s skillset.   4. Online digital identity is managed according to industry best practices.   5. Online job bidding is done as per the specific job requirements.   6. Online tasks are executed according to the job requirements.   7. Personal online payment account is managed in accordance with financial regulations. |
| 1. Apply job entry techniques | * 1. Job opportunities are sought based on competencies.   2. A winning resume/CV is developed as per job advertisement.   3. An application/cover letter is developed based on the job advertisement.   4. Certificates and testimonials are organized as per resume.   Interview skills are demonstrated as per job advertisement. |

**RANGE**

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

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

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge**

The individual needs to demonstrate knowledge of:

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

**Required skills**

The individual needs to demonstrate the following skills:

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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Operated computer devices as per workplace policies and regulations.   2. Solved tasks using the office suite as per workplace policies and regulations.   3. Managed data and information as per workplace policies and regulations.   4. Performed online communication and collaboration as per workplace policies and regulations.   5. Applied cybersecurity skills in accordance with workplace policies and regulations.   6. Executed online tasks according to the job requirements.   7. Searched for job opportunity based on competencies.   8. Prepared job requirement documentations based on job opportunity.   9. Demonstrated interview skills based on the job opportunity. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant work environments where assessment can take place.   3. Resources relevant to the proposed activities or task. |
| 1. Methods of assessment | Competency in this unit may be assessed through:   * 1. Observation   2. Oral assessment   3. Portfolio of evidence   4. Interviews   5. Third party report   6. Written assessment   7. Practical assessment   8. Projects |
| 1. Context of assessment | The competency may be assessed in a workplace or a simulated workplace workplace. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**APPLY WORK ETHICS AND PRACTICES**

**UNIT CODE:** 0417 451 02A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Apply self-management skills | * 1. Personal vision, mission and goals are formulated based on potential and concerning organization objectives and strategic plan   2. Self-esteem and a positive self-image are developed and maintained based on value   3. Emotional intelligence and stress management are demonstrated as per workplace requirements.   4. Assertiveness is developed and maintained based on the requirements of the job.   5. Accountability and responsibility for one's actions are demonstrated based on workplace instructions.   6. Time management, attendance and punctuality are observed as per the organization’s policy.   7. Personal goals are managed as per the organization’s objective   8. Self-strengths and weaknesses are identified based on personal objectives   9. Motivation, initiative and proactivity are utilized as per the organization policy   10. Individual performance is evaluated and monitored according to the agreed targets. |
| 1. Promote ethical work practices and values | * 1. Integrity is demonstrated as per acceptable norms   2. Codes of conduct is applied as per the workplace requirements   3. Policies and guidelines are observed as per the workplace requirements   4. Professionalism is exercised in line with organizational policies |
| 1. Promote Team work | * 1. ***Teams*** are formed to enhance productivity based on organization’s objectives   2. Duties are assigned to teams under the organization policy.   3. Team activities are managed and coordinated as per set objectives.   4. Team performance is evaluated based on set targets as per workplace policy.   5. ***Conflicts*** are resolved between team members in line with organization policy.   6. Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy.   7. Healthy ***relationships*** are developed and maintained in line with the workplace.   8. Adaptability and flexibility are applied in dealing with team members as per workplace policies |
| 1. Maintain professional and personal development | * 1. ***Personal growth and development*** needs are identified and assessed in line with the requirements of the job.   2. ***Training and career opportunities*** are identified and utilized based on job requirements.   3. ***Resources*** for training are mobilized and allocated based on organizations and individual skills needs.   4. Licenses and certifications relevant to the job and career are obtained and renewed as per policy.   5. Recognitions are sought as proof of career advancement in line with professional requirements.   6. Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives.   7. Dynamism and on-the-job learning are embraced in line with the organization’s goals and objectives. |
| 1. Apply Problem solving skills | * 1. ***Creative, innovative*** and practical solutions are developed based on the problem   2. Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job.   3. Team problems are solved as per the workplace guidelines   4. Problem-solving strategies are applied as per the workplace guidelines   5. Problems are analyzed and assumptions tested as per the context of data and circumstances |
| 1. Promote Customer Care | * 1. Customers' needs are identified based on their characteristics   2. Customer ***feedback*** is allowed and facilitated in line with organization policies.   3. Customer concerns and complaints are analyzed and resolved in line with the set organizational culture.   4. Proactive customer outreach programs are implemented as per organizational policies   5. Customer retention strategies are developed and implemented in line with the organizational policy |

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

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

**Required Knowledge**

The individual needs to demonstrate knowledge of:

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

**EVIDENCE GUIDE**

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

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

**APPLY ENTREPRENEURIAL SKILLS**

**UNIT CODE :** 0413 451 03A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
|
| 1**.** Apply Financial Literacy | 1. **Sources of personal and business** ***funds*** are identified as per financial procedures and standards 2. Personal finances are managed as per financial procedures and standards 3. Savings are managed as per financial procedures and standards 4. Debts are managed as per financial procedures and standards 5. Investments are undertaken as per financial procedures and standards 6. Insurance services are procured as per financial procedures and standards |
| 2. Apply entrepreneurial concept | 1. Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship 2. Types of entrepreneurs are identified as per principles of entrepreneurship 3. Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship 4. Characteristics of Entrepreneurs are identified as per principles of Entrepreneurship 5. Salaried employment and self-employment are distinguished as per principles of entrepreneurship 6. Requirements for entry into self-employment are identified according to business procedures and standards 7. Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards 8. Contributions of entrepreneurship to National development are identified as per business procedures and standards |
| 3. Identify entrepreneurial opportunities | 1. Business ideas are identified as per business procedures and standards 2. Factors to consider when evaluating business opportunity viability are explored based on business procedure and standards 3. Entrepreneurial opportunities are evaluated as per business procedures and standards 4. Business ideas and opportunities are generated as per business procedures and standards 5. Business life cycle is analysed as per business procedures and standards |
| 4. Apply business legal aspects | * 1. ***Forms of business ownership*** are identified as per legal procedures and practices   2. Business Registration and Licensing processes are identified as per legal procedures and practices   3. Types of Contracts and Agreements are analysed as per legal procedures and practices   4. Employment Laws are identified as per legal procedures and practices   5. Taxation laws are identified as per legal procedures and practices |
| 5. Innovate Business strategies | * 1. Business innovation strategies are determined by the organization standards   2. Creativity in business development is demonstrated in accordance with business standards   3. Innovative business standards are developed as per business principles   4. Linkages with other entrepreneurs are created as per best practice   5. ICT is incorporated in business growth and development as per best practice |
| 6. Develop Business Plan | 1. Business idea is described as per business procedures and standards 2. Business description is developed as per business plan format 3. Marketing plan is developed as per business plan format 4. Organizational/Management plan is prepared in accordance with business plan format 5. Production/operation plan is prepared in accordance with business plan format 6. Financial plan is prepared in accordance with the business plan format 7. Executive summary is prepared in accordance with business plan format 8. Business plan is presented as per best practice 9. Business ideas are incubated as per institutional policy. |

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

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

**Required Knowledge**

The individual needs to demonstrate knowledge of:

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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Identified Sources of personal and business finance as per financial procedures and standards 2. Managed Personal finances as per financial procedures and standards 3. Made Investment decisions as per financial procedures and standards 4. GeneratedBusiness ideas and opportunities based on business procedure and standards 5. Analysed business life cycle based on business procedure and standards 6. Determined business innovative standards as per business principles 7. Developed and presented a business plan as per regulatory framework. |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written tests 2. Oral questions 3. Third party report 4. Interviews 5. Portfolio |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**COMMON UNITS**

## **APPLY MANAGEMENT SKILLS**

**UNIT CODE: 0413 451 04A**

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

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

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Knowledge**

The individual needs to demonstrate the following knowledge of:

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

**Required Skills**

The individual needs to demonstrate skills of:

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

**EVIDENCE GUIDE**

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

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

## **UNDERTAKE BUSINESS COMMUNICATION**

**UNIT CODE:** 0413 541 05A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

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

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

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

**Required Knowledge**

The individual needs to demonstrate knowledge and understanding of:

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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of  Competency | Assessment requires evidences that the candidate:   * 1. Handled organizational policies as per SOPs   2. Handled incoming and outgoing mails as per SOPS   3. Sorted correspondence and took necessary action as per SOPS   4. Maintain human resource records. As per Human Resource manual   5. Align response time to service charter as per SOPS   6. Safeguarded confidentiality of information as per SOPS   7. Handled challenges in safeguarding social media platform as per SOPS   8. Legal and Ethical Issues in social media platforms as per SOPS   9. Managed communication on social media platforms as per SOPS   10. Prepared work place meetings as per SOPS   11. Prepared work place reports as per SOPS |
| 1. Resource Implications for competence certification | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 3. Method of assessment | Competency may be assessed through:   * 1. Written questions   2. Oral questions   3. Observation   4. Projects   5. Review of portfolios   6. Review of third party workplace reports |
| 4. Context for assessment | Assessment may be done in the workplace or in a simulated workplace setting (assessment centers). |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**APPLY FINANCIAL ACCOUNTING SKILLS**

**UNIT CODE: 0411 451 06A**

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

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

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required skills**

The individual needs the following skills:

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

**Required knowledge**

The individual needs knowledge of:

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

**EVIDENCE GUIDE**

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

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

**APPLY BUSINESS MATHEMATICS AND STATISTICS**

**UNIT CODE**: 0413 451 07A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

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

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required skills**

The individual needs the following skills:

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

**Required knowledge**

The individual needs the knowledge of:

* Data collection, presentation and analysis
* Business calculations

**EVIDENCE GUIDE**

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

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

**APPLY PRINCIPLES OF COMMERCIAL LAW**

**UNIT CODE:** **0421 451 08A**

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

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

**RANGE**

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

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

**REQUIRED KNOWLEDGE AND UNDERSTANDING**

The individual needs knowledge of:

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

**SKILLS**

The individual needs the following skills:

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

**EVIDENCE GUIDE**

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

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

**APPLY ECONOMIC PRINCIPLES**

**UNIT CODE: 0413 551 09A**

**UNIT DESCRIPTION**

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

|  |  |
| --- | --- |
| **ELEMENTS AND PERFORMANCE CRITERIAELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
| 1. Apply fundamental economic concepts | 1. ***Economic concepts*** are identified as per the organizational requirements. 2. Economic methodology is selected as per organizational requirements. 3. Scope of economic resources are determined as per organizational requirements 4. Economic systems are developed as per the organizational requirements 5. Resources are utilized effectively as per the economic objectives. |
| 1. Apply demand and Supply in market analysis | 1. Market demand and Supply dynamics are determined in line with business objectives. 2. Factors affecting demand and supply are outlined as per the market trends. 3. Demand and Supply curves are derived as per market trends. 4. Decisions are made in line with elasticity of demand and Supply |
| 1. Apply consumer behavior theory | 3.1 Consumer behavior approaches are identified as per the market trends.  3.2 Consumer utility is analyzed as per the consumer feedback.  3.3 Consumer equilibrium is analyzed based on consumer income and product prices  3.4 Indifference curves are applied as per organizational objectives |
| 1. Apply production theory | 4.1 Mobility of factors of production is determined as per organizational requirements.  4.2 Output units are determined as per organizational resources.  4.3 Stages of production are identified as per organizational products.  4.4Long run production period is analyzed as per the organizational objectives |
| 1. Apply costs theory | * 1. Production costs are classified as per organizational production policy.   2. Short run costs are analyzed as per Work procedures   3. Long run costs are analyzed as per Work procedures   4. Cost curves are analyzed as per organizational production policy.   5. Optimal size of the firm is determined based on economies of scale. |
| 1. Differentiate market structures. | * 1. Market structures are determined as per economic system   2. Market output is determined as per economic system   3. Market prices are determined as per economic system   4. ***Market structures*** are selected as per organizational requirement |
| 1. National income | * 1. Concepts of national income are identified as per economy needs   2. Methods used to measure national income are identified as per market needs   3. Problems of national income are identified as per the current situation   4. Importance of national income statistics as per economy needs   5. National income equilibrium is determined as per economic needs |
| 1. Money and banking | * 1. Functions of money are identified as per market needs   2. Characteristics of money are analyzed as per   3. Financial institutions are identified as per financial structure guidelines   4. Functions of central bank and commercial bank as per formulated regulatory framework   5. Functions of non-banking financial institutions are analysed as per formulated framework |
| 1. Apply understanding of Inflation and unemployment | * 1. Types of inflation are identified as per the economic conditions   2. Inflation causes are classified as per the economic conditions   3. Inflation effects are identified as per the economic conditions   4. Measures of inflation control are determined as per the regulatory policies   5. Unemployment causes are identified as per the economic conditions   6. Unemployment control measures are determined as per the regulatory policies |
| 1. International trade | * 1. Concepts of international trade are identified as per the global demands   2. International balance of payments analyzed as per economic needs   3. International Balance of trade analyzed as per economic trends   4. International Terms of trade are identified as per global needs |

**RANGE**

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

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

**REQUIRED KNOWLEDGE AND UNDERSTANDING**

The individual needs knowledge of:

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

**SKILLS**

The individual needs the following skills:

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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Developed economic systems as per the organization requirement 2. Derived demand curve as per the market trends 3. Made decisions in line with elasticity of demand 4. Derived supply curve as per the market trends 5. Made decisions in line with elasticity of supply 6. Established Equilibrium price as per the market trends 7. Analyzed consumer equilibrium based on consumer income and product price 8. Applied indifference curves as per organizational objectives 9. Analyzed long run production period as per organizational objectives 10. Analyzed cost curves as per organizational production policy 11. Determined optimal size of the firm based on economies of scale 12. Selected market structures as per organizational requirement 13. Determined National income equilibrium as per national economic policy 14. Identified National income measurement methods based on fiscal policies 15. Applied national income statistics as per national economic policy 16. Identified financial institutions as per financial market regulatory authority 17. Determined functions of money as per economic requirement 18. Determined measures of inflation control as per the regulatory polices 19. Determined International balance of payment as per international trade |
| 1. Resource implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency in this unit may be assessed through:  3.1 Practical  3.2 Projects  3.3 Poe evaluation  3.4 Third party reports  3.5 Written test |
| 1. Context of Assessment | 4.1The competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | 5.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **CONDUCT RESEARCH PROJECT**

**UNIT CODE: 0413 551 10A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
| 1. Write research study introduction | 1.1 Appropriate research title is established as per area of specialization  1.2 Research variables are identified in line with research title  1.3 Research objectives are formulated in line with research variables  1.4 Research questions are formulated as per research objectives  1.5 Background to the study is developed as per research title  1.6 Statement of the problem is formulated as per background of the study  1.7 Significance of the study is established as per stakeholder needs  1.8 Scope of the study is specified as per research title  1.9 Limitations of the study are identified as per scope of study |
| 1. Review research literature | 1. Relevant theories of the study are described as per research objectives 2. Empirical literature is reviewed as per research objectives 3. Conceptual framework is formulated as per research variables 4. Research gaps are identified as per empirical literature review |
| 1. Design research study methodology | 1. Relevant research designs are identified as per type of research study 2. Target population is established as per scope of study 3. Sample and sampling techniques are identified as per target population 4. Data collection tools are formulated as per research objectives 5. Data is appropriately collected as per research objectives |
| 1. Analyze study findings | 1. Response rate is generated as per research instrument 2. Data analysis is carried out as per response rate 3. Data analysis results are presented as per presentation methods |
| 1. Summarize research study findings | 1. Findings of study are concluded as per data analysis results 2. Recommendations are generated in line with research findings 3. Room for further studies is suggested as per research study findings |
| 1. Compile research report | 1. Preliminary pages are prepared as per institutional requirements 2. Research report is organized as per institutional requirements 3. List of references are compiled as per institutional requirement 4. Appendices are attached as per institutional requirements 5. Research report is proofread as per institutional requirements 6. Research report is bound as per institutional requirements |

**RANGE**

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

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| * 1. Research variables may include but not limited to: | 1. Independent variables 2. Dependent variables 3. Moderating variables, etc. |
| * 1. Background to the study may include but not limited to: | * 1. Global   2. Regional   3. Local |
| * 1. Scope of the study may include but not limited to: | 1. Study focus 2. Study population 3. Study variables, etc. |
| * 1. Research designs may include but not limited to: | 1. Descriptive survey 2. Correlations 3. Experimental, etc. |
| * 1. Population may include but not limited to: | 1. Finite 2. Infinite |
| * 1. Sampling techniques may include but not limited to: | 1. Probability 2. Non-probability |
| * 1. Data collection tools may include but not limited to: | 1. Questionnaires 2. Interview schedules 3. Observations, etc. |
| * 1. Data analysis techniques may include but not limited to: | * 1. Quantitative   2. Qualitative |
| * 1. Data presentation methods may include but not limited to: | 1. Tables 2. Charts |
| * 1. Preliminary pages may include but not limited to: | 10.1 Cover page  10.2 Declaration  10.3 Dedication, etc. |
| * 1. Appendices may include but not limited to: | 11.1 Letter of introduction  11.2 Data collection tools  11.3 Work plan, etc. |
| * 1. Proofread may include but not limited to: | 1. Change of tenses from future tense to past tense 2. Appropriate line spacing 3. Appropriate font style and font size, etc. |
| * 1. Bound may include but not limited to: | 13.1 Spiral  13.2 Case/hard cover, etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs the following skills:

* Analytical
* Time management
* Critical thinking
* Academic writing
* Attention to detail
* Problem-solving
* Language
* Formatting
* Organizational
* Summarizing
* Originality

**Required Knowledge**

The individual needs knowledge of:

* Communication
* Basic statistics
* Research engines
* Digital literacy
* Research engines
* Time management

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires that the individual:   1. Established appropriate research title as per area of specialization 2. Identified research variables in line with research title 3. Formulated research objectives in line with research variables 4. Developed background to study as per research title 5. Formulated statement of problem as per institutional requirements 6. Specified scope of study as per research title 7. Described relevant theories of study as per research objectives 8. Reviewed empirical literature as per research objectives 9. Formulated conceptual framework as per research variables 10. Identified relevant research designs as per type of research study 11. Established target population of study as per the scope of study 12. Identified sample and sampling techniques as per target population 13. Formulated data collection tools as per research objectives 14. Identified data analysis techniques as per type of study 15. Identified data presentation methods as per type of study 16. Generated response rate as per research instrument 17. Carried out data analysis as per response rat 18. Presented data analysis results as per presentation method 19. Carried out qualitative analysis as per institutional requirements 20. Concluded findings of the study as per data analysis results 21. Generated response rate as per research instrument 22. Prepared preliminary pages as per the institutional requirements 23. Organized research report as per the institutional requirements 24. Compiled list of references as per the institutional requirements 25. Attached appendices as per the institutional requirements 26. Proofreading research report as per the institutional requirements 27. Spiral bound research report as per the institutional requirements |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Practical 2. Projects 3. POE evaluation 4. Third party reports 5. Written tests |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# **CORE UNITS OF COMPETENCY**

**PERFORM BASIC TELLER OPERATIONS**

**UNIT CODE:** 0413 451 11A

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Manage tellers’ float | 1. ***Cash management process*** is initiated as per organization procedures 2. Deposits are received as per organization procedures 3. Received deposits are recorded in the tellers’ journal as per organization procedures 4. Withdrawals are processed as per organization procedures 5. Withdrawals are recorded as per organization procedures 6. Teller cash report is prepared as per organization procedures 7. Cash discrepancies are reconciled as per organization procedures   Closing float is processed as per organization procedures |
| 1. Receive customer Deposits | 1. Cash deposits and banking-in slips are received as per organization procedures 2. Cash received and banking-in slip are verified as per organization procedures   Reconciliation is carried out as per organization procedures |
| 1. Process member withdrawal | 1. Withdrawal voucher is received as per organization procedures 2. Member is identified as per organization procedures 3. Withdrawal slip is generated as per organization procedures   3.4 Withdrawal slip is  signed by the member as per organization procedures  3.5 Cash and signed withdrawal slip are issued as per organization procedures |
| 1. Process incoming and out-going cheques | 1. Cash opening balance is recorded as per organization procedures 2. Total deposit is recorded as per organization procedures 3. Total withdrawals are recorded as per organization procedures 4. Daily cash transactions are reconciled as per organization procedures 5. Tellers’ cash report is prepared as per organization procedures |
| 1. Carry out daily transactions’ reconciliation | * 1. Incoming/outgoing cheques are received as per organization procedures   2. Received cheques are verified as per organization procedures   3. Discrepancies are addressed as per organization procedures   4. Incoming/outgoing cheques are recorded in the cheque book register as per organization procedures   5. Out-going cheques are dispatched to customers as per organization procedures |
| 1. Prepare daily cash reports. | * 1. Opening balance is recorded as per organization procedures   2. Cashbook transactions are summed up as per organization procedures   3. Cashbook and bank statement are reconciled as per organization procedures   4. Reconciliation report is presented as per organization procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Cash management process includes but not limited to: | Managing   * Cash inflows * Cash outflows |
| 1. Reconciliation includes but not limited to: | * Daily * Weekly * Monthly * Periodic |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Interpersonal
* Communication
* Evaluation
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Budgeting and control measures
* Risk management
* Credit management
* Dispute resolution

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Initiated cash management process as per organization procedures 2. Prepared teller cash report as per organization procedures 3. Reconciled cash discrepancies as per organization procedures 4. Verified cash received and banking-in slip as per organization procedures 5. Carried out reconciliation as per organization procedures 6. Identified member as per organization procedures 7. Signed withdrawal slip by the member as per organization procedures 8. Verified received cheques as per organization procedures 9. Addressed discrepancies as per organization procedures 10. Recorded incoming/outgoing cheques in the cheque book register as per organization procedures |
| 2. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 3. Methods of Assessment | Competency may be assessed through:   1. Practical assessment 2. Written tests 3. Third party reports 4. Oral questioning 5. Portfolio of evidence 6. Interview 7. Observation |
| 4. Context of Assessment | Assessment could be conducted in a workplace or a simulated workplace |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**CONDUCT COOPERATIVE MARKETING ACTIVITIES**

**UNIT CODE:** 0413 451 12A

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Present cooperative products and services | 1. Appropriate knowledge of ***cooperative products and services*** acquired as per organization marketing procedures 2. ***Client needs and preferences*** are assessed as per organization marketing procedures 3. Appropriate cooperative products are presented to the customers as per organization marketing procedures 4. ***Products features and benefits*** are highlighted as per organization marketing procedures 5. Customer concerns are addressed as per organization marketing procedures 6. Marketing activities report is prepared as per organization marketing procedures |
| 1. Carry out cooperative promotional campaigns | 1. Promotional activities are determined as per organization marketing procedures 2. Required promotional materials are identified as per organization marketing procedures 3. Targeted audience for promotional activities is identified as per organization marketing procedures 4. Target audience is engaged as per organization marketing procedures 5. Promotional activity report is prepared as per organization marketing procedures |
| 1. Conduct after sale follow up | 1. Record of serviced customers is maintained as per the organization procedures 2. Customer feedback and satisfaction survey is conducted as per the organization procedures 3. Customer concerns are addressed as per the organization procedures 4. Royalty programs and rewards are implemented as per the organization procedures 5. Post purchase customer support services are performed as per the organization procedures |
| 1. Distribute cooperative products. | 1. ***Distribution channels*** for cooperative products are established as per organization distribution procedures 2. Products distribution logistics are determined as per organization distribution procedures 3. Distribution records are maintained as per organization distribution procedures 4. Customer concerns on distribution are addressed as per organization distribution procedures 5. Product distribution report is prepared as per organization distribution procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Cooperative products and services include but not limited to: | * Loan products * Bank assurance products * Banking services * Benevolent services * Education services |
| 1. Client needs and preferences include but not limited to: | * Loan in cash * Loan in goods or services * Advisory services |
| 1. Products features and benefits include but not limited to: | * Loanable amount * Rate of interest * Repayment period * Deposits multiplier |
| 1. Distribution channels include but not limited to: | * Direct sales * Wholesale distribution * Online sales * Collaborative networks |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Negotiation
* Interpersonal
* Communication
* Evaluation
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Management Information System (MIS)
* Computer literacy
* Records management
* Software knowledge

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Acquired appropriate knowledge of cooperative products and services as per organization marketing procedures   2. Assessed client needs and preferences as per organization marketing procedures   3. Prepared marketing activities report as per organization marketing procedures   4. Identified targeted audience for promotional activities as per organization marketing procedures   5. Engaged target audience as per organization marketing procedures   6. Conducted customer feedback and satisfaction survey as per the organization procedures   7. Addressed customer concerns as per the organization procedures   8. Implemented royalty programs and rewards as per the organization procedures   9. Established distribution channels for cooperative products as per organization distribution procedures   10. Maintained distribution records as per organization distribution procedures   11. Addressed customer concerns on distribution as per organization distribution procedures   12. Prepared product distribution report as per organization distribution procedures |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Practical assessment 2. Written tests 3. Third party reports 4. Oral questioning 5. Portfolio of evidence 6. Interview 7. Observation |
| 1. Context of Assessment | Assessment could be conducted in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**PERFORM CUSTOMER CARE SERVICES**

**UNIT CODE:** 0413 451 13A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Attend to cooperative customer. | 1. Conducive customer service area is maintained as per occupational safety and health standards 2. Customers are received as per the organization customer service charter 3. Customer queries are responded to as per customer service charter 4. Customer feedback is recorded as per   customer service charter   1. Customer concerns are addressed as per customer service charter |
| 1. Open cooperative savings accounts | 1. Updated information on products and services is provided as per customer service charter 2. Products features and benefits are highlighted as per organization marketing procedures 3. Customer concerns are addressed as per customer service charter 4. ***Account opening documents*** are verified as per organization procedures 5. Account opening documents are filled in as per organization procedures 6. Member account is processed as per organization procedures |
| 1. Maintain customer service records | * 1. Customer interactions record is opened as per Customer Service Charter   2. Customer interactions are recorded as per Customer Service Charter   3. Customer interaction records are analysed as per Customer Service Charter   4. Customer interaction reports are prepared as per Customer Service Charter |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Account opening documents includes but not limited to**:** | * ID card * Pin certificate * Passport size photo |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Negotiation
* Interpersonal
* Communication
* Evaluation
* Problem solving
* Critical thinking
* Costing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Cooperative Management
* Cost accounting
* Marketing management

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Maintained conducive customer service area as per occupational safety and health standards   2. Received customers as per the organization customer service charter   3. Addressed customer concerns as per customer service charter   4. Highlighted products features and benefits as per organization marketing procedures   5. Addressed customer concerns as per customer service charter   6. Verified account opening documents as per organization procedures   7. Processed member account as per organization procedures   8. Recorded customer interactions as per Customer Service Charter   9. Prepared customer interaction reports as per Customer Service Charter |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation |
| 1. Context of Assessment | Assessment could be conducted in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**PERFORM COOPERATIVE STORES ACTIVITIES**

**UNIT CODE:** 0413 451 14A

**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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Receive cooperative incoming materials | 1. Cooperative incoming materials are verified as per organizational stores procedures 2. Verified cooperative incoming materials are coded as per organizational stores procedures 3. Coded cooperative incoming materials are recorded as per organizational stores procedures 4. Coded cooperative incoming materials are stored as per organizational stores procedures |
| 1. Maintain cooperative stores records | 1. Materials opening balance is recorded as per Accounting Standards 2. Incoming materials are updated as per Accounting Standards 3. Materials issued are updated as per Accounting Standards 4. Material closing balance is computed as per Accounting Standards 5. Stores report is prepared as per Accounting Standards |
| 1. Dispatch cooperative stores materials | * 1. Requisition documents are verified as per stores procedures   2. Availability of requisitioned materials is established as per stores procedures   3. Requisitioned materials are issued as per stores procedures   4. Closing stock is recorded as per stores procedures |
| 1. Maintain cooperative store facility | * 1. Physical cleanliness of the cooperative store facility is carried out as per public health standards   2. Efficient arrangement of the cooperative store facility is conducted as per organization procedures   3. Proper ***storage techniques*** are implemented as per organization procedures   4. Physical security of the cooperative store facility is maintained as per organization procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Storage techniques include but not limited to: | * FIFO * LIFO * Just in time |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Interpersonal
* Communication
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Stores management
* Cost accounting
* Financial accounting
* Risk management

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Verified cooperative incoming materials as per organizational stores procedures 2. Coded verified cooperative incoming materials as per organizational stores procedures 3. Recorded coded cooperative incoming materials as per organizational stores procedures 4. Prepared stores report as per Accounting Standards 5. Verified requisition documents as per stores procedures 6. Issued requisitioned materials as per stores procedures 7. Conducted efficient arrangement of the cooperative store facility as per organization procedures 8. Implemented proper storage techniques as per organization procedures 9. Maintained physical security of the cooperative store facility as per organization procedures |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Practical assessment 2. Written tests 3. Third party reports 4. Oral questioning 5. Portfolio of evidence 6. Interview 7. Observation |
| 1. Context of Assessment | Assessment could be conducted in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**MANAGE COOPERATIVE SOCIETY SECURITY MEASURES**

**UNIT CODE: 0413 451 15A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Develop cooperative security procedures | 1. Cooperative security procedures are drafted as per organization procedures 2. Cooperative security draft procedures are reviewed as per organization procedures 3. Security policies are developed and approved as per organization procedures |
| 1. Conduct cooperative security training | 1. Training needs assessment is carried out as per organization procedures 2. Training objectives are determined as per organization procedures 3. Training programs are prepared as per organization procedures 4. Training budget is prepared as per organization procedures 5. Training is carried out as per organization procedures 6. Evaluation of training is carried out as per organization procedures 7. Training report is prepared as per organization procedures |
| 1. Determine cooperative security risks | * 1. ***Security risks*** are identified as per organization procedures   2. Identified security risks are assessed as per organization procedures   3. Assessed security risks are categorized as per organization procedures |
| 1. Supervise cooperative security gadgets | * 1. ***Security gadgets installations*** are identified as per   organization procedures   * 1. Security gadgets are inspected as per organization procedures   2. Faulty security gadgets are identified as per organization procedures   3. Security gadgets are serviced as per organization procedures   4. Obsolete security gadgets are updated as per organization procedures |
| 1. Monitor cooperative security risk occurrences | * 1. ***Mitigation measures*** are identified as per the organization needs   2. Identified mitigation measures are analyzed as per the organization needs   3. Analyzed mitigation measures are selected as per the organization needs   4. Selected mitigation measures are adopted as per the organization needs   5. Adopted mitigation measures are controlled as per the organization needs |
| 1. Monitor cooperative security measures | * 1. Risk occurrences are identified as per the organization procedures   2. Risk occurrences are recorded as per the organization procedures   3. Impact of the risk is analyzed as per the organization procedures   4. Intervention measures are determined as per the organization procedures |
| 1. Prepare cooperative security report | * 1. Security gaps are identified as per organization procedures   2. Security report is prepared as per organization procedures   3. Security recommendations are identified as per organization procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Security risks include but not limited to | * Physical risks * Data security * Human security risks * Compliance/regulatory risks |
| 1. Security gadgets installations include but not limited to | * CCTV * Security lights * Fire alarms |
| 1. Mitigation measures include but not limited to | * Data protection * Insurance covers * Physical security measures * Security guards |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Communication
* Evaluation
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Security awareness
* Risk management
* Legal framework

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Drafted cooperative security procedures as per organization procedures   2. Carried out training needs assessment as per organization procedures   3. Prepared training programs as per organization procedures   4. Carried out training as per organization procedures   5. Prepared training report as per organization procedures   6. Identified security gadgets installations as per organization procedures   7. Inspected security gadgets as per organization procedures   8. Identified faulty security gadgets as per organization procedures   9. Identified mitigation measures as per the organization needs   10. Controlled adopted mitigation measures as per the organization needs   11. Identified risk occurrences as per the organization procedures   12. Recorded risk occurrences as per the organization procedures   13. Prepared security report as per organization procedures |
| 1. Resource Implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**MANAGE CUSTOMER RELATIONS**

**UNIT CODE: 0413 551 16A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Establish cooperative member communication | * 1. Members meeting is planned as per organization procedures   2. Meeting program is prepared as per organization procedures   3. Potential member is informed as per organization procedures   4. Brochures are prepared and distributed as per organization procedures |
| 1. Create cooperative member awareness | 1. Potential members open day is conducted as per organization procedures 2. Potential member awareness campaign is conducted as per organization procedures 3. Potential member feedback is received as per organization procedures 4. Potential member feedback is analyzed as per organization procedures 5. Potential member awareness feedback report is prepared as per organization procedures |
| 1. Determine cooperative potential member | 1. Potential members list is prepared as per organization procedures 2. ***Potential members qualifications*** are determined as per Cooperative Societies Act, Cooperative Societies Rules and By- laws 3. Potential members are informed as per the By-laws of the cooperative society |
| 1. Recruit potential cooperative members | 1. ***Potential member’s documents*** are submitted as per organization procedures 2. Potential member’s documents are scrutinized as per By-laws of the cooperative society 3. Potential member is recruited as per the By-laws of the cooperative society 4. Membership number for registered member is issued as per organization procedures |
| 1. Monitor and evaluate member feedback | 1. ***Member feedback program*** is prepared as per organization procedures 2. Member feedback timelines are determined as per organization procedures 3. Member feedback is collected as per organization procedures 4. Action on member feedback is taken as per organization procedures |
| 1. Prepare member feedback report | * 1. Member feedback is categorized as per the feedback type   2. Action taken on member feedback is documented as per organization procedures   3. Member feedback report is prepared as per organization procedures   4. Recommendations on member feedback are implemented as per organization procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Potential members qualifications include but not limited to: | * Age * Common bond |
| 1. Potential member’s documents include but not limited to: | * Referees * Personal identification |
| 1. Member feedback program include but not limited to: | * Questionnaires * Survey * Social media |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Team player
* Negotiation
* Interpersonal
* Communication
* Evaluation
* Problem solving
* Critical thinking
* Planning

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Principles of cooperative management
* Cooperative laws
* Customer care

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Informed potential member as per organization procedures   2. Conducted potential member awareness campaign as per organization procedures   3. Prepared potential member awareness feedback report as per organization procedures   4. Determined potential members qualifications as per Cooperative Societies Act, Cooperative Societies Rules and By- laws   5. Scrutinized potential member’s documents as per By-laws of the cooperative society   6. Recruited potential member as per the By-laws of the cooperative society   7. Collected member feedback as per organization procedures   8. Taken action on member feedback s per organization procedures   9. Categorized member feedback as per the feedback type   10. Documented action taken on member feedback as per organization procedures   11. Prepared member feedback report as per organization procedures |
| 1. Resource Implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation   8. Third party reports |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**PERFORM HUMAN RESOURCE FUNCTIONS**

**UNIT CODE: 0413 551 17A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Develop cooperative HR procedures | 1. Procedures management committee is formed as per organization procedures 2. Cooperative HR procedures needs are identified as per the cooperative needs 3. Relevant information for procedures formulation is gathered as per organization procedures 4. Appropriate stakeholders are consulted as per organization procedure 5. Draft cooperative HR procedures is prepared as per organization procedures 6. Draft cooperative HR procedures is analyzed as per organization procedures as per organization procedures   Cooperative HR procedures manual is prepared and implemented as per organization procedures |
| 1. Undertake human resource planning | 1. Current cooperative ***human resource plan*** is assessed as per organization procedures 2. Cooperative human resource gap is identified as per organization procedures 3. Cooperative Human Resource demand and supply is forecasted as per organization procedures   Human resource plan is developed as per organization procedures |
| 1. Remunerate cooperative human resource | 1. Cooperative payroll is prepared as per organization procedures 2. Cooperative payroll is assessed as per organization procedures   Payment to cooperative societies staff is conducted as per organization procedures |
| 1. Conduct motivation of cooperative workforce | 1. Performance appraisal is carried out as per organization   procedures   1. Performing employees are identified as per organization procedures 2. Identified employees are rewarded as per organization procedures |
| 1. Manage cooperative labour turnover | 5.1 Cooperative ***causes of labour turnover*** are identified as per organization procedures  5.2 Employee turnover reduction methods are undertaken as per organization procedures  5.3 ***Labour retention strategies*** are implemented as per organization procedures |
| 1. Maintain cooperative HR records | * 1. Cooperative HR records are prepared as per organization procedures.   2. Cooperative HR records are analyzed as per organization procedures   3. Cooperative HR records are kept in safe custody as per organization procedures |
| 1. Carry out performance management | * 1. Cooperative employee performance targets is set as per organization procedures   2. ***Areas of employee improvements*** are identified as per organization procedures   3. Cooperative employee periodic rating is carried out as per organization procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Human resource plan includes but not limited to: | * Current human capacity-skills inventory * Forecast on HR Strategic Requirement * Develop action for HR issues * Plan key programs * Monitor and evaluate * Gender mainstreaming * HR diversity |
| 2. Causes of labour turnover includes but not limited to: | * Low wages and salaries * Work life imbalance * Retirement * Resignation * Dismissal * Employee misalignment * Lack of incentives and benefits * Poor working conditions * Lack of proper training * Employee overworked |
| 3. Labour retention strategies | * Favorable working conditions * Good employer-employee relationship * Promotions * Pension Schemes * Staff Welfare * Yearly bonuses |
| 4. Areas of employee improvements | * Professional area * Skills gaps * Stress management |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Problem solving and trouble shooting
* Networking
* Presentation
* ICT applications
* Analytical
* Communication
* Creativity
* Public relations

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Public relations
* Legal aspects in business
* Collaborations and linkages
* Stakeholders’ management
* Social media
* Management of corporate image

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Prepared draft cooperative HR procedures as per organization procedures   2. Assessed current cooperative human resource plan as per organization procedures   3. Identified Cooperative human resource gap as per organization procedures   4. Prepared cooperative payroll as per organization procedures   5. Conducted payment to cooperative societies staff as per organization procedures   6. Carried out performance appraisal as per organization procedures   7. Identified cooperative causes of labour turnover as per organization procedures   8. Implemented labour retention strategies as per organization procedures   9. Set cooperative employee performance targets as per organization procedures   10. Identified areas of employee improvements as per organization procedures |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**PERFORM COOPERATIVE ACCOUNTING OPERATIONS**

**UNIT CODE: 0413 551 18A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Prepare individual member ledger accounts | 1. ***Source documents*** are identified as per accounting standards    1. Books of original entry are identified as per accounting standards    2. Double entry concept is maintained as per accounting standards    3. Ledger accounts are prepared as per accounting standards |
| 1. Maintain Member Transaction System | 1. ***Member Transaction Systems*** are identified as per subsector procedures 2. Transactions are entered in the system as per accounting standards 3. Transactions are summed as per accounting standards 4. Payments rates are calculated as per subsector procedures 5. Payments to members is carried out as per organization procedures |
| 1. Extract trial balance | 1. Account balances are extracted from the ledger accounts as per accounting standards 2. Ledger balances are listed in trial balance as per accounting standards 3. Total debit and credit balances are determined as per accounting standards    1. Trial balance discrepancies are addressed as per accounting standards |
| 1. Prepare statement of cooperative income and expenditure | 1. Total sales are established as per the accounting standards    1. Total cost of sales is established as per the accounting standards    2. Gross profit is computed as per the accounting standards    3. Total expenses are determined as per the accounting standards    4. Net profit is computed as per the accounting standards |
| 1. Prepare statement of changes in cooperative equity | 1. Cash and cash equivalent are determined as per the accounting standards 2. Share capital balance is determined as per the accounting standards 3. Statutory and other reserves are determined as per the accounting standards   5.4 Retained earnings balances are determined as per the accounting standards |
| 1. Prepare statement of financial position | 1. Non-current assets balance is computed as per accounting standards 2. Current assets balance is computed as per accounting standards 3. Prepayments balance is computed as per the accounting standards 4. Accruals balance is computed as per the accounting standards    1. Capital balance is ascertained as per accounting standards    2. Liabilities balance is established as per the accounting standards |
| 1. Carry out cooperative amalgamation /division | * 1. Amalgamation procedure is identified as per Cooperative Societies Act   2. Creditors settlement criteria is determined per Cooperative Societies Act   3. Members share capital are settled identified as per Cooperative Societies Act   4. Creditors’ claims are settled as per Cooperative Societies Act   5. Assets and liabilities are transferred to the amalgamated cooperative as per Cooperative Societies Act   6. Creditors’ claims are settled as per   Cooperative Societies Act   * 1. Assets and liabilities are transferred to the new cooperatives as per Cooperative Societies Act |
| 1. Carry out cooperative liquidation | * 1. Liquidation mode is determined as per Cooperative Societies Act   2. Liquidator is appointed by the commissioner for cooperative development as per Cooperative Societies Act   3. Cooperative assets are realized as per Cooperative Societies Act   4. Distribution of the assets is conducted as per Cooperative Societies Act |
| 1. Carry out cooperative inspection /inquiry | 1. Procedure of appointment and conduct of an inquiry is identified as per Cooperative Societies Act 2. Institution of surcharges is conducted as per Cooperative Societies Act 3. Recoveries of any loss is instituted as per Cooperative Societies Act 4. Orders of inquiry are executed as per Cooperative Societies Act |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Member Transaction System include but not limited to; | * 1. Mt – Sacco   2. Mt- coffee   3. Mt- fish   4. Mt- cashew nuts   5. Mt- sugarcane   6. Mt-cotton |
| 1. Source documents include but not limited to; | * 1. Invoices   2. Receipts   3. Cheques   4. Vouchers |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

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

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Commercial law
* Financial accounting
* Cooperative accounting
* Company law
* Cooperative law

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Identified source documents as per accounting standards   2. Identified books of original entry as per accounting standards   3. Maintained double entry concept as per accounting standards   4. Prepared ledger accounts as per accounting standards   5. Identified member Transaction Systems as per subsector procedures   6. Entered transactions in the system as per accounting standards   7. Calculated payments rates as per subsector procedures   8. Carried out payments to members as per organization procedures   9. Listed ledger balances in trial balance as per accounting standards   10. Addressed trial balance discrepancies as per accounting standards   11. Established total sales as per the accounting standards   12. Established total cost of sales as per the accounting standards   13. Determined cash and cash equivalent as per the accounting standards   14. Determined share capital balance as per the accounting standards   15. Determined statutory and other reserves as per the accounting standards   16. Determined retained earnings balances as per the accounting standards   17. Computed non-current assets balance as per accounting standards   18. Current assets balance is computed as per accounting standards   19. Computed prepayments balance as per the accounting standards   20. Computed accruals balance as per the accounting standards   21. Ascertained capital balance as per accounting standards   22. Established liabilities balance as per the accounting standards   23. Identified amalgamation procedure as per Cooperative Societies Act   24. Determined creditors settlement criteria per Cooperative Societies Act   25. Identified division procedure as per cooperative societies Act   26. Transferred assets and liabilities to the new cooperatives as per Cooperative Societies Act   27. Determined liquidation mode as per Cooperative Societies Act   28. Realized cooperative assets as per Cooperative Societies Act   29. Conducted distribution of the assets as per Cooperative Societies Act   30. Identified procedure of appointment and conduct of an inquiry as per Cooperative Societies Act   31. Instituted recoveries of any loss as per Cooperative Societies Act |
| 1. Resource Implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**MARKET COOPERATIVE PRODUCTS AND SERVICES**

**UNIT CODE: 0413 551 19A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Conduct cooperative products/services feasibility study | 1. ***Cooperative products and services*** are identified in line with the organization procedures/By-laws 2. Analysis of cooperative products and services is conducted in line with organization strategic plan 3. Feasibility study plan is developed in line with the strategic plan 4. Market survey is conducted as per the feasibility plan 5. Market survey data is analyzed as per the workplace   procedures   1. Cooperative products and services feasibility study report is prepared in line with the organization procedures and SASRA guidelines |
| 1. Develop new cooperative products/services | 1. New products/services are identified as per the feasibility study report 2. Product/services development plan is prepared as per organization procedures 3. Product/services development plan are implemented as per organization procedures 4. New product/services are developed as per organization procedures |
| 1. Develop cooperative marketing plans | 1. Marketing strategies are developed in line with the organization strategic plan 2. Marketing activities are identified as per marketing procedures 3. Marketing plan is developed as per organization strategic plan and marketing procedures |
| 1. Promote cooperative products/services | 1. Products/services promotion strategies are identified as per the strategic plan 2. Promotion cost structure is determined as per organization procedures 3. ***Promotion methods*** are selected in line with marketing procedures 4. Cooperative products/services promotion is conducted as per marketing procedures 5. Promotion report is prepared as per marketing procedures |
| 1. Perform cooperative post marketing activities | * 1. Marketing feedback is conducted as per the organization procedures   2. ***Royalty programs and rewards*** are implemented as per the organization procedures   3. ***Post purchase customer support services*** are performed as per the organization procedures   4. Relationships are established as per the organization procedures   5. Product quality is monitored and improved as per the organization procedures   6. ***Cross-selling*** of cooperative products/services is conducted as per the organization procedures |
| 1. Create and maintain corporate image | * 1. Corporate image is reviewed in line with strategic plan   2. Bench marking is carried out in line with best industry practices   3. Corporate image review report is   prepared in line with organization procedures   * 1. Corporate image report is implemented as per organization procedures   2. Cooperative products/services are improved as per organization procedures |

#### RANGE

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Cooperative products/services include but not limited to: | * Savings products * Loans * SACCO assurance * Extension services |
| 1. Promotion methods include but not limited to: | * Advertisement * Personal selling * Social media * Introductory offers * Blog posts * Contests and give aways |
| 1. Post purchase customer support services include but not limited to: | * 24/7 customer service * Education resources * Special offers or rewards |
| 1. Royalty programs and rewards include but not limited to: | * Interest rebates * Referral programs * Birthday rewards |
| 1. Cross-selling include but not limited to: | * Fixed deposit account to savings account holders * Insurance products to protect assets * Credit cards |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Interpersonal
* Communication
* Evaluation
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Budgeting and control measures
* Risk management
* Credit management
* Marketing management

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Identified cooperative products/ services in line with the organization procedures/By-laws   2. Developed feasibility study plan is developed in line with the strategic plan   3. Prepared cooperative products/services feasibility study report in line with the organization procedures and SASRA guidelines   4. Prepared product and services development plan as per organization procedures   5. Developed marketing strategies in line with the organization strategic plan   6. Selected promotion methods in line with marketing procedures   7. Implemented royalty programs and rewards as per the organization procedures   8. Performed post purchase customer support services as per the organization procedures   9. Conducted cross-selling of cooperative products/services is conducted as per the organization procedures |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation   8. Third party reports |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**MANAGE COOPERATIVE MEMBER RECORDS**

**UNIT CODE: 0413 551 20A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Create member records | 1. Member register is created as per the organization procedures 2. Member physical   files are created as per the organization procedures   1. Members physical files are safely stored in the registry as per the organization procedures |
| 1. Update member records | 1. Member’s share contribution is updated as per the organization procedures 2. ***Member’s deposits*** are updated as per the organization procedures 3. ***Member’s processed loans*** is updated as per the organization procedures 4. Member’s interest on loans is updated as per the organization procedures 5. Member’s interest on deposits is updated as per the organization procedures |
| 1. Create member records backup | 1. ***Backup software*** is acquired as per the organization procedures 2. Backup software is customized as per the organization   procedures   1. Records are entered in the backup system as per the organization procedures |
| 1. Maintain member records | 1. Regular updates on member records are performed as per the organization procedures 2. Member records are secured as per the organization procedures 3. Backup system is maintained as per the organization procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Member deposit include but not limited to; | * Direct deposits * Produce payments * Salary payout |
| 1. Member’s processed loans include but not limited to; | * Short-term * Medium-term * Long-term |
| 1. Backup software include but not limited to; | * Veeam * Macrium |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Interpersonal
* Communication
* Evaluation
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Management Information System (MIS)
* Computer literacy
* Software knowledge
* Records management

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Member’s share contribution is updated as per the organization procedures   2. Member’s deposits are updated as per the organization procedures   3. Member’s processed loans is updated as per the organization procedures   4. Backup software is acquired as per the organization procedures   5. Records are entered in the backup system as per the organization procedures |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Practical assessment 2. Written tests 3. Third party reports 4. Oral questioning 5. Portfolio of evidence 6. Interview 7. Observation |
| 1. Methods of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Context of Assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**CONDUCT CREDIT ADMINISTRATION**

**UNIT CODE: 0413 551 21A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Receive member loan applications | 1. Member loan application register is created as per organization procedures 2. Member loan applications are recorded as per organization procedures 3. Member loan application forms are filed as per organization procedures |
| 1. Process member loans | * 1. Members files are received as per organization procedures   2. Loan applications are appraised as per organization credit procedures   3. Loans are approved as per the organization credit procedures   4. Communication to the loanees is carried out as per the organization credit procedures   5. Loan disbursement schedule is prepared as per the organization credit procedures   6. Loans approved are disbursed to the loanees as per the organization credit procedures  1. Loan repayment schedules are prepared as per organization credit procedures |
| 1. Manage cooperative defaulted loans | * 1. Overdue cooperative loans are identified as per organization procedures   2. Overdue cooperative loans are analyzed as per organization procedures   3. Cooperative loan demand notices are prepared as per organization procedures   4. Cooperative loan demand notices are approved as per organization procedures   5. Cooperative loan demand notices are issued as per organization procedures   6. Cooperative loan defaulters are listed as per organization procedures   7. Loan default mitigation measures are identified as per organization credit procedures   8. Defaulted loans are recovered as per organization credit procedures   9. Loan default reports are prepared as per the organization procedures |
| 1. Dispose defaulted loans’ chattels | * 1. Defaulters’ chattels are collected as per organization procedures   2. Interested buyers are contacted as per organization procedures   3. Auctioning of chattels is planned as per organization procedures   4. Defaulters’ chattels are auctioned as per organization procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Loan default mitigation measures include but not limited to: | * Restructuring * Rescheduling * Refinancing * Offering moratorium/grace period |
| 1. Defaulters’ chattels include but not limited to: | * Motor vehicles * Land * Buildings * Equipment |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Interpersonal
* Communication
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Cooperative law
* Cooperative management
* Debt management
* Risk management

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Created member loan application register as per organization procedures 2. Recorded member loan applications as per organization procedures 3. Appraised loan applications as per organization credit procedures 4. Approved loans as per the organization credit procedures 5. Analyzed overdue cooperative loans as per organization procedures 6. Prepared cooperative loan demand notices as per organization procedures 7. Identified loan default mitigation measures as per organization credit procedures 8. Recovered defaulted loans as per organization credit procedures 9. Prepared loan default reports as per the organization procedures 10. Collected defaulters’ chattels as per organization procedures 11. Contacted interested buyers as per organization procedures 12. Planned auctioning of chattels as per organization procedures 13. Auctioned defaulters’ chattels as per organization procedures |
| 1. Resource Implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**PERFORM COOPERATIVE SOCIETY STORES OPERATIONS**

**UNIT CODE: 0413 551 22A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Perform cooperative sourcing function. | 1. Different sources of products are identified as per organization procedures 2. Different suppliers are contacted as per organization procedures 3. Suitable suppliers are selected as per organization procedures |
| 1. Manage cooperative procurement process | 1. Recognize need of goods and services as per the cooperative requirements 2. Purchase request is submitted as per the Public Procurement and Asset Disposal Act. 3. Package requisition is reviewed as per the organization procedures 4. Best supplier is identified as per the organization procedures 5. Top suppliers’ performance is reviewed and evaluated as per the organization procedures 6. Contract is negotiated as per the organization procedures   Order management is conducted as per the organization procedures |
| 1. Manage cooperative inventories | * 1. ***Methods of preparing stock ledger cards*** are determined as organization procedures   2. Stock ledger cards are maintained as per organization procedures   3. Purchased goods are received as per organization procedures   4. Purchased goods are catalogued as per organization procedures   5. Purchased goods are recorded in the ledger cards as per organization procedures   6. Stock ledger cards are updated as per organization procedures |
| 1. Manage purchases records | 1. Purchased products invoices are received as per organization procedures 2. ***Purchases records*** are counter checked as per organization procedures 3. Purchased products invoices are approved for payment as per organization procedures. 4. Purchase invoices are filed as per organization procedures |
| 1. Manage cooperative stock levels | 1. Minimum stock level is maintained as per organization procedures 2. Maximum stock level is established as per organization procedures 3. Reorder stock level is determined as per organization procedures 4. Action plans are implemented as approved by Management Board |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Methods of preparing stock ledger cards includes but not limited to: | * FIFO * LIFO * Simple average * Weighted average |
| 1. Purchases records include but not limited to: | * Invoices * Local purchase order * Delivery note * Goods received note |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Negotiation
* Interpersonal
* Communication
* Evaluation
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Cooperative Management
* Cost accounting

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Selected suitable suppliers as per organization procedures   2. Determined methods of preparing stock ledger cards as per organization procedures   3. Maintained stock ledger cards as per organization procedures   4. Recorded purchased goods in the ledger cards as per organization procedures   5. Updated stock ledger cards as per organization procedures   6. Counter checked purchases records as per organization procedures   7. Maintained minimum stock level as per organization procedures   8. Established maximum stock level as per organization procedures   9. Determined reorder stock level as per organization procedures |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**MANAGE CORPORATE SOCIAL RESPONSIBILITY**

**UNIT CODE: 0413 551 23A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Develop CSR procedures | 1. CSR activities are identified in line with the organization strategic plan 2. CSR stakeholders are identified in line with the Organization procedures 3. CSR stakeholders are engaged as per the organization strategic plan 4. CSR program/schedule is developed in line with the organization objectives/strategic plan |
| 1. Prepare CSR budget | 2.1 ***Sources of funding the CSR activities*** are identified as per the CSR procedures  2.2 CSR activity budgets are prepared in line with organization resources/sponsorships  2.3 Consolidated CSR budget is prepared in line with the CSR procedures |
| 1. Implement CSR plan | * 1. CSR activities schedule is prepared in line with the CSR Procedures   2. CSR plan is prepared in line with CSR activities schedule   3.3 CSR plan is implemented in line with CSR Procedures |
| 1. Monitor and evaluate CSR plan implementation | 4.1 Monitoring and evaluation tool is developed in line with organization procedures  4.2 Monitoring and evaluation plan is developed in line with organization procedures  4.3 M&E tool is implemented in line with the M&E plan  4.4 Evaluation is carried out in line with M&E tool |
| 1. Review CSR plan implementation | * 1. CSR activities are assessed in line with CSR Activities schedule   2. CSR activities outcomes are compared as per the monitoring and evaluation tool   3. CSR activity variances are identified as per the CSR Activities schedule   4. Contemporary issues are identified as per the CSR procedures/ Strategic plan   5. CSR activities report is prepared as per the organization procedures   6. Report recommendations are implemented as per organization objectives/ CSR procedures/ Strategic plan |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Sources of funding the CSR activitiesinclude but not limited to: | * Internal funds * Donations * Sponsorship * Grants |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Negotiation
* Interpersonal
* Communication
* Evaluation
* Impact assessment
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Public relations
* CSR principles
* Ethics

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Identified CSR activities in line with the organization strategic plan   2. Engaged CSR stakeholders as per the organization strategic plan   3. Developed CSR program/schedule in line with the organization objectives/strategic plan   4. Identified sources of funding the CSR activities as per the CSR procedures   5. Prepared CSR activity budgets in line with organization resources/sponsorships   6. Implemented CSR plan in line with CSR Procedures   7. Developed Monitoring and evaluation plan in line with organization procedures |
| 1. Resource Implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**CARRY OUT COOPERATIVE BANKING OPERATIONS**

**UNIT CODE: 0413 551 24A**

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
|
| 1. Open individual members account | 1. ***Member documents*** are scrutinized as per organization procedures 2. ***Member account*** is opened as per organization procedures 3. Member number is issued as per organization procedures 4. Member account is activated as per organization procedures |
| 1. Record members personal account transactions | 1. Member personal account is identified as per organization   procedures   1. Member cash deposits are processed as per organization procedures 2. Member cash withdrawals are processed as per organization procedures 3. Transaction documents are issued as per organization procedures |
| 1. Reconcile member accounts | 1. Member opening balance is recorded as per the organization procedures 2. Member account total debit is computed as per the organization procedures 3. Member total account credit is computed as per the organization procedures 4. Member account closing balance is computed as per the organization procedures |
| 1. Maintain bank ledger accounts | 1. Daily total deposits are recorded as per the accounting standards 2. Daily total withdrawals are recorded as per the accounting standards 3. Non-member transactions are recorded as per accounting standards 4. Closing balances are computed as per the organization procedures 5. Review of transactional records is conducted as per accounting standards 6. Periodic review of the documents is carried out as per accounting standards |

**RANGE**

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

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Member documentsinclude but not limited to: | * National identity card * Pin number * Specimen signature * Passport size photo |
| 1. Member Account includes but not limited to: | * Short call * Savings * Fixed deposit * FOSA * BOSA |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizational
* Analytical
* Negotiation
* Interpersonal
* Communication
* Sales promotion
* Evaluation
* Problem solving
* Critical thinking
* Planning

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Marketing management
* Customer care
* Public relations
* Product development

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Opened member account as per organization procedures   2. Activated member account as per organization procedures   3. Identified member personal account as per organization procedures   4. Processed member cash deposits as per organization procedures   5. Recorded member opening balance as per the organization procedures   6. Computed member account total debit as per the organization procedures   7. Computed member total account credit as per the organization procedures   8. Computed member account closing balance as per the organization procedures   9. Recorded daily total deposits as per the accounting standards   10. Recorded daily total withdrawals as per the accounting standards   11. Recorded non-member transactions as per accounting standards   12. Computed closing balances as per the organization procedures |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Written tests   3. Third party reports   4. Oral questioning   5. Portfolio of evidence   6. Interview   7. Observation |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |