****

**MINISTRY OF EDUCATION**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**OFFICE ADMINISTRATOR**

**LEVEL 6**

**ISCED CODE: 0415 554 A**

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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 office administration 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 office administration sector will acquire competencies that will enable them to perform their work more efficiently.

**ACRONYMS**

**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

**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

**IFRS** International Financial Reporting Standards

**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

**OSHA** Occupation Safety and Health Act

**PoE**  Portfolio of Evidence

**RAM** Random Access Memory

**TVET** Technical and Vocational Education and Training

**TVs**  Televisions

**USB** Universal Serial Bus

**VGA** Video Graphics Array

**WPM** Words per Minute

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**KEY TO UNIT CODE**

**xxx xxxx xx x**

Sector / Industry Version Control

Subsector Unit of Competency Number

ISCED level, program orientation and level of completion

Occupational Area

**OCCUPATIONAL STANDARD OVERVIEW**

Assistant Office Administrator level 6 occupational standard consists of competencies that an individual must achieve to manage an organization’s office. It entails handling office correspondence, handling customer care relations, handling office errands, applying shorthand skills, applying business communication skills, applying work ethics and practices, applying entrepreneurial skills, applying shorthand skills, applying principles of commercial law, applying financial accounting skills, applying management skills, carrying out research study, coordinating official meetings, coordinating travel arrangements, processing office documents, managing office security, managing office administrative duties and applying ICT skills. The qualification consists of the following competencies covered under the following basic, common and core units of learning:

|  |  |
| --- | --- |
| **BASIC UNITS OF COMPETENCY** | |
| UNIT CODE | UNIT NAME |
| 0417 451 01A | APPLY WORK ETHICS AND  PRACTICES |
| 0413 451 02A | APPLY ENTREPRENEURIAL SKILLS |
| **COMMON UNITS** | |
| 0413 351 03A | UNDERTAKE BUSINESS COMMUNICATION |
| 0411 551 04A | APPLY FINANCIAL ACCOUNTING  SKILLS |
| 0415 551 05A | APPLY MANAGEMENT PRINCIPLES |
| 0421 541 06A | APPLY PRINCIPLES OF COMMERCIAL LAW |
| 0541 551 07A | CONDUCT RESEARCH PROJECT |
| 0311 551 08A | APPLY ECONOMICS PRINCIPLES |
| **CORE UNITS** | |
| 0415 351 09A | HANDLE OFFICE CORESPONDENCE |
| 0415 351 10A | HANDLE OFFICE ERRANDS |
| 0415 351 11A | HANDLE CUSTOMER CARE DUTIES |
| 0415 351 12A | INTRODUCTION TO SHORTHAND SKILLS 1 |
| 0415 351 13A | INTRODUCTION TO PROCESS OFFICE DOCUMENTS 1 |
| 0415 351 14A | MAINTAIN OFFICE PAPER RECORDS |
| 0415 351 15A | COORDINATE OFFICE REPAIRS AND MAINTENANCE |
| 0415 351 16A | INTRODUCTION TO SHORTHAND SKILLS 2 |
| 0415 351 17A | INTRODUCTION TO PROCESS OFFICE DOCUMENTS 2 |
| 0415 351 18A | MANAGE TELEPHONE CALLS |
| 0415 451 19A | INTRERMEDIATE SHORTHAND SKILLS |
| 0415 451 20A | INTERMEDIATE OFFICE DOCUMENTS PROCESSING |
| 0415 451 21A | APPLY ICT SKILLS |
| 0415 451 22A | APPLY COMMERCE PRINCIPLES |
| 0415 451 23A | MANAGE OFFICE SECURITY |
| 0415 451 24A | MANAGE OFFICE ADMINISTRATIVE DUTIES |
| 0415 451 25A | COORDINATE OFFICIAL MEETINGS |
| 0415 551 26A | COORDINATE TRAVEL  ARRANGEMENTS |
| 0415 551 27A | ADVANCED SHORHAND SKILLS 1 |
| 0415 551 28A | ADVANCED PROCESS OFFICE DOCUMENTS 1 |
| 0415 551 29A | ADVANCED SHORTHAND SKILLS 2 |
| 0415 551 30A | ADVANCED PROCESS OFFICE DOCUMENTS 2 |

# BASIC UNITS OF COMPETENCY

## **APPLY WORK ETHICS AND PRACTICES**

**UNIT CODE:** 0417 451 01A

**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**

|  |  |
| --- | --- |
| **Elements** | **Performance Criteria** |
|
| 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. |
| * 1. Licenses and certifications relevant to the job and career are obtained and renewed as per policy.   2. Recognitions are sought as proof of career advancement in line with professional requirements.   3. Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives.   4. 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 |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

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

**Required Knowledge**

The individual needs to demonstrate knowledge of:

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

**EVIDENCE GUIDE**

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

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

**APPLY ENTREPRENEURIAL SKILLS**

**UNIT CODE : 0413 451 02A**

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Elements** | **Performance Criteria** |
|
| 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 |
| * 1. Creativity in business development is demonstrated in accordance with business standards   2. ***Innovative business standards*** are developed as per business principles   3. Linkages with other entrepreneurs are created as per best practice   4. ICT is incorporated in business growth and development as per best practice |
| 6. Develop Business Plan | 1. Business idea is described as per business procedures and standards 2. Business description is developed as per business plan format 3. Marketing plan is developed as per business plan format 4. Organizational/Management plan is prepared in accordance with business plan format 5. Production/operation plan is prepared in accordance with business plan format |
| 1. Financial plan is prepared in accordance with the business plan format 2. Executive summary is prepared in accordance with business plan format 3. Business plan is presented as per best practice 4. Business ideas are incubated as per institutional policy. |

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

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

**Required Knowledge**

The individual needs to demonstrate knowledge of:

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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Identified Sources of personal and business finance as per financial procedures and standards 2. Managed Personal finances as per financial procedures and standards 3. 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. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written tests 2. Oral questions 3. Third party report 4. Interviews 5. Portfolio |
| 1. Context of Assessment | Competency may be assessed individually in the actual workplace or simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# COMMON UNITS OF COMPETENCY

**APPLY BUSINESS COMMUNICATION**

**UNIT CODE:** 0413 351 03A

**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 organisation policy   3. Channels of communication are administered as per the organisation policy   4. Factors to effective communication are selected in line with organisation policy   5. Barriers to effective communication are identified in line with as per the organisation policy   6. Patterns of communication are identified as per the organization policy   7. Sources of Information are identified as per the organisation policy   8. Organization Policies are identified and applied in line with as per the organisation policy   9. Records are kept in line with the human resource manual on correspondence and as per the organisation policy |
| 1. Implement types of communication | * 1. Familiarize with organization record management policies where available.   2. Record management policies are initiated as per the organization procedures.   3. Records are sorted and classified in lines with the organization policy.   4. Records are indexed in line with the organization policy.   5. Records are stored in line with the organization policy.   6. Records back-up is created in line with as per the organization policy.   7. Records are appraised and obsolete records are disposed in line with the organization policy. |
| 1. Implement service charter | * 1. Familiarize with the organization service charter.   2. Emphases the Importance of service charter in line with the organisation policy.   3. Response to correspondences is done in line with the service charter.   4. Record retrieval is done 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 correspondences is done in line with organization policy   3. Monitor how records and correspondences in circulation are handled within the organization.   4. Information issecured as per the organisation policy of the Organisation   5. Sensitize employees onsafeguarding confidentialityof information and records as per the organization policy   6. Regular tracing of records and correspondences is done in line with the organization policy. |
| 1. Coordinate communication on social media platforms | * 1. Organization social media requirements are identified as per the organisation policy   2. Initiate development and review of social media policies and procedures in line with organisational objectives   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 the organisation policy   5. Respond to customers in timely manner directing them to relevant information as required according to social media policies and procedures.   6. Update of the social media account to maximize effectiveness as per the organisation policy   7. Enforce adherence to legal and ethical practices as per the organization policy.   8. Track social media activities using ***social media monitoring tools.***   9. Report the social media engagements to management for implementation in line with organisation policy |
| 1. Prepare work place meetings | * 1. Minute taking is defined as per the organization policy   2. Types of meetings are highlighted as per the organization policy   3. ***Structure of meetings*** are identified as per the organization policy |
| 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 organization policy.   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. 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 the organisation policy   2. Sorted correspondence and took necessary action as per the organisation policy   3. Maintain human resource records as per the organisation policy   4. Align response time to service charter as per the organisation policy   5. Safeguarded confidentiality of information as per the organisation policy   6. Legal and Ethical Issues in social media platforms as per the organisation policy   7. Managed communication on social media platforms as per the organisation policy   8. Prepared work place meetings as per the organisation policy   9. Prepared work place reports as per the organisation policy |
| 2. 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 BUSINESS COMMUNICATION

**UNIT CODE:** 0413 351 03A

**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 organisation policy   3. Channels of communication are administered as per the organisation policy   4. Factors to effective communication are selected in line with organisation policy   5. Barriers to effective communication are identified in line with as per the organisation policy   6. Patterns of communication are identified as per the organization policy   7. Sources of Information are identified as per the organisation policy   8. Organization Policies are identified and applied in line with as per the organisation policy   9. Records are kept in line with the human resource manual on correspondence and as per the organisation policy |
| 1. Implement types of communication | * 1. Familiarize with organization record management policies where available.   2. Record management policies are initiated as per the organization procedures.   3. Records are sorted and classified in lines with the organization policy.   4. Records are indexed in line with the organization policy.   5. Records are stored in line with the organization policy.   6. Records back-up is created in line with as per the organization policy.   7. Records are appraised and obsolete records are disposed in line with the organization policy. |
| 1. Implement service charter | * 1. Familiarize with the organization service charter.   2. Emphases the Importance of service charter in line with the organisation policy.   3. Response to correspondences is done in line with the service charter.   4. Record retrieval is done 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 correspondences is done in line with organization policy   3. Monitor how records and correspondences in circulation are handled within the organization.   4. Information issecured as per the organisation policy of the Organisation   5. Sensitize employees onsafeguarding confidentialityof information and records as per the organization policy   6. Regular tracing of records and correspondences is done in line with the organization policy. |
| 1. Coordinate communication on social media platforms | * 1. Organization social media requirements are identified as per the organisation policy   2. Initiate development and review of social media policies and procedures in line with organisational objectives   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 the organisation policy   5. Respond to customers in timely manner directing them to relevant information as required according to social media policies and procedures.   6. Update of the social media account to maximize effectiveness as per the organisation policy   7. Enforce adherence to legal and ethical practices as per the organization policy.   8. Track social media activities using ***social media monitoring tools.***   9. Report the social media engagements to management for implementation in line with organisation policy |
| 1. Prepare work place meetings | * 1. Minute taking is defined as per the organization policy   2. Types of meetings are highlighted as per the organization policy   3. ***Structure of meetings*** are identified as per the organization policy |
| 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 organization policy.   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. 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 the organisation policy   2. Sorted correspondence and took necessary action as per the organisation policy   3. Maintain human resource records as per the organisation policy   4. Align response time to service charter as per the organisation policy   5. Safeguarded confidentiality of information as per the organisation policy   6. Legal and Ethical Issues in social media platforms as per the organisation policy   7. Managed communication on social media platforms as per the organisation policy   8. Prepared work place meetings as per the organisation policy   9. Prepared work place reports as per the organisation policy |
| 2. 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 551 05A**

**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 entries 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. |
| * 1. Reported gross/net profit is corrected on the basis of corrected errors.   2. 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   7.5 Disposals are recorded as per accounting guideline   * 1. 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 are not limited to: | | * Going concern * Accrual * Prudence * Matching |
| 1. Cashbooks include but are not limited to: | | * Two column cashbook * Three column cashbook * Petty cashbook |
| 1. Accounting Standards include but are not limited to: | | * Kenya Accounting Standards (KAS) * International Accounting Standards (IAS) * International Financial Reporting Standards (IFRS) |
| 1. Accounting guidelines: | | * Accounting standards * Accounting concepts/conventions/bases |

**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 bookkeeping
* 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 MANAGEMENT PRINCIPLES**

**UNIT CODE: 0415 551 05A**

**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**

|  |  |
| --- | --- |
| **ELEMENTS** | **PERFORMANCE CRITERIA** |
|
| Apply planning principle | * 1. Organizational ***goals and objectives*** are identified as per work procedure   2. ***Work plans*** are laid down based on work requirements   3. Monitoring of work progress is carried out based on planning factors   4. ***Planning principles*** are implemented based on work requirements |
| 1. Apply Organizing principle | * 1. Office goals and objectives are defined as per organizational procedure   2. Office tasks and responsibilities are assigned based on work requirements   3. Monitoring of progress is carried out as per organizational procedure |
| 1. Apply directing   principle | * 1. Orders and instructions are laid out to subordinates as per organizational procedure   2. Supervision of office staff is   carried out as per work requirement   * 1. Exchange of opinions and   ideas is carried out as per organization needs |
| 1. Apply coordinating principle | 1. Work schedules are created as per organizational procedure 2. Individual roles are defined as per work requirements 3. Teams are rewarded as per organizational procedure |

**RANGE**

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

|  |  |
| --- | --- |
| Variables | Range |
| Goals and objectives may include but not limited to: | May include but not limited to:   * Innovation and adaptability * Customer satisfaction * Employee engagement and development * Achieve sustainable growth * Ensure financial growth and profitability * Identify opportunities for growth and diversification |
| 1. Work plans may include but are not limited to: | * Creating timelines * Break down the project into specific tasks * Identifying resources required * Identifying potential risks and challenges * Process for seeking approvals |
| 1. Planning principlesmay 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 | The following resources should be provided:   * 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. |

## **APPLY PRINCIPLES OF COMMERCIAL LAW**

**UNIT CODE:** **0421 551 06A**

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Elements** | **Performance Criteria** |
|
| 1.  Apply 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 instruments 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. 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. 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. 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. |

## **CONDUCT RESEARCH PROJECT**

**UNIT CODE: 0541 551 07A**

**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**

|  |  |
| --- | --- |
| **Elements** | **Performance Criteria** |
| 1. Appropriate research title is established as per area of specialization 2. ***Research variables*** are identified in line with research title 3. Research objectives are formulated in line with research variables 4. Research questions are formulated as per research objectives 5. ***Background to the study*** is developed as per research title 6. Statement of the problem is formulated as per background of the study 7. Significance of the study is established as per stakeholder needs 8. ***Scope of the study*** is specified as per research title 9. Limitations of the study are identified as per scope of study |
| 1. Write research study introduction |
| 2. Review research literature | 1. Relevant theories of the study are described as per research objectives |
| 1. Empirical literature is reviewed as per research objectives 2. Conceptual framework is formulated as per research variables 3. Research gaps are identified as per empirical literature review |
|  |
| 3.Design research study methodology | 3.1 Relevant ***research designs*** are identified as per type of research study  3.2 ***Target*** ***population*** is established as per scope of study  3.3 Sample and ***sampling techniques*** are identified as per target population  ***3.4 Data collection tools*** are formulated as per research objectives  3.5 Data is appropriately collected as per research objectives |
| 4. Analyze study findings | 4.0 Response rate is generated as per research instrument  4.1 Data analysis is carried out as per response rate  4.2 Data analysis results are presented as per presentation methods |
| 5. Summarize research study findings | 5.1 Findings of study are concluded as per ***data analysis techniques*** results  5.2 Recommendations are generated in line with research findings  5.3 Room for further studies is suggested as per research study findings |
| 6. Compile research report | ***6.1 Preliminary pages*** are prepared as per institutional requirements   * 1. Research report is organized as per institutional requirements   2. List of references are compiled as per institutional requirement   3. ***Appendices*** are attached as per institutional requirements   4. Research report is ***proofread*** as per institutional requirements   6,6 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. Target 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. Preliminary pages may include but are not limited to: | * 1. Cover page   2. Declaration   3. Dedication |
| 10. 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 |
| 1. Resource implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place. 2. Access to relevant assessment environment. 3. Resources relevant to the proposed assessment activity or tasks. |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Practical 2. 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 ECONOMICS PRINCIPLES**

**UNIT CODE: 0311 551 08A**

**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. |

# **CORE UNITS OF COMPETENCY**

## **HANDLE OFFICE CORRESPONDENCE**

**UNIT CODE:** 0415 351 09A

**Unit Description**

This unit specifies competencies required to handle office mail. It includes handling incoming mail, handling outgoing mail, handling electronic correspondence and maintaining mail room equipment.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Handle incoming mail | 1. ***Incoming mail*** is received as per organization’s mail management procedure 2. Incoming mail is recorded as per organization’s mail management procedure 3. Incoming mail is forwarded for action as per organization’s mail management procedure |
| 1. Handle outgoing mail | 1. ***Outgoing mail*** is received as per organization’s mail management procedure 2. Outgoing mail is recorded in the outgoing mail register as per organization’s mail management procedure 3. Mail envelopes are addressed based on organization’s mail management procedure 4. Postage stamps are affixed as per destination and weight 5. Outgoing mail is ***dispatched*** as per organization’s mail management procedure |
| 1. Handle   electronic correspondence | 1. ***Electronic*** ***correspondence*** is received based on organization’s electronic correspondence procedure 2. Electronic correspondence receipt is acknowledged as per organization’s electronic correspondence procedure 3. Electronic correspondence is shared for action as per organization’s electronic correspondence procedure 4. ***Physical correspondence*** is scanned as per organization’s electronic correspondence procedure 5. Scanned correspondence is shared as per organization’s electronic correspondence procedure |
| 1. Maintain mail room equipment | 1. Malfunctioning/damage/loss of mail room equipment is reported as per organization’s asset maintenance procedure 2. Mail room equipment use is controlled in line with organization’s asset maintenance procedure 3. Mail room equipment servicing record is maintained as per organization’s asset maintenance procedure |

**RANGE OF VARIABLES**

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. Incoming mail may include but not limited to: | * 1. Personal mail   2. Official mail, etc. |
| 1. Outgoing mail may include but not limited to: | 1. Registered 2. Recorded 3. Legal 4. General correspondence, etc. |
| 1. Dispatched may include but not limited to: | Dispatching methods such as:   1. Post office 2. Hand delivery 3. Courier services, etc. |
| 1. Electronic correspondence may include but not limited to: | 1. E-mail 2. Chat box 3. Electronic memos 4. Electronic reports, etc. |
| 1. Physical correspondence may include but not limited to: | * 1. Incoming correspondence for e-circulation   2. Typeset correspondence for signatures, etc. |
| 1. Mail room equipment may include but not limited to: | * 1. Franking machine   2. Letter opening machine   3. Letter sealing machine   4. Stapler, etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply knowledge of:

* Accuracy
* Creativity
* Document management
* Mail handling
* Multitasking
* Prioritizing
* Time management

**Required Knowledge**

The individual needs to apply knowledge of the following:

* Organization customers
* Geographical location
* Office rules and regulations
* Organization structure
* Postal codes
* Service providers

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the individual:   1. Recorded incoming mail as per organization’s mail management procedure 2. Recorded outgoing mail in outgoing mail register as per organization’s mail management procedure 3. Addressed mail envelopes based on organization’s mail management procedure 4. Affixed postage stamps as per destination and weight 5. Acknowledged receipt of electronic correspondence as per organization’s electronic correspondence procedure 6. Shared electronic correspondence for action as per organization’s electronic correspondence procedure 7. Scanned physical correspondence as per organization’s electronic correspondence procedure 8. Shared scanned correspondence as per organization’s electronic correspondence procedure 9. Reported malfunctioning/damage/loss of mail room equipment as per organization’s asset maintenance procedure 10. Maintained mail room equipment servicing record as per organization’s asset maintenance procedure |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency may be assessed through:  3.1 Written tests   * 1. Work based assignment  1. Third party reports |
| 1. Context of assessment | Assessment may be done in the workplace or in a simulated workplace setting (assessment centers). |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **HANDLE OFFICE ERRANDS**

**UNIT CODE:** 0415 351 10A

**Unit Description**

This unit covers the competencies required to handle office errands. It involves delivering, collecting organization’s documents, purchasing office supplies and maintaining evidence of deliveries and purchases done.

This standard applies in business industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements    ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Deliver office documents | 1.1 ***Documents*** to be delivered are collected, sorted and recorded as per workplace policy  1.2 Cheques for banking are collected and recorded as per workplace policy.  1.3 A delivery plan is developed based on destinations of delivery.  1.4 Documents that require urgent delivery are given priority as per workplace policy |
| 1. Collect office documents | 2.1 Documents to be collected are identified and recorded as per workplace policy.  2.2 A collection plan is developed based on collection destinations.  2.3 Documents that require urgent collection are given priority as per workplace policy. |
| 1. Purchase office supplies | 1. List of ***office items*** to be purchased is developed based on requisitions as per workplace policy. 2. A mini budget for purchases is prepared in line with the purchase list as per workplace policy. 3. Office items are purchased based on list of purchases. 4. Purchased office items are recorded, sorted and distributed based on user requisitions. 5. Purchased items are stored based on their storage requirements and workplace policy. 6. Office supplies stock levels are monitored as per workplace policy. 7. Office cashbook is maintained as per workplace policy. |
| 1. Maintain evidence of deliveries and purchases done | 1. Daily deliveries are recorded as per workplace policy. 2. ***Transaction evidence documents*** are filed as per workplace policy. 3. Expenditure surrender is done as per workplace policy. 4. Unsuccessful deliveries are reported, recorded and filed as per workplace 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.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Documents include but not limited to: | * Letters * Cheques * Publications * Minutes * Memos |
| 1. Office items include but not limited to: | * Stationery * Tea items * Refreshments * Office tools * Office equipment |
| 1. Transaction evidence documents include but not limited to: | * Receipts * Banking slip * Delivery notes * Stamped copies of letters |

**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
* Basic computer
* Interpersonal
* Organizational
* Operating basic office tools and equipment
* Decision making
* Analytical
* Numeracy
* Time management

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Basic computer operations
* Communication
* Time management
* Record keeping
* Planning
* Organizing
* Book keeping
* Map reading
* Budgeting
* Numeracy

**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 individual:    1 .1 Developed effective collection and delivery plans  1 .2 Prepared accurate mini budgets for office purchases |
|  | * + - 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    1. Materials relevant to the proposed activity or tasks |
|  | * + - 1. Methods of assessment | Competency may be assessed through:  3.1 Written tests   * 1. Work based assignment   3.3 Third party reports |
|  | 1. Context of assessment | Assessment may be done in the workplace or in a simulated workplace setting (assessment centers). |
|  | 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**MANAGE CUSTOMER CARE RELATIONS**

**UNIT CODE:** 0415 351 11A

**Unit Description**

This unit describes the competencies required to manage front office operations. It involves maintaining office etiquette, maintaining office reception area, handling organization visitors, maintaining official diary, handling official appointments and maintaining clients’ records.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **(Bold and italicized terms are elaborated in the Range.)** |
| 1. Maintain office etiquette | 1. ***Professional conduct*** is adhered to as per organizational policies 2. Time is managed as per organizational procedures 3. Team work is exercised as per workplace procedures 4. Conflicts are handled based on workplace policy 5. Office technology is applied appropriately in line with organization policy 6. Self-orientation is updated as per workplace procedures |
| 1. Maintain office reception area | 1. Reception area is laid out as per organization’s guidelines 2. Reception area is ***landscaped*** as per workplace policy 3. Reception area ***physical environment*** is maintained as per OSHA 4. Reception area ***signage*** is maintained as per organization’s policy 5. Reception area equipment is maintained based on workplace guidelines |
| 1. Handle organization visitors | 1. Visitors are received as per organizational procedures 2. ***Visitors’ needs*** are identified and recorded as per organizational procedures 3. Visitors’ needs are attended as per organizational procedures 4. Visitors’ enquiries are received as per organizational procedures 5. Visitors’ enquiries are analyzed as per organizational procedures 6. Visitors’ enquiries are acted upon based on workplace policy 7. ***Entertainment resources*** are provided as per organization’s hospitality procedures 8. Entertainment resources are maintained as per organization’s guidelines 9. Entertainment resources are upgraded as per technological advancements and evolving trends in entertainment 10. ***Reference materials*** are maintained as per organization’s guidelines 11. Visitors’ feedback is recorded as per workplace procedures |
| 1. Maintain official diary | 1. Official diary is acquired as per workplace procedures 2. Official ***diary information*** is received as per workplace procedures 3. Official diary information is recorded as per organization’s correspondence procedures 4. Recorded diary information approval is sought as per organizational procedures 5. Recorded diary information is updated based on organizational procedures 6. Official diary information is harmonized in line with organization’s guidelines 7. Official diary information is scheduled based on organization’s calendar management and time allocation procedures 8. The official diary is safeguarded as per organization’s communication procedures |
| 1. Handle official appointments | * 1. Categories of ***official appointments*** are identified as per organizational procedures   2. Official appointments are recorded as per organizational procedures   3. Official appointments approval is sought as per organizational procedures   4. Official appointments are confirmed to the client based on organizational procedures   5. Official appointments are booked as per organizational procedures   6. Official appointments reminder is done as organizational procedures |
| 1. Maintain client’s records | 6.1 Clients’ register is created as per organization’s records  management guidelines  6.2 Clients’ details are recorded as per organization’s records management details  6.3 Clients’ databank is created as per organization’s  databank management guidelines  6.4 Clients’ records are updated based on organization’s  records management guidelines  6.5 Clients’ records are maintained based on organization’s  records management guidelines  6.6 Clients’ records are safeguarded as per Personal Data  Protection Act |

**RANGE OF VARIABLES**

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. Professional conduct includes but not limited to: | 1. Professional appearance e.g. grooming, personal hygiene, clothing, footwear, accessories and jewelries, etc. 2. Professional communication e.g. language, tone. Respect, courtesy, etc. |
| 1. The landscape may include but not limited to: | * 1. Flowers   2. Aquarium   3. Stone carvings   4. Fountain   5. Wall hanging decors   6. Floor coverings |
| 1. Physical environment includes but not limited to: | 1. Ventilation 2. Lighting 3. Temperature 4. Cleanliness 5. Tidiness 6. Workplace organization 7. Safety, etc. |
| 1. Signage may include but not limited to the following: | * 1. Fire exit   2. Slippery floor   3. No smoking   4. Washroom, etc. |
| 1. Visitors' needs may include but not limited to: | 1. Accessibility 2. Special needs, etc. |
| 1. Entertainment resources may include but not limited to: | 1. Magazines 2. TVs 3. Newspapers 4. Water dispensers 5. Brochures 6. Organization newsletters, etc. |
| 1. Reference materials may include but not limited to: | 1. Visitor log book 2. Organization chart 3. Service Charter, etc. |
| 1. Diary information may include but not limited to the following: | * 1. Executive’s personal commitments   2. Appointments   3. Invitations, etc. |
| 1. Official appointments include but not limited to: | * 1. Scheduled appointment   2. Without appointment   3. Ad hoc appointment, etc. |

**REQUIRED SKILLSAND KNOWLEDGE**

**Required Skills:**

* Analytical
* Communication
* Control
* Customer service
* Decision making
* Flexibility
* ICT skills
* Interpersonal relations
* Listening
* Multitasking
* Negotiation
* Organization
* Photocopying
* Planning
* Prioritizing
* Problem-solving
* Scheduling
* Self-motivation
* Shorthand
* Teamwork
* Telephone etiquette
* Time management
* Typing
* Writing

**Required knowledge:**

The individual needs to apply knowledge of:

* Business communication
* Cleanliness
* Good grooming
* Customer care
* Customer knowledge
* Customer service
* Document processing
* Human relations
* Landscaping
* Organizational information, e.g., structure, mandate functions, core values, vision, mission
* Office Layout
* Record keeping
* Reprographic
* Signage
* Sources of information
* Dealing with people with disabilities

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | ***Assessment requires evidence that the individual:***   1. Adhered to professional conduct as per organizational policies 2. Managed time as per organizational procedures 3. Laid out reception area as per organization’s guidelines 4. Landscaped reception area as per workplace policy 5. Maintained reception area physical environment as per OSHA 6. Maintained reception area signage as per organization’s policy 7. Maintained reception area equipment based on workplace guidelines 8. Received visitors as per organizational procedures 9. Attended to visitors’ needs as per organizational procedures 10. Analyzed Visitors’ enquiries as per organizational   procedures   1. Acted upon visitors’ enquiries based on workplace   policy   1. Provided entertainment resources as per   organization’s hospitality procedures   1. Recorded visitors’ feedback as per workplace procedures 2. Received official diary information as per workplace procedures 3. Recorded official diary information as per organization’s correspondence procedures 4. Sought approval of recorded diary information as per the organizational procedures 5. Harmonized official diary information in line with organization guidelines 6. Recorded official appointments as per organizational procedures 7. Sought official appointments approval as per organizational procedures 8. Booked official appointments as per organizational procedures 9. Created clients’ databank as per organization’s databank management guidelines 10. Created clients’ register as per organization’s records management guidelines 11. Recorded clients’ details as per organization’s records management guidelines |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency in this unit may be assessed through:  Practical   * 1. Practical   2. Projects   3. PoE evaluation   4. Third party reports   5. Written tests |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **INTRODUCTION TO SHORTHAND SKILLS 1**

**UNIT CODE: 0415 351 12A**

**Unit Description**

This unit covers competencies required to apply shorthand skills. It involves consolidating shorthand and writing principles.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **(Bold and italicized terms are elaborated in the Range.)** |
| 1. Consolidate shorthand and writing principles. | 1. ***Shorthand principles*** are applied based on Pitman New Era Shorthand from unit 1-3 2. ***Shorthand symbols*** are identified based on shorthand principles 3. Word lists, sentences, phrases, intersections, and short forms are drilled in line with shorthand principles 4. Dictation is established as per shorthand principles at 30WPM 5. Speed reading skills from plates and own notes are established based on shorthand principles 6. Transcription and proof-reading skills are applied in line with shorthand principles |

**RANGE OF VARIABLES**

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

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| 1. Shorthand principles may include but not limited to: | 1. Positioning 2. Penmanship e.g. dark strokes, light strokes, stroke direction, etc. |
| 1. Shorthand symbols may include but not limited to: | 1. Strokes/consonants 2. Outlines 3. Dots 4. Dashes 5. Syllables, etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Reading
* Listening
* Pronunciation
* Writing
* Penmanship
* Typing
* Proofreading

**Required knowledge**

The individual needs to apply knowledge of the following:

* Shorthand principles
* Writing Principles
* Penmanship principles
* Digital literacy
* Spoken English - pronunciation
* Written English – grammar, punctuation, and spelling

**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. Applied shorthand principles based on Pitman New Era Shorthand FROM UNIT 1-3 2. Drilled word lists, sentences, phrases, intersections and short forms in line with shorthand principles 3. Applied transcription and proofreading skills in line with shorthand principles |
| 1. Resource implications | The following resources should be provided:  2.1 Access to relevant workplace or appropriately  simulated environment where assessment can  take place   * 1. Materials relevant to the proposed activity or tasks   2. Materials relevant to the proposed activity 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 tests |
| 1. Context of assessment | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for Assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**INTRODUCTION TO PROCESS OFFICE DOCUMENTS 1**

**UNIT CODE: 0415 351 13A**

**Unit Description**

This unit covers competencies required to process office documents. It involves applying keyboard skills, interpreting office instructions and preparing office manuscripts.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Apply Keyboard skills | 1. ***QWERTY*** keyboard layout is interpreted based on keyboard manual 2. Posture and hand positioning is applied based on keyboard layout 3. ***Keyboard typing skills*** are applied based on keyboard layout |
| 1. Interpret office instructions | * 1. ***Office instructions*** are received as per workplace procedures   2. Office instructions are recorded in line with workplace procedures   3. ***Typing techniques*** are applied based on document processing techniques   4. Office instructions are effected as per workplace procedures |

**RANGE OF VARIABLES**

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. Qwerty keyboard layout includes but not limited to: | * 1. Functional keys e.g. F1, F2, F3, etc.   2. Numerical keys e.g. 1, 2, 3, =, etc.   3. Alphabetical keys e.g. ASDF, etc.   4. Navigation keys e.g. caps lock, shift key, etc. |
| 1. Keyboard typing skills include but not limited to: | * 1. Touch typing   2. Blind typing   3. Hand and peck typing |
| 1. Office instructions may include but not limited to: | * 1. Font style e.g. Times New Romans, Calibri, etc.   2. Font size, e.g. 12, 14, 16, etc.   3. Style instructions e.g. shoulder headings, paragraph headings, hanging paragraphs, side headings, displaying and in setting numbered/bulleted items |
| 1. Typing techniques may include but not limited to: | * 1. Typing speed   2. Accuracy   3. Ergonomics   4. Keyboard shortcuts, etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Listening
* Writing
* Telephone etiquette
* Organization
* Interpreting
* Binding skills
* Photocopying
* Scanning
* Typesetting

**Required knowledge**

The individual needs to apply knowledge of the following:

* Digital literacy
* Reprographic
* Business communication
* Public relations
* Document processing

**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 individual:   1. Styling instructions 2. Applied typing techniques based on document processing techniques 3. Effected office instructions as per workplace procedures |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **MAINTAIN OFFICE PAPER RECORDS**

**UNIT CODE:** 0415 351 14A

**Unit Description**

This unit covers the competencies required to maintain office paper records. It involves creating clients’ files, identifying and retrieving files for use, monitoring file movement and updating file records. This standard applies in business industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the keyoutcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.    ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Create   clients’ files | 1. ***Documents*** from new clients are received as per workplace policy 2. Client’s file is created and classified (coded) as per workplace filing system 3. Clients’ document is filed as per workplace policy 4. A list of created files is developed and maintained as per workplace policy |
| 1. Identify and retrieve files | 1. Files to be acted upon are searched and retrieved based on filing system and records management policy 2. Files release register is established and maintained as per workplace policy 3. Retrieved files are recorded and released as per workplace policy |
| 1. Monitor   file  movement | 1. File movement registers are created and maintained as per workplace policy 2. Movement of office files is monitored as per workplace policy 3. Files that have been cleared with are returned and restored for reuse as per workplace policy 4. Data privacy and preservation of the file are guarded as per workplace policy |
| 1. Update file records | 1. File information for update is received and recorded as per workplace policy 2. Existing file records are updated as per workplace policy 3. Files are archived as per workplace policy 4. Office records report is prepared as per workplace 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.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Documents include but not limited to: | * Letters * Cheques * Publications * Minutes * Memos |

**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
* Basic computer
* Interpersonal
* Organizational
* Operating basic office tools and equipment
* Decision making
* Analytical
* Numeracy
* Time management

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Basic computer operations
* Communication
* Time management
* Record keeping
* Planning
* Organizing
* Book keeping
* Map reading
* Budgeting
* Numeracy

**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 individual:   * 1. Client’s file is created and classified (coded) as per workplace filing system   2. Clients’ document is filed as per workplace policy   3. Retrieved files are recorded and released as per workplace policy   4. Data privacy and preservation of the file are guarded as per workplace policy |
|  | 1. Resource   Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
|  | 1. Methods of assessment | Competency may be assessed through:   * 1. Written questions   2. Projects   3. Review of portfolios   4. Review of third-party workplace reports |
|  | 1. Context of assessment | Assessment may be done in the workplace or in a simulated workplace setting (assessment centers). |
|  | 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **COORDINATE OFFICE REPAIRS AND MAINTENANCE**

**UNIT CODE:** 0415 351 15A

**Unit Description**

This unit covers the competencies required to coordinate office facilities repairs and maintenance activities. It involves planning and overseeing facility repairs and maintenance, maintaining office hygiene and managing office keys movement. This standard applies in business industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the keyoutcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.    ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Plan and oversee facility repairs and maintenance | 1.1 Areas/items that require repairs are identified based on the workplace policy  1.2 A report on areas to be repaired/ maintained is prepared and documented as per workplace policy  1.3 Schedule for repair and maintenance works is prepared based on availability of resources and workplace policy  1.4 Repair works are supervised and records maintained in line with workplace policy  1.5 Ensure OSHA procedures are observed as per legal requirement  1.6 Work quality is assessed based on agreed terms of service  1.7 Repaired/maintained items are restored to users as per workplace policy  1.8 Report on repairs and maintenance activities is prepared and documented  as per workplace policy |
| 1. Maintain   office hygiene | 1. Office premise cleaning schedule is prepared as per workplace policy. 2. **Cleaning tools and equipment** are obtained based on surfaces to be cleaned as per workplace policy   2.3 ***Cleaning products and supplies*** are obtained based on surfaces to be cleaned as per workplace policy  2.4 Cleaning is done in line with workplace policy  2.5 Work stations are arranged and restored to order as per workplace policy  2.6 Public areas of premises are cleaned as per workplace policy  2.7 Ensure occupational safety and health procedures are observed as per legal requirement  2.8 Sanitation facilities are cleaned and maintained as per workplace policy  2.9 Cleaning materials, equipment, detergents and reagents are stored as per workplace policy |
| 1. Manage keys movement | 3.1 Keys are labelled in line with the workplace policy  3.2 Keys are recorded and distributed according to the workplace policy  3.3 Damaged and /or lost keys are reported, recorded and replaced as per workplace 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.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Cleaning tools and equipment Include but not limited to: | * Brooms * Mops * Buckets * Hoovers * Vacuum cleaners * Dust pans * Brushes |
| 2. Cleaning products and supplies Include but not limited to: | * Disinfectants * Detergents |

**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
* Computer
* Interpersonal
* Organizational
* Operating basic office tools and equipment
* Decision making
* Housekeeping

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Basic principles of facilities repair and maintenance
* Basic computer operations
* Communication
* Time management
* Record keeping
* Basic Mathematics
* Store keeping
* Housekeeping
* Occupation health and safety procedures
* Planning and organizing
* Basic security

**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 individual:   1. Identified and recorded areas and items requiring repairs and maintenance 2. Prepared effective and efficient repair and maintenance work schedules 3. Supervised repair and maintenance work effectively 4. Demonstrated understanding of occupational safety and health procedures 5. Demonstrated ability to maintain a clean office environment 6. Restored repaired items to users promptly 7. Prepared and documented report on repairs and maintenance activities 8. Demonstrated understanding of cleaning principles and procedures 9. Stored cleaning tools, detergents and equipment appropriately 10. Marked, recorded and distributed office keys appropriately |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency may be assessed through:   1. Written tests 2. Observation 3. Oral questioning 4. Work based assignment 5. Third party report |
| 1. Context of assessment | Assessment may be done in the workplace or in a simulated workplace setting (assessment centers). |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **INTRODUCTION TO SHORTHAND SKILLS 2**

**UNIT CODE: 0415 351 16A**

**Unit Description**

This unit covers competencies required to apply shorthand skills. It involves developing vocabulary extension,

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **(Bold and italicized terms are elaborated in the Range.)** |
| 1. Develop vocabulary extension | * 1. Vocabularie***s*** from different sources are applied based on shorthand principles.   2. New words, phrases, short forms, intersections, and sentences are identified as per shorthand principles.   3. New outlines are drilled and mastered in line with ***shorthand principles*** from unit 4 &5   4. Speed reading from own notes is done based on shorthand principles at 40WPM   5. Proof-reading is done in line with shorthand principles   6. Shorthand notes are transcribed as per shorthand principles   7. Shorthand notes are printed based on shorthand principles |

**RANGE OF VARIABLES**

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

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| * + - 1. Shorthand principles may include but not limited to: | * 1. Positioning   2. Penmanship e.g. dark strokes, light strokes, stroke direction, etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Reading
* Listening
* Pronunciation
* Writing
* Penmanship
* Typing
* Proofreading

**Required knowledge**

The individual needs to apply knowledge of the following:

* Shorthand principles
* Writing Principles
* Penmanship principles
* Digital literacy
* Spoken English - pronunciation
* Written English – grammar, punctuation, and spelling

**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. New words, phrases, short forms, intersections, and sentences are identified as per shorthand principles.   2. New outlines are drilled and mastered in line with shorthand principles from unit 4 &5   3. Speed reading from own notes is done based on shorthand principles at 40WPM |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency 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 |
| 1. Context of assessment | Assessment may be done in the workplace or in a simulated workplace setting (assessment centers). |
| 1. Guiding information for Assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **INTRODUCTION TO PROCESS OFFICE DOCUMENTS 2**

**UNIT CODE:** 0415 351 17A

**Unit Description**

This unit covers competencies required to process office documents. It involves, Preparing office manuscripts and producing business letters

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1 Prepare office manuscripts | * 1. Formattingof manuscript is carried out in line with document processing techniques   2. Office manuscripts are produced based on document processing techniques   3. Copies of office manuscripts are filed as per organization’s filing system |
| 1. Produce business letters | * 1. Base letter template is typed as per workplace procedure***s*** One Page Letter   2. Mail merging of business letters is carried out as per document processing techniques   3. Addressing of envelopes is carried out based on workplace procedures   4. ***Mailable*** business letters are produced in line with document processing techniques at 30WMP   5. Copies of business letters are filed in line with organization’s filing system |

**RANGE OF VARIABLES**

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. Mailable may include but not limited to: | * 1. High-quality paper   2. Standard paper size   Print e.g. font style and size, etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Listening
* Writing
* Telephone etiquette
* Organization
* Interpreting
* Binding skills
* Photocopying
* Scanning
* Typesetting

**Required knowledge**

The individual needs to apply knowledge of the following:

* Digital literacy
* Reprographic
* Business communication
* Public relations
* Document processing

**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 individual:   * 1. Typed base letter template as per workplace procedures   2. Carried out mail merging of business letters as per document processing techniques   3. Carried out addressing of envelopes based on workplace procedures   4. Produced mailable business letters in line with document processing techniques |
| 1. Resource implications | The following resources should be provided:   * 1. Access to relevant workplace where assessment can take place   2. Appropriately simulated environment where assessment can take place   3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **MANAGE TELEPHONE CALLS**

**UNIT CODE: 0415 351 18A**

**Unit Description**

This unit covers competencies required to manage telephone calls. It involves handling telephone calls, maintaining caller register, and maintaining communication equipment.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Handle telephone calls | 1. ***Incoming calls are answered*** based on organization’s communication policy 2. Incoming calls are ***assessed*** as per organization’s communication policy 3. Outgoing calls are made based on organization’s communication policy 4. Telephone messages are recorded based on organization’s communication policy 5. ***Call options*** are acted upon as per organization’s communication policy |
| 1. Maintain caller register | 1. ***Caller details*** are recorded based on organization’s records management policy 2. Action on caller’s subject is recorded as per organization’s records management policy 3. Confidentiality of information in the caller register is preserved based on organization’s records management policy 4. Mechanism of accessing caller register is implemented as per organization’s records management policy |
| 1. Maintain communication equipment | 1. ***Communication equipment*** malfunction is reported based on organization’s asset and maintenance procedure 2. Communication equipment are safely used based on organization’s asset and maintenance procedure 3. Communication equipment are safely cleaned as per organization’s cleaning and maintenance procedure 4. Communication equipment are safely stored in line with organization’s asset and maintenance procedure |

**RANGE OF VARIABLES**

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

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| 1. Incoming calls are answered may include but not limited to: | 1. Telephone etiquette  * Identification * Tone * Greetings * Courtesy * Diplomacy * Professionalism * Promptness, etc. |
| 1. Assessed may include but not limited to: | * 1. Assess identification of the caller   2. Assess importance of the call   3. Assess urgency of the call   4. Assess relevance of the call, etc. |
| 1. Call options may include but not limited to: | * 1. Call routing   2. Call forwarding   3. Voicemail, etc. |
| 1. Caller details may include but not limited to: | * 1. Caller’s name   2. Contact information   3. Date and time of the call   4. Reason for call, etc. |
| 1. Communication equipment may include but not limited to: | 1. Telephone 2. Computer 3. Mobile phones 4. VoIP phones 5. Headsets 6. Videoconferencing equipment 7. Intercom systems, etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Communication
* Prioritizing
* Problem-solving
* Organization
* Listening
* Interpersonal
* Shorthand
* Writing
* Telephone etiquette
* Multitasking

**Required knowledge**

The individual needs to apply knowledge of the following:

* Office rules, policies, procedures, and regulations
* Customer service
* Public relations
* Human relations
* Telephone handling

**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 evidence that the individual:   1. Answered incoming calls based on organization’s communication policy 2. Assessed incoming calls as per organization’s communication policy 3. Made outgoing calls based on organization’s communication policy 4. Recorded telephone messages based on organization’s communication policy 5. Acted upon call options as per organization’s communication policy 6. Recorded caller details based on organization’s records management policy 7. Recorded action on the caller’s subject as per organization’s records management policy 8. Reported communication equipment malfunction based on organization’s asset and maintenance procedure 9. Safely cleaned communication equipment as per organization’s cleaning and maintenance procedure 10. Safely stored communication equipment in line with organization’s asset and maintenance procedure |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **INTERMEDIATE SHORTHAND SKILLS**

**UNIT CODE: 0415 451 19A**

**Unit Description**

This unit covers competencies required to apply shorthand skills. It involves developing listening and art skills

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **(Bold and italicized terms are elaborated in the Range.)** |
| * + - 1. Develop listening skills | * 1. ***Dictation*** of varied passages taken and retained based on shorthand principles   2. Passages are read back individually and collectively as per shorthand principles   3. Passages are read back quickly and accurately at a minimum speed of 100 WPM in line with shorthand principles   4. Transcriptions are done as per shorthand principles   5. Passages are spelt and proofread correctly based on shorthand principles |
| 1. Develop art skills | * 1. Varied materials are written in shorthand at speeds of 60-80 WPM in line with shorthand principles.   2. Shorthand notes are transcribed accurately based on shorthand principles   3. Spelling errors are edited as per shorthand principles   4. Transcriptions are proofread and edited based on shorthand principles |

**RANGE OF VARIABLES**

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

|  |  |
| --- | --- |
| **VARIABLE** | **RANGE** |
| Dictation methods may include but not limited to | * + - * Audio recordings       * Live speech       * Digital dictation tools       * Voice messages |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Reading
* Listening
* Pronunciation
* Writing
* Penmanship
* Typing
* Proofreading

**Required knowledge**

The individual needs to apply knowledge of the following:

* Shorthand principles
* Writing Principles
* Penmanship principles
* Digital literacy
* Spoken English - pronunciation
* Written English – grammar, punctuation, and spelling

**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. Passages are read back quickly and accurately at a minimum speed of 100 WPM in line with shorthand principles   2. Varied materials are written in shorthand at speeds of 60-80 WPM in line with shorthand principles.   3. Shorthand notes are transcribed accurately based on shorthand principles |
| 1. Resource implications | The following resources should be provided:  2.1 Access to relevant workplace or appropriately  simulated environment where assessment can  take place   * 1. Materials relevant to the proposed activity 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   * 1. Written tests |
| 1. Context of assessment | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for Assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **INTERMEADIATE OFFICE DOCUMENTS PROCESSING I**

**UNIT CODE: 0415 451 20A**

**Unit Description**

This unit covers competencies required to process office documents. It involves tabulating office documents.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Tabulate office documents | * 1. Formatting of office document ***tabulations*** is carried out as per documents processing techniques   2. Display of office documents tabulation is carried out in line with workplace procedures   3. Tabulated office documents are produced as per documents processing techniques   4. Copies of tabulated office documents are filed based on organization’s filing system |

**RANGE OF VARIABLES**

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. Tabulations may include but not limited to: | * 1. Statistical information   2. Reports e.g. sales, weather, etc.   3. Financial statements   4. Academic settings, etc. |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Listening
* Writing
* Telephone etiquette
* Organization
* Interpreting
* Binding skills
* Photocopying
* Scanning
* Typesetting

**Required knowledge**

The individual needs to apply knowledge of the following:

* Digital literacy
* Reprographic
* Business communication
* Public relations
* Document processing

**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 individual:   * 1. Formatting of office document tabulations is carried out as per documents processing techniques   2. Display of office documents tabulation is carried out in line with workplace procedures   3. Tabulated office documents are produced as per documents processing techniques   4. Copies of tabulated office documents are filed based on organization’s filing system |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **APPLY ICT SKILLS**

**UNIT CODE: 0415 451 21A**

**Unit Description**

This unit covers the competencies required to demonstrate ICT skills. It includes: Operate computer devices, Solve tasks using Office suite, Manage Data and Information, Perform online communication and collaboration, Apply cyber security skills, Perform Online jobs, Apply job entry techniques, Exploring Modern Information and Communication Technology, Applying Computer Software Skills, Applying Online Skills, Applying Word Processing Skills, Applying Presentation Skills, Applying Spreadsheet Manipulation Skills, Applying Accounting Software Skills, Applying Database Management Software Skills, Applying Desktop Publishing Skills and Applying Basic Computer Networking Skills.

| **ELEMENT**  These describe the key outcomes that make up workplace functions | **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. Keyboardtechniques 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 collaboration | * 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 cyber security 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. ***Cyber security 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 skill set.   4. Online digital identity is managed according to industry best practices.   5. Online job bidding is done as per the specific job requirements.   6. Online tasks are executed according to the job requirements.   7. Personal online payment account is managed in accordance with financial regulations. |
| 1. Apply job entry techniques | * 1. ***Job opportunities*** are sought based on competencies.   2. A winning resume/CV is developed as per job advertisement.   3. An application/cover letter is developed based on the job advertisement.   4. ***certificates and testimonials*** are organized as per resume.   5. ***Interview skills*** are demonstrated as per job advertisement. |
| 1. Explore modern information and communication technology | 1. The impact of ICT in the modern working environment is described based on office administration standards. 2. Computer main components are identified as per the computer system. 3. Functions of computer main components are described in line with computer system. 4. Computer System is shut down properly as per the user instruction manual 5. Various technologies used in the modern working environment are identified based on office administration standards.    1. Typing techniques are demonstrated based on office activities. |
| 1. Apply computer software skills | 1. Computer software is described based on computer software systems. 2. Features and functions of Operating Systems are listed based on the intercommunication of computer components. 3. System software and application software are distinguished based on computer software systems 4. Microsoft Office for Windows is installed based on computer software manual and requirements.    1. Computer applications are demonstrated in line with the operating system |
| 1. Apply online skills | 1. ***Social media*** ***accounts*** are created based on social media ICT policy guidelines 2. Social media accounts are managed based on social media ICT policy guidelines 3. Emails are Sent and received according to the ICT policy 4. Emails are printed according to the ICT policy 5. Virtual meetings are scheduled and administrated according to the ICT policy 6. Software is updated online as per the ICT policy and manufacturers specifications 7. Cloud computing skills are demonstrated according to internet protocol guidelines    1. Content is searched on the internet according to the ICT policy |
| 1. Apply word processing skills | * 1. Word processor window elements are identified in line with the Word processor program   2. New document is opened in Word processor as per the Word processor program   3. Word processor is launched based on the Word processor program   4. Keyboard techniques are applied based on keyboarding   5. Word processor's main features are applied in keyboarding based on the Word processor program   6. Documents are printed based on workplace policies |
| 1. Apply presentation skills | 1. Presentation slide requirements are collected as per work place procedure 2. Design theme and slide layout are selected as per the work place requirements 3. Work related presentations are prepared according to workplace standard procedures 4. Work related presentations are manipulated according to workplace standard procedures and ICT Policy    1. Presentation slides are printed based on different print layouts |
| 1. Apply spreadsheet manipulation skills | 1. Spreadsheet window elements are identified in line with the Spreadsheet program 2. The new workbook is opened based on Spreadsheet program launched 3. Spreadsheet features are identified based on Spreadsheet program 4. Keyboard techniques are applied based on keyboarding 5. Formulae and functions are applied based on Spreadsheet principles 6. Tables and charts are demonstrated based on spreadsheet principles    1. Worksheets are printed in line with workplace policies |
| 1. Apply  Accounting Software skills | 1. Accounting software concepts are defined as per accounting principles 2. Accounting software is installed in line with the operating system 3. Accounting software features are identified based on accounting software 4. Accounting software functions are demonstrated based on the accounting software |
| 1. Apply Database Management Software skills | 1. Database management systems concepts are defined based on Relational database model 2. Relational database is installed in line with the computer operating system 3. Relational database basic environment components are identified in line with the Relational database 4. Relational database functions are described based on database management software 5. The new database is opened as per MS-Access 6. Relational database objects are identified based on database management software. 7. Relational database objects of tables, queries, relationships, and reports are applied as per database management software.    1. Forms and reports are printed as per database management software |
| 1. Apply desktop publishing skills | 1. Differences between word processors and desktop publishing software are identified as per computer system 2. The impact of using DTP in a modern office is described in line with workplace requirements 3. Types of publications are produced as per workplace requirements 4. The principles of standard page layout and text properties are applied as per the desktop publishing program 5. Page size, orientation, and margins are set in line with the desktop publishing program 6. Text frames are created as per the desktop publishing program    1. Text and images are manipulated to balance the page based on the desktop publishing program |
| 1. Apply basic computer networking skills | 10.1 The advantages of computer networking are identified in line with office practices.  10.2 Different ***types of computer networks*** are described based on an office structure.  10.3 Communication media and transmission media are identified as per data communication principles   1. 10.4 Simple local area network is configured as per data communication principles |

**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 * NewsGroup * Ecommerce |
| 1. Internet access applications/software may include but are not limited to: | * Browsers * Email Apps * E Commerce 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 Skills
* Mouse Skills
* Analytical skills
* Creativity
* Interpretation Skills
* Communication
* Spreadsheet operations (applying fundamental operations such as addition, subtraction, division and multiplication)
* Computer Use Safety Skills
* Document Editing Skills
* Document Formatting Skills
* Document Printing Skills
* Netiquette Skills
* Internet Browsing Skills
* Problem Solving Skills
* Online Collaboration Skills
* Cybersecurity Skills
* 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. Manage 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 | Competency may be assessed:   * 1. Workplace or simulated workplace. |
| 1. Guidance information for assessment | * 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

## **APPLY COMMERCE PRINCIPLES**

**UNIT CODE: 0415 451 22A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply commerce knowledge. It involves; analyzing commerce concept, analyzing production concepts, analyzing payment process, analyzing money and banking concept and analyzing government commercial policy.

**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. Analyze commerce concept | 1. Definition of terms used in commerce are identified as per National Trade Policy 2. ***Branches of commerce*** are classified as per National Trade Policy 3. Characteristics of commerce are established as per National Trade Policy 4. Functions of commerce are identified as per National Trade Policy 5. Importance of commerce in business is analyzed as per National Trade Policy |
| 1. Analyze production concepts | * 1. ***Methods of production*** are analyzed as per National Trade Policy   2. ***Types of production*** are identified as per National Trade Policy   3. ***Levels of production*** are categorized as per National Trade Policy   4. ***Production factors*** are analyzed as per National Trade Policy |
| 1. Analyze payment process | * 1. ***Documents used in business transactions*** are identified as per National Trade Policy   2. ***Means of payment*** are identified as per organization’s payment guidelines   3. ***Terms of payment*** are analyzed as per organization’s payment guidelines |
| 1. Analyze money and banking concept | * 1. Definition of terms used in money and banking are identified as per National Trade Policy   2. Characteristics of money are explained as per National Trade Policy   3. Functions of money are identified as per National Trade Policy   4. ***Types of banks*** are identified as per National Trade Policy   5. ***Types of bank accounts*** are analyzed as per National Trade Policy   6. Functions of commercial banks are explained as per Central Bank regulations   7. ***Functions of Central Bank*** are analyzed as per Central Bank of Kenya Act |
| 1. Analyze government commercial policy | * 1. ***Ways of Government*** involvement in commercial activities are explained as per National Trade Policy   2. ***Regulatory bodies*** involved in commercial activities are identified as per National Trade Policy   3. Reasons for Government involvement in commercial activities are explained as per National Trade Policy   4. Need for consumer protection is explained as per National Trade Policy   5. Functions of Commercial Attaches are analyzed as per National Trade Policy |
| 1. Apply commercial business calculations | * 1. Definition of ***terms*** used in commercial business calculations is explained as per Kenya National Bureau of Statistics   2. Calculations on simple interest are carried out as per prevailing market rates   3. ***Components of compound interest*** are classified as per prevailing market rates   4. Calculations on compound interest are carried out as per prevailing market rates   5. Calculations on ***sales discounts*** are carried out as per organization’s business policies   6. Calculations on sales commission are carried out as per organization’s business policies |

**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.

|  |  |
| --- | --- |
| **Range** | **Variables** |
| 1. Branches of commerce may include but not limited to: | * + Trade   + Aids to trade |
| 1. Methods of production may include but are not limited to: | * + Labour intensive   + Capital intensive |
| 1. Types of production may include but are not limited to: | * + Direct production   + Indirect production |
| 1. Levels of production may include but not limited to: | * + Primary   + Secondary   + Tertiary |
| 1. Production factors may include but not limited to: | * + Capital   + Land   + Labor   + Entrepreneur |
| 1. Documents used in business transactions may include but not limited to: | * + Credit notes   + Debit notes   + Invoices   + Payment vouchers   + Receipts   + Purchase orders   + Quotations   + Acknowledgment notes   + Delivery note, etc. |
| 1. Means of payment may include but not limited to: | * + Money order   + Standing order   + E-payment e.g. credit and debit cards, digital wallet, bank transfers such as electronic funds transfer (EFT), M-pesa, etc.   + Cheques   + Bankers cheque, |
| 1. Terms of payment may include but not limited to: | * + Deferred payments   + Cash on delivery   + Cash with order   + Cash sale   + Hire purchase, etc. |
| 1. Types of banks may include but not limited to: | * + Central bank   + Commercial banks e.g. Cooperative Bank, Absa Bank, Standard Chartered Bank, Kenya Commercial Bank, Equity Bank, Family Bank, Merchant Bank etc. |
| 1. Types of bank accounts may include but not limited to: | * + Current account   + Savings account   + Fixed deposit account, etc. |
| 1. Functions of Central Bank may include but not limited to: | * + Inflation control * Monetary measures e.g. interest rates * Non-monetary measures * Fiscal policy   + Government financial advisor   + Clearing house   + Currency   + Controlling international trade, etc. |
| 1. Ways of Government may include but not limited to: | * + Regulations * Weights and measures control * Drug and substance control * Control dumping, etc.   + Training   + Trade promotion   + Provision of public utilities e.g. markets, toilets, etc.   + Enabling environment * Creation of supportive policies such as taxes * Promote sustainable land use * Encourage adoption of renewable energy sources, etc. |
| 1. Regulatory bodies may include but not limited to: | * + KEBS   + NEMA   + Pharmacy and Poisons Board, etc. |
| 1. Terms may include but not limited to: | * + Interests   + Discounts   + Commissions, etc. |
| 1. Components of compound interest may include but not limited to: | * + Interest rate   + Principal   + Number of compounding periods in a year   + Time |
| 1. Sales discounts may include but not limited to: | * + Trade discounts   + Cash discounts   + Quantity discounts |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

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

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Managing procurement documents
* Risk assessment and management
* ICT application
* Computation

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical  aspects of competency | 1. Assessment requires evidence that the candidate: 2. Identified definition of terms used in commerce as per National Trade Policy 3. Classified branches of commerce as per National Trade Policy 4. Established characteristics of commerce as per National Trade Policy 5. Identified functions of commerce as per National Trade Policy 6. Analyzed importance of commerce in business as per National Trade Policy 7. Analyzed methods of production as per National Trade Policy 8. Identified types of production as per National Trade Policy 9. Categorized levels of production as per National Trade Policy 10. Analyzed production factors as per National Trade Policy 11. Identified documents used in business transactions as per National Trade Policy 12. Identified means of payment as per organization’s payment guidelines 13. Analyzed terms of payment as per organization’s payment guidelines 14. Identified definition of terms used in money and banking as per National Trade Policy 15. Explained characteristics of money as per National Trade Policy 16. Identified functions of money as per National Trade Policy 17. Identified types of banks as per National Trade Policy 18. Analyzed types of bank accounts as per National Trade Policy 19. Explained functions of commercial banks as per Central Bank regulations 20. Analyzed functions of Central Bank as per Central Bank of Kenya Act 21. Explained ways of Government involvement in commercial activities as per National Trade Policy 22. Identified regulatory bodies involved in commercial activities as per National Trade Policy 23. Explained reasons for Government involvement in commercial activities as per National Trade Policy 24. Explained need for consumer protection as per National Trade Policy 25. Analyzed functions of Commercial Attaches as per National Trade Policy 26. Explained definition of terms used in commercial business calculations as per Kenya National Bureau of Statistics 27. Carried out Calculations on simple interest as per prevailing market rates 28. Classified components of compound interest as per prevailing market rates 29. Carried out calculations on compound interest as per prevailing market rates 30. Carried out calculations on sales discounts as per organization’s business policies 31. Carried out calculations on sales commission as per organization’s business policies |
| 2. Resource implications | The following resources should be provided:   * 1. Access to relevant workplace or appropriately simulated environment where assessment can take place   2. Materials relevant to the proposed activity or tasks |
| 3. Methods of assessment | Competency may be assessed through:   * 1. Written tests   2. Third party reports   3. Oral questioning |
| 4. Context of assessment | Assessment could be conducted:   * 1. On-the-job   2. Simulated workplace environment |
| 5. Guidance Information for Assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **MANAGE OFFICE SECURITY**

**UNITCODE: 0415 451 23A**

**Unit Description**

This unit describes competencies required to manage office security. It involves safeguarding office records, safeguarding office electronic data and information, safeguarding office equipment, controlling office access and reporting security incidences.

**ELEMENTSAND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Safeguard office records | 1. Office policy manuals on safeguarding office records are familiarized based on organization’s records management policy 2. ***Office records inventory*** are maintained based on organization’s records management policy 3. Office records movement is monitored as per organization’s records management policy 4. Document follow-up is carried out as per organization’s records management policy 5. Access to official records is controlled based on organization’s records management policy 6. Office records control measures are upgraded based on organization’s records management policy |
| 1. Safeguard office e-data and information | 1. Office data and information is received based on organization’s electronic data management system 2. Office data and information is classified as per organization’s electronic data management system 3. Digital records passwords are protected based on organization’s electronic data management system 4. Access to data and information is controlled as per organization’s electronic data management system 5. Confidentiality of data and information is maintained in line with organization’s electronic data management system 6. Integrity of data and information is maintained based on organization’s electronic data management system 7. Ethical issues on confidentiality of data and information are maintained in line with organization’s electronic data management system 8. ***Disposal of confidential documents*** is carried out as per organization’s electronic data management system |
| 1. Safeguard office equipment | 1. ***Office equipment inventory*** is maintained as per organization’s asset maintenance procedure 2. Office equipment manuals are enforced as per organization’s asset maintenance procedure 3. Access to office equipment is controlled based on organization’s asset maintenance procedure 4. Use of office equipment is controlled as per organization’s asset maintenance procedure 5. Office equipment is maintained as per organization’s asset maintenance procedure |
| 1. Control office access | 1. ***Office access risks*** are analyzed as per organization’s risk analysis procedure 2. ***Office access control measures*** are carried out based on organization’s security guidelines 3. Office access control measures are audited to identify any gaps or weaknesses based on organization’s security guidelines 4. Office access corrective measures are taken based on organization’s security guidelines |
| 1. Report security incidences | 1. Security incidents are recorded as per organization’s security guidelines 2. Security incidents are analyzed as per organization’s security guidelines 3. The security register is maintained as per organization’s security guidelines 4. Security incidents are reported based on organization’s security guidelines 5. Reported security incidents are followed up as per organization’s security guidelines |

**RANGE OF VARIABLES**

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. Office records inventories may include but not limited to: | 1. Record identification 2. Record title/description 3. Record location 4. Date of record creation 5. Record format (physical or digital) 6. Record owner 7. Record retention, etc. |
| 1. Disposal of confidential documents may include but not limited to: | * 1. Emptying of the recycle bin   2. Clearing history e.g. cookies   3. Changing passwords   4. Signing out social platforms, etc. |
| 1. Office equipment inventories may include but not limited to: | * 1. Furniture   2. Computers and peripherals   3. Communication equipment   4. Security equipment   5. Office appliances, etc. |
| 1. Office access risks may include but not limited to: | 1. Unauthorized physical access 2. Tailgating 3. Social engineering 4. Weak physical security control 5. Lost or stolen access credentials, etc. |
| 1. Office access control measures may include but not limited to: | 1. High-quality locks 2. Numbered or coded keys 3. Access cards or badges 4. Biometric systems e.g. fingerprints, etc. |

**REQUIRED SKILLSAND KNOWLEDGE**

**Required Skills:**

* Analytical
* Communication
* Control
* Decision making
* Document management
* ICT
* Interpersonal relationships
* Listening
* Problem-solving
* Report writing
* Risk assessment
* Supervisory

**Required knowledge:**

The individual needs to apply knowledge of the following:

* Methods of safeguarding records
* Digital literacy
* Office equipment handling
* Health, safety and security
* Methods of access control
* Public relations
* Office protocol

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | ***Assessment requires evidence that the individual***:   1. Maintained office records inventory based on organization’s records management policy 2. Monitored office records movement as per organization’s records management policy 3. Controlled access to official records based on organization’s records management policy 4. Classified office data and information as per organization’s electronic data management system 5. Controlled access to data and information as per organization’s electronic data management system 6. Carried out disposal of confidential documents as per organization’s electronic data management system 7. Controlled access to office equipment based on organization’s asset maintenance procedure 8. Carried out office access control measures based on organization’s security guidelines 9. Recorded security incidents as per organization’s security guidelines 10. Maintained security register as per organization’s security guidelines |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

MANAGE OFFICE ADMINISTRATIVE DUTIES

**UNITCODE: 0415 451 24A**

**Unit Description**

This unit covers competencies required to manage office administrative duties. It involves conducting junior staff induction, managing office work schedules, supervising office workflow, mentoring junior staff and appraising junior staff.

**ELEMENTSAND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Conduct junior staff induction | * 1. ***Junior staff*** work place tour is carried out as per organizational procedure   2. Coaching techniques are integrated into mentoring as per the mentoring policy   3. Health and safety procedures are identified as per organizational policy   4. Company policy is outlined as per organizational procedure   5. Junior staff roles are explained as per organizational procedure |
| 1. Manage office work schedules | * 1. ***Office work shifts*** are created as per organizational procedure   2. Office work tools are identified as per organizational procedure   3. Office work distribution is carried out as per organizational procedure |
| 1. Supervise office workflow | * 1. ***Office workflow*** is designed as per work procedure   2. Responsibilities are assigned as per work procedure   3. Results are reviewed against set goals as per organizational procedure   4. Office supplies are controlled as per office supplies policy |
| 1. Mentor junior staff | 1. Junior staff mentorship program is developed as per staff training and development policy. 2. Flexibility of junior staff mentorship program is built based on staff training and development policy 3. Benchmarking on ***best practices*** in mentoring is carried out as per staff training and development policy 4. Unsurpassed practices after benchmarking are incorporated into junior staff mentorship program as per staff training and development policy 5. Monitoring and evaluation of junior staff mentorship program are carried out as per staff training and development policy 6. Report of junior staff mentorship program is prepared based on staff training and development policy |
| 1. Appraise junior staff | * 1. Junior staff performance timeline is established as per organizational procedure   2. Goals are set up as per organizational procedure   3. Appraisal feedback is received from junior staff as per organizational performance appraisal system. |

**RANGE OFVARIABLES**

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. Junior staff may include but not limited to: | 1. Office assistants 2. Cleaners 3. Receptionist 4. Office assistants e.g. messengers and technicians 5. Clerks, etc. |
| 2. Office Work shifts  may include but not  limited to: | 1. Regular business hours 2. Morning shifts 3. Afternoon shifts 4. Shift rotation 5. Part-time shifts 6. Compressed worksheets 7. Overtime shifts |
| 3. Office Workflow may  include but not limited  to: | * 1. Task identification   2. Task assignment   3. Prioritization   4. Planning   5. Communication   6. Execution |
| 4. Best practices may  include but not limited  to: | 1. Shared understanding with mentees on goals and outcomes 2. Discussing the progress, challenges etc. 3. Identifying opportunities to incorporate mentoring discussions and learning experiences 4. Exercising active listening and constructive feedback, etc. |

**REQUIRED SKILLSAND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Communication
* Problem-solving
* Stationery management
* Monitoring
* Prioritizing
* Listening
* Leadership
* Mentoring
* Coaching

**Required knowledge**

The individual needs to apply knowledge of the following:

* Planning
* Record-keeping
* Organization
* Public relations
* Office rules, policies, and procedures
* Principles of office management
* Supervision
* Delegation
* Human relations
* Digital 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 individual:***   1. Carried out junior staff work place tour as per organizational procedure 2. Created office work shifts as per organizational procedure 3. Carried out office work distribution as per organizational procedure 4. Designed office workflow as per work procedure 5. Carried out junior staff mentorship program as per staff training and development policy. 6. Carried out monitoring and evaluation of junior staff mentorship program as per staff training and development policy 7. Prepared report of junior staff mentorship program based on staff training and development policy 8. Set up goals as per organizational procedure 9. Received appraisal feedback from junior staff as per organizational performance appraisal system. |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**COORDINATE OFFICIAL MEETINGS**

**UNITCODE: 0415 451 25A**

**UNITDESCRIPTION**

This unit specifies the competencies required to coordinate official meetings. It includes preparing meeting invitations, meeting venue and reference materials, organizing hospitality services, taking meeting minutes, clearing meeting venue and preparing meeting minutes.

**ELEMENTSAND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable  statements that specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Prepare meeting invitations | 1. Meeting notice instruction is received as per organization’s meeting procedure 2. Meeting notice is prepared as per organization’s meeting procedure 3. Invitation letter is prepared and signed based on organization’s meeting procedure 4. Agenda is prepared and sent with invitation letter based on organization’s meeting procedure 5. ***Feedback*** is received as per organization’s meeting procedure |
| 1. Prepare meeting venue | 1. The meeting venue is identified based on organization’s meeting procedure 2. Meeting venue cleaning is coordinated as per OSHA 3. Sufficient furniture is provided based on number of participants 4. ***Conducive environment*** is provided based on OSHA 5. The meeting venue is labeled and directions put in strategic positions based on organization’s meeting guidelines 6. ***Meeting venue instructions requirements*** are carried out based on organization’s meeting guidelines |
| 1. Prepare reference materials | 1. List of participants who have confirmed attendance is prepared based on organization’s meeting procedure 2. Signed minutes of the previous meeting are obtained from the chairperson based on organization’s meeting procedure 3. Copies of signed minutes are prepared for circulation as per number of participants 4. Other ***reference material***s requirements are obtained as per organization’s meeting procedure 5. ***Meeting presentation facilities*** are prepared based on organization’s meeting procedure |
| 1. Organize hospitality services | 1. Number of participants is confirmed based on organization’s meeting procedure 2. The meeting program is familiarized based on organization’s meeting procedure 3. The meeting hospitality budget is prepared based on number of participants 4. Hospitality services providers are identified as per   organization’s meeting guidelines   1. Orders for hospitality services are placed as per number of participants 2. Participants are ushered into the meeting venue based on organization’s meeting procedure 3. Registration is conducted as per organization’s meeting procedure 4. Meals and refreshments are served based on organization’s meeting procedure |
| 1. Take meeting minutes | 1. Meeting reference materials are obtained as per organization’s meeting procedure 2. Attendance status is recorded as per organization’s meeting procedure 3. ***Meeting proceedings*** are recorded as per organization’s meeting procedure 4. Resolutions passed are confirmed as per organization’s meeting procedure 5. Reports, notes, and reference materials are gathered after the meeting as per organization’s meeting procedure |
| 1. Clear meeting venue | 1. Meeting materials are ***sorted*** based on level of confidentiality 2. Loose documents are filed as per organization’s filing procedure 3. Meeting equipment is collected and stored as per organization’s asset maintenance procedure 4. Hospitality services equipment and materials are cleared from the meeting venue based on organization’s meeting procedure 5. Waste materials are disposed of as per OSHA 6. The meeting venue is cleaned and locked as per organization’s cleaning and maintenance procedures |
| 1. Prepare meeting minutes | 1. Meeting minutes are ***reviewed*** after the meeting as per organization’s minute-writing procedure 2. Meeting minutes are compared with the committee executive based on organization’s minute-writing procedure 3. Minutes are typed based on organization’s minute-writing procedure 4. Minutes are proofread based on organization’s minute-writing procedure 5. Minutes draft is produced and shared with the chairperson for concurrence based on organization’s minute-writing procedure 6. Chairperson’s comments are incorporated in the minutes as per organization’s minute-writing procedure 7. Signed minutes are circulated to members as per workplace communication policy 8. Copy of signed minutes is filed based on organization’s filing policy 9. Action plan is prepared in line with organization’s minute-writing procedure |
| 1. Organize virtual meeting | * 1. ***Social platform*** is created in line with organization’s virtual meeting guidelines   2. Invitations with notice are sent as per organization’s communication guidelines   3. Link and login credentials are shared to the meeting participants’ based on organization’s virtual meeting guidelines   4. Meeting agenda is shared as per organization’s virtual meeting guidelines   5. Meeting attendance is ***confirmed*** as per organization’s virtual meeting guidelines   6. Reminder is sent as per organization’s virtual meeting guidelines   7. Participants are logged in to the meeting as per organization’s virtual meeting guidelines   8. Virtual ***meeting etiquette*** is established as per organization’s virtual meeting guidelines |

**RANGE OF VARIABLES**

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: | 1. Confirmation 2. Apologies 3. Proxies, etc. |
| 1. Conducive environment may include but not limited to: | * 1. Lighting   2. Ventilation   3. Temperature, etc. |
| 1. Meeting instructions requirements may include but not limited to: | * 1. Clarity and transparency i.e. proper communication   2. Compliance and standardization   3. Professionalism and accountability   4. Sitting arrangement (protocol observation), etc. |
| 1. Meeting reference materials may include but not limited to: | 1. Agenda 2. Previous minutes 3. Reports 4. Financial statements 5. Project updates, etc. |
| 1. Meeting presentation facilities may include but not limited to: | 1. Power point slides 2. LCD projector 3. Charts 4. Diagrams 5. Infographics 6. Flip charts 7. Marker pens 8. Boards, etc. |
| 1. Meeting proceedings may include but not limited to: | * 1. Minutes   2. Individuals to take action, etc. |
| 1. Sorted may include but not limited to: | * 1. Confidential   2. Private   3. Top secret   4. Fragile   5. General |
| 1. Reviewed may include but not limited to: | * 1. Assembling reports from members   2. List of meeting attendants   3. Analyzed data   4. Copies of matters arising   5. Furnishing shorthand notes, etc. |
| 1. Social platforms may include but not limited to: | * 1. Google meet   2. Zoom   3. Facebook   4. Conference calls, etc. |
| 1. Confirm may include but not limited to: | * 1. Pop-ups   2. Confirmation links   3. Chat box, etc. |
| 1. Meeting etiquette may include but not limited to: | * 1. Mute audio   2. Raise hands   3. Video chats   4. Appreciation features, etc. |

**REQUIRED SKILLSAND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Accuracy
* Active listening
* Communication
* Credibility
* Document editing
* Event coordination
* Monitoring
* Multitasking
* Prioritizing
* Problem-solving
* Reading
* Shorthand
* Writing
* MSOffice
* Inter-personal relations
* Decision making
* Organizing
* Planning

**Required Knowledge**

The individual needs to apply knowledge of the following:

* Customer service
* Format for office documents
* Minutes writing
* Human relations
* Office rules, regulations, policies, and procedures
* Public relations

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | ***Assessment requires evidence that the individual:***   1. Prepared meeting notice as per organization’s meeting procedure 2. Prepared invitation letter based on organization’s meeting procedure 3. Prepared and sent agenda with invitation letter based on organization’s meeting procedure 4. Coordinated meeting venue cleaning as per OSHA 5. Provided sufficient furniture based on number of participants 6. Provided conducive environment based on OSHA 7. Labelled directions placed in strategic positions at meeting venue based on organization’s meeting guidelines 8. Prepared list of participants who have confirmed attendance based on organization’s meeting procedure 9. Prepared copies of signed minutes for circulation as per number of participants 10. Obtained other reference materials requirement as per organization’s meeting procedure 11. Prepared meeting presentation facilities based on organization’s meeting procedure 12. Confirmed number of participants based on organization’s meeting procedure 13. Prepared meeting hospitality budget based on number of participants 14. Placed orders for hospitality services as per number of participants 15. Ushered participants into the meeting venue based on organization’s meeting procedure 16. Conducted registration as per organization’s meeting procedure 17. Served meals and refreshments based on organization’s meeting procedure 18. Recorded attendance status as per organization’s meeting procedure 19. Recorded meeting proceedings as per organization’s meeting procedure 20. Gathered reports, notes, and reference materials after meeting as per organization’s meeting procedure 21. Sorted meeting materials based on level of confidentiality 22. Collected and stored meeting equipment as per organization’s asset maintenance procedure 23. Cleared hospitality services equipment and materials from meeting venue based on organization’s meeting procedure 24. Cleaned and locked meeting venue as per organization’s cleaning and maintenance procedures 25. Reviewed meeting minutes as per organization’s minute-writing procedure 26. Compared meeting minutes with committee executive based on organization’s minute-writing procedure 27. Typed minutes based on organization’s minute-writing procedure 28. Incorporated chairperson’s comments in the minutes as per organization’s minute-writing procedure 29. Prepared action plan in line with organization’s minute-writing procedure 30. Created a social platform in line with organization’s virtual meeting guidelines 31. Shared link and login credentials to the participants based on organization’s virtual meeting guidelines 32. Shared the meeting agenda as per organization’s virtual meeting guidelines 33. Confirmed meeting attendance as per organization’s virtual meeting guidelines 34. Logged in participants to the meeting as per organization’s virtual meeting guidelines |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Materials relevant to the proposed activity or tasks |
| 1. Method 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 for assessment | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

COORDINATE TRAVEL ARRANGEMENTS

**UNIT CODE: 0415 551 26A**

**Unit Description**

This unit describes the competencies required to coordinate travel arrangements. It involves obtaining travel clearance, booking travel tickets, handling travel logistics, preparing travel carry-on, booking officer’s accommodation and requesting travel imprest.

**ELEMENTSAND PERFORMANCE CRITERIA**

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| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Obtain travel clearance | 1. Travel invitation is received based on National Immigration Policy 2. Travel destination is established as per port of destination 3. Travel clearance form is obtained as per National Immigration Policy 4. Travel clearance form is filled based on National Immigration Policy 5. Duly filled-in travel clearance form is submitted based on National Immigration Policy 6. Travel clearance is obtained as per National Immigration Policy |
| 1. Book travel tickets | 1. Approval for purchase of a travel ticket is sought based on National Immigration Policy 2. Follow-up on travel ticket is made as per National Immigration Policy 3. Travel ticket is obtained as per National Immigration Policy 4. Copies of travel tickets are filed in line with organization’s filing procedure |
| 1. Handle travel logistics | 1. ***Medical report*** is obtained as per National Health Travel Policy 2. Passport validity is ascertained based on National Immigration Policy 3. Visa is applied for as per International Immigration Policy 4. Work tickets are obtained based on workplace procedures 5. Travel authority letter is obtained as per National Immigration Policy 6. ***Mode of transport*** is selected based on port of destination |
| 1. Prepare travel carry-on | 1. Itinerary is prepared as per travel programme 2. Destination weather conditions information is sought from meteorological department based on port of destination 3. Destination weather conditions information is communicated as per organization’s communication policy 4. Currency conversion is done as per currency exchange rates 5. ***Travel documents*** are assembled as per workplace procedures 6. ***Meeting documents*** are assembled based on meeting invitation letter |
| 1. Book officer’s accommodation | 1. Accommodation booking inquiries are made as per workplace travel procedure 2. Appropriate accommodation facilities are identified based on workplace travel guidelines 3. Details of reservation are recorded as per workplace travel guidelines 4. Details of reservation are provided to officer’s as per organization’s communication policy |
| 1. Request travel imprest | 1. Approval for imprest processing is sought as per organization’s imprest procedure 2. Follow-up on travel imprest is made as per organization’s imprest procedure 3. Travel imprest is obtained based on organization’s imprest procedure 4. Account and surrender for travel imprest is carried out as per organization’s imprest procedure |

**RANGE OF VARIABLES**

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.

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| --- | --- |
| **VARIABLE** | **RANGE** |
| 1. Medical report may include but not limited to the: | 1. Vaccines received e.g. yellow fever, COVID, etc. 2. Dates administered 3. Health care provider information, etc. |
| 1. Mode of transport may include but not limited to: | 1. Road 2. Rail 3. Air 4. Sea |
| 1. Travel documents may include but not limited to: | 1. Passport 2. Visa 3. Travel insurance 4. National ID or driver’s license 5. Travel tickets, etc. |
| 1. Meeting documents may include but not limited to: | * 1. Stationery   2. Invitation correspondence with agenda   3. Reference materials e.g. reports, etc. |

**REQUIRED SKILLSAND KNOWLEDGE**

**Required Skills:**

* Analytical
* Communication
* Control
* Decision making
* ICT skills
* Interpersonal relations
* Multi-tasking
* Negotiation
* Numeracy
* Organization
* Planning
* Problem-solving
* Time management
* Writing

**Required knowledge:**

The individual needs to apply knowledge of the following:

* Business communication
* Current affairs
* Digital literacy
* Legal Requirements
* Organizational policy and procedures
* Public relations

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the individual:   1. Filled travel clearance form based on Travel Clearance policies 2. Obtained travel ticket as per Travel Ticket Approval policy 3. Filed copies of travel tickets in line with organization’s filing procedure 4. Ascertained passport validity based on National Immigration Policy 5. Applied visa as per International Immigration Policy 6. Selected mode of transport based on port of destination 7. Prepared itinerary as per travel programme 8. Sought destination weather conditions information from meteorological department based on port of destination 9. Communicated destination weather conditions information as per organization’s communication policy 10. Carried out currency conversion as per currency exchange rates 11. Assembled travel documents as per workplace procedure 12. Assembled meeting documents based on meeting invitation letter 13. Made accommodation booking inquiries as per workplace travel procedure 14. Recorded details of reservation as per workplace procedure 15. Provided details of reservation to officer as per organization’s communication policy 16. Sought approval for imprest processing as per organization’s imprest procedure 17. Carried out account and surrender for travel imprest as per organization’s imprest procedure |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**ADVANCED SHORTHAND SKILLS 1**

**UNIT CODE: 0415 551 27A**

**Unit Description**

This unit covers the competencies required to apply shorthand skills. It involves taking shorthand dictation,

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **(Bold and italicized terms are elaborated in the Range.)** |
| * + - 1. Take shorthand   Dictation | * 1. Correct outlines and ***mailable*** work are applied in line with shorthand principles.   2. Transcription techniques are identified based on shorthand principles   3. English and shorthand dictionaries are utilized in line with shorthand principles   4. New words, phrases, short forms, sentences, and intersections are drilled as per shorthand principles   5. Short burst dictation is taken in line with shorthand principles   6. Timed dictation and transcription are done based on shorthand principles   7. Transcription notes are proofread as per shorthand principles |

**RANGE OF VARIABLES**

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** |
| Mailable may include but is not limited to: | * 1. Grammar   2. Punctuation   3. Spelling |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Reading
* Listening
* Pronunciation
* Writing
* Penmanship
* Typing
* Proofreading

**Required knowledge**

The individual needs to apply knowledge of the following:

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

**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. New words, phrases, short forms, sentences, and intersections are drilled as per shorthand principles   2. Short burst dictation is taken in line with shorthand principles   3. Timed dictation and transcription are done based on shorthand principles |
| 1. Resource Implications | The following resources should be provided:   * 1. Access to relevant workplace or appropriately simulated environment where assessment can take place   2. Materials relevant to the proposed activity or task |
| 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## **ADVANCED PROCESS OFFICE DOCUMENTS 1**

**UNITCODE: 0415 551 28A**

**Unit Description**

This unit covers the competencies required to process office documents. It involves creating business forms and producing special purpose correspondence.

**ELEMENTSAND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Create business forms | * 1. ***Business forms*** are processed based on workplace procedures   2. Information is extracted and filled based on documents processing techniques   3. Business forms are produced as per workplace procedures   4. Copies of business forms are filed based on organization’s filing system |
| 1. Produce special purpose correspondence | * 1. Formatting of ***special purpose correspondence*** is carried out in line with documents processing techniques   2. Special purpose correspondence is typed as per documents processing techniques   3. Special purpose correspondence is produced as per workplace procedures   4. Special purpose correspondence is filed as per organization’s filing system |

**RANGE OFVARIABLES**

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..Business forms include but not limited to: | * 1. Application forms   2. Local purchase order   3. Curriculum vitae   4. Bio-data collection forms, etc. |
| 1. Special Purpose correspondence includes but not limited to: | * 1. Memos   2. Notices and agenda   3. Menus   4. Advertisements   5. Invitation cards   6. Reports   7. Publications, etc.   8. Legal documents and endorsements * Last will and Testament * Contracts, etc   1. Technical documents and endorsements * Specifications * Bills of quantities, etc.   1. Minutes of meetings   2. Financial Statements * Balance sheets * Income statements, etc. |

**REQUIRED SKILLSAND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Listening
* Writing
* Telephone etiquette
* Organization
* Interpreting
* Binding skills
* Photocopying
* Scanning
* Typesetting

**Required knowledge**

The individual needs to apply knowledge of the following:

* Digital literacy
* Reprographic
* Business communication
* Public relations
* Document processing

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1.Critical Aspects of Competency | Assessment requires evidence that the individual:   * 1. Information is extracted and filled based on documents processing techniques   2. Business forms are produced as per workplace procedures   3. Special purpose correspondence is typed as per documents processing techniques   4. Special purpose correspondence is produced as per workplace procedures |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**ADVANCED SHORTHAND SKILLS 2**

**UNIT CODE: 0415 551 29A**

**Unit Description**

This unit covers the competencies required to apply shorthand skills. It involves transcribing shorthand notes and typing mailable work.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **(Bold and italicized terms are elaborated in the Range.)** |
| * + - 1. Transcribe shorthand notes. | * 1. Dictated passages are taken down neatly and accurately at varying speeds of 100 WPM and above based on shorthand principles   2. ***Transcription techniques*** are explained in line with shorthand principles   3. Dictated passages are transcribed within a time limit based on shorthand principles   4. **E**rrorsare analyzed and explained based on shorthand principles   5. Assignments are given and evaluated as per shorthand principles |
| 1. Type mailable work | * 1. Keyboarding is utilized in line with Ms. Word Processing.   2. Varied materials are typed at a minimum speed of 50 WPM utilizing acceptable display as per shorthand principles.   3. Typed documents are edited in line with shorthand principles   4. Mailable transcriptions are produced for signature as per shorthand principles |

**RANGE OF VARIABLES**

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** |
| Transcription Techniques May include but not limited to |  Manual typing   Speech-to-text software   Real-time transcription   Delayed transcription (from recorded audio) |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Reading
* Listening
* Pronunciation
* Writing
* Penmanship
* Typing
* Proofreading

**Required knowledge**

The individual needs to apply knowledge of the following:

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

**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. Transcription techniques are explained in line with shorthand principles   2. Dictated passages are transcribed within a time limit based on shorthand principles   3. Errors are analyzed and explained based on shorthand principles |
| * + - 1. Resource Implications | The following resources should be provided:   * 1. Access to relevant workplace or appropriately simulated environment where assessment can take place   2. Materials relevant to the proposed activity or task |
| * + - 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**ADVANCED PROCESS OFFICE DOCUMENTS 2**

**UNITCODE: 0415 551 30A**

**Unit Description**

This unit covers the competencies required to process office documents. It involves b Producing diagram documents and conducting reprographic services.

**ELEMENTSAND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***(Bold and italicized terms are elaborated in the Range)*** |
| 1. Produce diagram documents | * 1. ***Diagram documents*** are prepared in line with documents processing techniques   2. Diagram documents are produced as per workplace procedures   3. Copies of diagram documents are filed as per organization’s filing system |
| 1. Conduct reprographic services | * 1. Office documents to be reproduced are received as per workplace procedures   2. Self-orientation on ***reprographic settings*** is upgraded as per machine reprographic guidelines   3. The number of copies to be reproduced is established based on requirements   4. ***Reproduction methods*** are identified as per nature of documents   5. Office documents are reproduced as per workplace procedures   6. Produced office documents are recorded as per workplace procedures   7. Produced office documents are distributed based on workplace distribution procedures   8. Reprographic equipment is maintained based on organization’s asset and maintenance guidelines |

**RANGE OFVARIABLES**

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. Diagram documents include but not limited to: | * 1. Shapes   2. Clip art   3. Word art   4. Smart art e.g. Venn diagrams etc. |
| 1. Reprographic settings may include but not limited to: | * 1. Size of the paper   2. Number of copies   3. Colour   4. Passwords, etc. |
| 1. Reproduction methods may include but not limited to: | * 1. Printing   2. Scanning   3. Photocopying   4. Master, etc. |

**REQUIRED SKILLSAND KNOWLEDGE**

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

**Required Skills**

The individual needs to apply the following skills:

* Listening
* Writing
* Telephone etiquette
* Organization
* Interpreting
* Binding skills
* Photocopying
* Scanning
* Typesetting

**Required knowledge**

The individual needs to apply knowledge of the following:

* Digital literacy
* Reprographic
* Business communication
* Public relations
* Document processing

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the individual:   1. Maintained reprographic equipment based on organization’s asset and maintenance guidelines 2. Self-orientation on reprographic settings is upgraded as per machine reprographic guidelines 3. The number of copies to be reproduced is established based on requirements 4. Reproduction methods are identified as per nature of documents |
| 1. Resource implications | The following resources should be provided:   * 1. Access to relevant workplace or appropriately simulated environment where assessment can take place   2. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | 3.1 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 | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |