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**OCCUPATION STANDARD FOR DIGITAL SERVICES ASSISTANT**

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**Occupation description:**

Digital services assistant (End-user IT assistant, Photo editor, Data Entry Clerk and Audio & Video content Distributor) is a person who writes text documents and performs data entry into software systems. He/she also works on document processing and handling. In addition, He/she uses software tools to manipulate imagery contents. Furthermore, He/she provides essential support to end-users, such as accessing, applying, requesting, and/or benefiting from online platform services (Irembo, RRA, RDB, etc.). He/she possesses basic networking skills as well. Finally, He/she is concerned with storing, conversion, compression/extraction, burning CD/DVD, uploading and downloading of audio and video contents to or from cloud server from/to the customer’s storage, all to satisfy customer needs.

# INTRODUCTION

The occupational analysis is developed in the framework of the mission of the Rwanda TVET Board to develop demand-driven competency-based curricula for technical and vocational education and training.

This occupational analysis (DACUM CHART) describes the occupations within ICT and Multimedia sector with the purpose to develop curriculum for Digital services assistant related occupations with their respective specializations namely End user IT assistant, Audio and video content distributor and Photo retoucher. The duties and tasks of a person performing the said occupations and provides information about the context of realization of the duties. An indication of the knowledge, skills and attitudes required to perform the occupation is provided as well.

The competency standards are developed on the basis of the Occupational Analysis. They present the competences required to perform the occupation(s) in Tours and travel management, and the link between the specific and general competences. These competences are further described in elements of competence and performance criteria.

These standards can be used for training of learners in TVET institutions or for training of workers’ in the industry.

The Document also comprises elements of competency and respective performance criteria as minimum standards of the expected competency of these professions. The training will focus on individuals to achieve all minimum standards stated in this document as to meet the requirements for Tours and travel Consultant.

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**Editing**

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**Participation**

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|  |  |  |  |
| --- | --- | --- | --- |
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| **1** | NTWALI Olivier | CEO | East African Young Technology Ltd |
| **2** | MANIRAGUHA Denys | CEO | Elideva Technology co.ltd |
| **3** | UWIRAGIYE Jean Paul | Technical Service Officer | Deep Switch Ltd |
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## PART I: OCCUPATIONAL ANALYSIS

### DESCRIPTION OF THE OCCUPATION

* 1. **Title of occupation**

A Digital services assistant

* 1. **Position in the national and/or regional economy** 
     1. **Context of work**
     2. **Types of enterprises in which the occupation is performed**

A Digital services assistant can work in small and medium ICT companies. he/she can also work in other public and/or private sectors that require ICT related services. They can also work on their own.

* + 1. **Scope of practice**
* ICT companies
* Data research and statistics firms/institutions
* Public and Private Secretariat
* Internet cafe
* Small and Medium Multimedia studios
* Printing houses
* Marketing agencies
* Media house (online based and newspapers)
* Publishing houses
* Any other public and/or private sectors that require ICT related services
  + 1. **Position within the company**

A Digital services assistant can work as Audio & Video content Distributor, Data Entry Clerk, Photo Retoucher or end-user IT assistant

* + - 1. **Working conditions and remuneration**
* **Working hours:** 10 hours per day, 60 hours a week
* **Working time:** Day
* **Salary estimation:**

(Beginner) Monthly net income: 50,000 - 100,000 frw

(Experienced) Monthly net income: 100,000 – 300,000 frw

* **Physical conditions:** A Digital services assistant should be healthy and physically fit
* **Other Benefits:** Tip
  1. **Safety requirements, hygiene, Security and quality**

Fire extinguisher, Blue light filter glasses, ergonomic chair, health insurance

* 1. **Duties and tasks** *(see DACUM Chart below).*

**END USER IT ASSISTANT**

**DUTIES TASKS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **A**  **Perform data entry** | **A-1**  Prepare hardware equipment | **A-2**  Prepare data source  for computer entry | **A-3**  Open software tool | **A-4**  Record data   * Type text * Scan document * Scan biometric data * Record audio & video data | **A-5**  Store data |
| **B**  **Process data** | **B-1**  Arrange data | **B-2**  Convert data | **B-3**  Compress data | **B-4**  Transfer data | **B-5**  Print documents |
| **C**  **Assist users with system services** | **C-1**  Identify customer service needs | **C-2**  Access appropriate system | **C-3**  Input customer information /data | **C-4**  Apply/request services from system | **C-5**  Provide proof of service delivery |
| **D**  **Print document** | **D-1**  Prepare hardware  equipment | **D-2**  Open document with an appropriate software | **D-3**  Customise document for print preview | **D-4**  Configure printer settings | **D-5**  Print out the document |
| **D**  **Scan document** | **E-1**  Prepare hardware equipments | **E-2**  Open scanner  software | **E-3**  Insert hardcopy in the scanner | **E-4**  Configure scanner settings | **E-5**  Scan the document |
| **E-6**  Save the softcopy |  |  |  |  |

**AUDIO &VIDEO CONTENT DISTRIBUTOR**

**DUTIES TASKS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **A**  **Collect audio video content** | **A-1**  Prepare hardware equipment | **A-2**  Open software | **A-3**  Identify AVC and their source. | **A-4**  Select AVC. | **A-5**  Test the quality of AVC files. |
| **A-6**  Copy/download AVC from source storage. | **A-7**  Compress AVC files. | **A-8**  Arrange stored audio/ videos |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **B**  **Distribute AVC** | **B-1**  Prepare hardware equipment | **B-2**  Open software. | **B-3**  Identify customer AVC need | **B-4**  Locate AVC files on the storage | **B-5**  Test the quality of AVC files. |
| **B-6**  Convert AVC file to meet customer need. | **B-7** | |  |  |
| Copy/transfer AVC to customer storage | **Range**   * Burn CD/DVDs * Send AVC to external storage (USB drive, SD card, phone storage…) * Send to Bluetooth/ peer to peer   Share/Upload to cloud |
| **C**  **Burning CD/DVD** | **C-1**  Prepare hardware equipment. | **C-2**  Open burning software. | **C-3**  Locate and import AVC files. | **C-4**  Insert CD/DVD | **C-5**  Set configuration |
| **C-6**  Write AVC on CD/DVD | **C-7**  Eject CD/DVD |  |  |  |

**photo and video EDITOR**

**DUTIES TASKS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **A**  **Prepare workspace** | **A-1**  Prepare hardware equipment | **A-2**  Open software | **A-3**  Set image/video size | **A-4**  Adjust image/video resolution | **A-5**  Select page orientation |
| **A-6**  Choose color mode | **A-7**  Create workspace preset |  |  |  |
| **B**  **Manipulate photo** | **B-1**  Import image file | **B-2**  Adjust exposure &contrast | **B-3**  Perform colouring | **B-4**  Retouch skin | **B-5**  Remove unwanted elements |
| **C**  **Export photo** | **C-1**  Select file format | **C-2**  Set image quality | **C-3**  Save image | **C-4**  Share photo with client   * Burn photo to CD * Share photo to cloud * Send photo to Bluetooth * Send photo to external storage   Print photo |  |
| **D**  **Manipulate Video** | **D-1**  Import video file | **D-2**  Adjust exposure &contrast | **D-3**  Perform colouring | **D-4**  Remove unwanted elements | **D-5**  Enhance transitions |
| **D-6**  Add subtitles | **D-7**  Export video |  |  |  |
| **E**  **Design cards, calendar, banner and logo** | **E-1**  Prepare hardware equipment | **E-2**  Identify customer need | **E-3**  Open appropriate software | **E-4**  Design/ choose template | **E-5**  Insert contents |
| **E-6**  Save the card, cards, calendar, banner and logo | **E-7**  Print the product |  |  |  |
| **F**  **Apply professional ethics** | **F-1**  Manage time at work | **F-2**  Maintain PPE at work | **F-3**  Provide customer care at work | **F-4**  Work as team player | **F-5**  Keep confidentiality at work |
| **G**  **Pursue CPD** | **G-1**  Use current related ICT tools and equipment | **G-2**  Network peer professionals | **G-3**  Attend Meeting | **G-4**  Attend Professional training | **G-5**  Pursue IAP |

### DESCRIPTION OF THE TOOLS, EQUIPMENT AND MATERIALS TO PERFOM THE OCCUPATION

|  |  |  |
| --- | --- | --- |
| **Tools** | **Equipment** | **Consumables / Materials** |
| * Document processing tools (MS Word, Google Docs, MS Excel, and more) * Antivirus tool * Browsers * Burning software (Ashampoo, ..) * Media player software (VLC, …) * Convert & Compress software (Format Factory, …) * Fast copying software (super copier, …) * Music Mixing software (Virtual DJ,..) * Photo Editing software(Adobe Photoshop, Adobe Light room, Skin Finner, Affinity Photo, Pixlr,...) | * Computer * Scanner * Printer * Audio recorder * Camera * External storage devices (flash disk, SSD, SD card, CD/DVD-RW, ….) * Fingerprint & Biometric scanner * Stapler * Binding Machine * UPS * Speakers * extension port * External CD-ROM | * Ink * Papers * Internet connection * Electricity * Cleaning equipment (Foam, etc) * CDs/DVDs * Marker pen * Cleaning products (Microfiber Cloth, Spray, Foam, etc) * Staples |

### MAJOR KNOWLEDGE, SKILLS AND ATTITUDES

|  |  |  |  |
| --- | --- | --- | --- |
| **Major Knowledge** | **Major Skills** | **Attitude** | **Future trends and concerns** |
| * Basic knowledge on mathematics * Knowledge on digital data measurement * Basic understanding on storage directory structure * Knowledge on languages(Kinyarwanda/English/French) * Knowledge on online platform requirement & procedures * Basic understanding on internet browsing * Basic understanding on file formats * Knowledge on CD writer technologies * Basic knowledge on photography * Basic knowledge on document processing softwares * Basic knowledge on data protection (Password and Antivirus utility software) | * Typing skills * Basic Audio/video recording * Communication * Document formatting * Printer/Scanner manipulation * Data manipulation (document, pictures, audio, and video) like converting, compressing, data transferring, copying, renaming, and more * Problem-Solving skills * Interconnecting computer peripherals * Photo Manipulation * Basic Financial management skill * Pressure management skill | * Customer care * Time management * Curiosity * Passion * Creativity * Patience * Integrity * Reliability * Friendly * Trustworthy * Honesty * Innovation * Adaptability * Flexibility * Team work * Confidence * Courage | * Virtual Reality * Image processing * Big data analytics * Cloud computing * Increase of New apps/features (Mobile apps, USSD, Smart TV apps, photo Filters ) that facilitate end-users to access platforms and benefit from services themselves * Evolution of devices and technology * Voice recognition |

## 

## PART II COMPETENCY STANDARDS

## List of Competences

* + 1. **Specific competences**

1. Use computer and its peripherals
2. Use essential Microsoft office products
3. Use online essentials and platforms
4. Edit audio & visual contents
5. Design cards and logo
6. Manage data and storage
   * 1. **General competences**
7. Apply Basic mathematics at the workplace
   * 1. **Complementary competences**
8. Occupation and learning process
9. Apply basic entrepreneurship skills
10. Safety Health and Environment at Workplace
11. Citizenship
12. Apply English in communication
13. Gukoresha Ikinyarwanda kiboneye
14. Communication at Workplace
15. Apply professional ethics

## Work Process

1. Prepare the workplace
2. Arrange equipment & materials and test tools
3. Carry-out the work
4. Verify the work done
5. Document the work done

## Competence chart

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Occupation tittle** | | **Process** | | | | | **General and Complementary modules** | | | | | | | | |
| SN | SPECIFIC COMPETENCES | Prepare the workplace | Arrange equipment & materials and test tools | Carry-out the work | Verify the work done | Document the work done | Apply Basic mathematics at the workplace | Occupation and learning process | Apply basic entrepreneurship skills | Safety Health and Environment at Workplace | Citizenship | Apply English in communication | Gukoresha Ikinyarwanda kiboneye | Communication at Workplace | Communication at Workplace |
| 1 | Use computer and its peripherals | ▲ | ▲ | ▲ | ▲ | ▲ |  |  |  |  |  |  |  |  |  |
| 2 | Use essential Microsoft office products | ▲ | ▲ | ▲ | ▲ | ▲ |  |  |  |  |  |  |  |  |  |
| 3 | Use online essentials and platforms | ▲ | ▲ | ▲ | ▲ | ▲ |  |  |  |  |  |  |  |  |  |
| 4 | Edit audio & visual contents | ▲ | ▲ | ▲ | ▲ | ▲ |  |  |  |  |  |  |  |  |  |
| 5 | Design cards and logo | ▲ | ▲ | ▲ | ▲ | ▲ |  |  |  |  |  |  |  |  |  |
| 6 | Manage data and storage | ▲ | ▲ | ▲ | ▲ | ▲ |  |  |  |  |  |  |  |  |  |

Table 1*: Competences chart*

|  |  |
| --- | --- |
| Between the process and particular competences | Between general and particular competences |
| ▲: Functional link application  ∆: Functional link existence | ●: Functional link application  ο: Functional link existence |

## ELEMENTS OF COMPETENCE AND PERFORMANCE CRITERIA

**Competence: Use computer and its peripherals**

|  |  |
| --- | --- |
| **Elements of competence:** | **Performance criteria** |
| 1. Introduce computing fundamentals | 1.1. Computer is properly described |
| 1.2. Computer network basics are well described |
| 1.3. Computer security is properly described |
| 1. Apply computer basic operations | 2.1. Computer desktop elements are well used according to the Operating System |
| 2.2. Application software are well installed according to system requirements |
| 2.3. Computer peripherals are properly configured |
| 2.4. Computer peripherals are properly used |
| 1. Apply basic computer maintenance | 3.1 Basic problems of Computer and its peripherals are well diagnosed |
| 3.2 Basic software problems are well solved |
| 3.3 Basic hardware problems are well solved |

|  |  |  |
| --- | --- | --- |
| **Essential Knowledge** | **Essential Skills** | **Essential Attitude** |
| * Basic knowledge on mathematics * Knowledge on digital data measurement * Basic understanding on storage directory structure * Knowledge on languages(Kinyarwanda/English/French) * Basic understanding on internet browsing * Basic understanding on file formats * Knowledge on CD writer technologies * Basic knowledge on photography * Basic knowledge on document processing software * Basic knowledge on data protection (Password and Antivirus utility software) | * Keyboard skills * Audio/video recording * Communication skills * Document formatting * Printer/Scanner manipulation * Data manipulation (document, pictures, audio, and video) like converting, compressing, data transferring, copying, renaming, and more * Problem-Solving skills * Interconnecting computer peripherals * Photo Manipulation * Basic Financial management skill | * Customer care * Time management * Curiosity * Passion * Creativity * Patience * Integrity * Reliability * Friendly * Trustworthy * Honesty * Innovation * Adaptability * Flexibility * Teamwork * Confidence   Courage |

**Competence: Use essential Microsoft Office products**

|  |  |
| --- | --- |
| **Elements of competence** | **Performance criteria** |
| 1. Use Microsoft Office word | 1.1 MS Office Word is well described |
| 1.2 Word document is well created according to the required document |
| 1.3 Document is well formatted using appropriate tools |
| 1.4 Insert and References ribbons are properly explored in accordance with document requirements |
| 1.5 Professional document is well enhanced using Mailing and Review ribbons |
| 1.6 The document is well printed |
| 2. Use Microsoft Office Excel | 2.1 MS Office Excel is well described |
| 2.2 Spreadsheet is well created according to the required document |
| 2.3 Spreadsheet is well formatted using appropriate tools |
| 2.4 Formula ribbon is properly explored in accordance with spreadsheet requirements |
| 2.5 Insert and Data ribbons are properly explored in accordance with spreadsheet requirements |
| 2.6 The document is well printed |
| 3. Use Microsoft Office PowerPoint | 3.1 MS PowerPoint is well described |
| 3.2 Presentation is well created according to the required document |
| 3.3 Presentation is well formatted using appropriate tools |
| 3.4 Insert and design ribbons are properly explored in accordance with presentation requirements |
| 3.5 Transition, Animation and Slide show ribbons are properly explored in accordance with presentation requirements |
| 3.6 The presentation is well presented |

|  |  |  |
| --- | --- | --- |
| **Essential knowledge** | **Essential skills** | **Essential attitude** |
| * Basic knowledge on mathematics * Knowledge on digital data measurement * Basic understanding on storage directory structure * Knowledge on languages(Kinyarwanda/English/French) * Basic understanding on file formats * Basic knowledge on document processing softwares * Basic knowledge on data protection (Password and Antivirus utility software) | * Typing skills * Communication skills * Document formatting * Printer/Scanner manipulation * Data manipulation (document, pictures, audio, and video) like converting, compressing, data transferring, copying, renaming, and more * Problem-Solving skills * Computer peripherals * Basic Financial management skill | * Customer care * Time management * Curiosity * Passion * Creativity * Patience * Integrity * Reliability * Friendly * Trustworthy * Honesty * Innovation * Adaptability * Flexibility * Team work * Confidence * Courage |

**Competence**: **Use online essentials and platforms**

|  |  |
| --- | --- |
| **Elements of competence** | **Performance Criteria** |
| 1. Introduce online essentials | 1.1 Web Browser Is Properly Described According to browser engine |
| 1.2 Website and Search Engine Are Properly described According to the Function |
| 1.3 E-Platforms are properly identified according to the Services |
| 2: Use web browsers, emails and E-Platforms | 2.1 Web browser is well used |
| 2.2 Email is well used |
| 2.3 E-Platform are properly used according to the customer needs |
| 3. Secure online information  Stay safe online | 3.1 Potential threat are well described |
| 3.2 Basic information security is applied according to Confidentiality Integrity Availability (CIA) |
| 3.3 Copyright is well respected |

|  |  |  |
| --- | --- | --- |
| **Essential Knowledge** | **Essential Skills** | **Essential Attitudes** |
| * Basic knowledge on mathematics * Basic understanding on internet browsing * Knowledge on digital data measurement * Knowledge on languages (Kinyarwanda/English/French) * Knowledge on online platform requirement & procedures * Basic knowledge on data protection (Password and Antivirus utility software * Basic knowledge on copyright   Basic understanding on network (use of internet) | * Basic Computer skills * Basic communication skills * Basic entrepreneurial skills * Problem solving skills   Typing skills | * Customer care * Time Management * Curiosity * Passion * Creativity and innovation * Patience * Friendly * Trustworthy * Adaptability * Team work * Confidence * Honest * Integrity   Courage |

**Competence**: **Design cards and logos**

|  |  |
| --- | --- |
| **Elements of competence** | **Performance criteria** |
| 1.Prepare for card and Logo design | 1.1 Cards are well described. |
| 1.2 Logos are well described. |
| 1.3 Elements and principles of cards and logo design are well explained. |
| 1.4 Ms office publisher is well described according to its functions |
| 2. Introduce MS Office publisher | 2.1 Publication is well created. |
| 2.2 Insert  and Page design ribbons are properly explored in accordance with requirements |
| 2.3 Review and View ribbons are properly explored in accordance with requirements |
| 3.Create cards and logos design | 3.1 Card is well designed using appropriate template and images according to customer needs |
| 3.2 Logo is well designed using appropriate shapes and text according to customer needs |
| 3.3 The card and logo are well saved and printed. |

|  |  |  |
| --- | --- | --- |
| **Essential Knowledge** | **Essential Skills** | **Essential Attitude** |
| * Basic knowledge on mathematics * Knowledge on digital data measurement * Basic understanding on storage directory structure * Knowledge on languages(Kinyarwanda/English/French) * Basic understanding on internet browsing * Basic understanding on file formats * Knowledge on CD writer technologies * Basic knowledge on photography * Basic knowledge on document processing softwares * Basic knowledge on data protection (Password and Antivirus utility software) | * Typing skills * Communication skills * Document formatting * Printer/Scanner manipulation * Data manipulation (document, pictures, audio, and video) like converting, compressing, data transferring, copying, renaming, and more * Problem-Solving skills * Interconnecting computer peripherals * Photo Manipulation * Basic Financial management skill * Basic entrepreneurial skills | * Customer care * Time management * Curiosity * Passion * Creativity * Patience * Integrity * Reliability * Friendly * Trustworthy * Honesty * Innovation * Adaptability * Flexibility * Team work * Confidence * Courage |

**Competence**: **Edit audio & visual contents**

|  |  |
| --- | --- |
| **Elements of competence** | **Performance criteria** |
| 1. Introduce audio visual contents | 1.1 Photo, audio and video are well described |
| 1.2 Principles of photo, audio and video editing are well explained |
| 1.3  photo, audio and video editing software are well described according to their functions |
| 2. Prepare the workspace | 2.1 Workspace preset are perfectly set in accordance with audio-visual contents’ properties |
| 2.2 The user interface is properly customized |
| 2.3 Layers are well created |
| 3. Manipulate photo | 3.1 Photo is properly imported and  adjusted in accordance with workspace preset |
| 3.2 Photos are correctly exposed according to standard lighting and contrast |
| 3.3 Photo coloring is well applied |
| 3.4 Photo flaws are correctly removed from an image |
| 3.5 Paint, paths, shapes and text are properly used |
| 3.6 Photo is well exported to its respective directory |
| 4. Edit audio and video | 4.1 Audio and video files are well imported |
| 4.2 Audio and video files are well manipulated using appropriate tools. |
| 4.3 Audio and video files are well exported |

|  |  |  |
| --- | --- | --- |
| **Essential knowledge** | **Essential skills** | **Essential attitude** |
| * Basic knowledge on mathematics * Knowledge on digital data measurement * Basic understanding on storage directory structure * Knowledge on languages(Kinyarwanda/English/French) * Basic understanding on internet browsing * Basic understanding on file formats * Knowledge on CD writer technologies * Basic knowledge on photography * Basic knowledge on data protection (Password and Antivirus utility software) | * Printer/Scanner manipulation * Data manipulation (document, pictures, audio, and video) like converting, compressing, data transferring, copying, renaming, and more * Problem-Solving skills * Interconnecting computer peripherals * Photo Manipulation * Basic Financial management skill * Basic entrepreneurial skills * Basic communication skills | * Customer care * Time management * Curiosity * Passion * Creativity * Patience * Integrity * Reliability * Friendly * Trustworthy * Honesty * Innovation * Adaptability * Flexibility * Teamwork * Confidence * Courage |

**Competence: Manage Data and Storage**

|  |  |
| --- | --- |
| **Elements of competence** | **Performance criteria** |
| 1. Introduce digital data management | 1.1.Data and information are well described |
| 1.2. File and folder are well described |
| 1.3. Digital data measurement is well described |
| 1.4. Storage (local and cloud) and directories are well described |
| 2. Use data storage | 2.1.File and folder are well used |
| 2.2. Data and information are well stored |
| 2.3. Disk is properly maintained |
| 3. Manipulate data and storage | 3.1. Files are converted and compressed properly according to customer need |
| 3.2. Data transfer (uploading and downloading) is well performed according to different storage and website requirements. |
| 3.3 Digital contents are appropriately burnt on CD/DVD |
| 3.4. Data are well secured |

|  |  |  |
| --- | --- | --- |
| **Essential knowledge** | **Essential skills** | **Essential attitude** |
| * Basic knowledge on mathematics * Knowledge on digital data measurement * Basic understanding on storage directory structure * Knowledge on languages(Kinyarwanda/English/French) * Basic understanding on internet browsing * Basic understanding on file formats * Knowledge on CD writer technologies * Basic knowledge on document processing software * Basic knowledge on data protection (Password and Antivirus utility software) | * Communication skills * Document formatting * Printer/Scanner manipulation * Data manipulation (document, pictures, audio, and video) like converting, compressing, data transferring, copying, renaming, and more * Problem-Solving skills * Interconnecting computer peripherals * Basic Financial management skills * Basic entrepreneurial skills | * Customer care * Time management * Curiosity * Passion * Creativity * Patience * Integrity * Reliability * Friendly * Trustworthy * Honesty * Innovation * Adaptability * Flexibility * Teamwork * Confidence * Courage |

**Competence:** **Apply basic mathematics at the workplace**

|  |  |
| --- | --- |
| **Elements of Competence** | **Performance criteria** |
| |  | | --- | | 1. Apply algebraic and set concepts |  |  | | --- | |  | | 1.1 Venn diagram representations are properly used according to set operations |
| 1.2 Proportions, ratios, percentages and mixtures are properly determined according to work requirements |
| 1.3 Percentages are properly used to calculate discount, commission, profit, loss, interest and taxes |
| 1.4 Simple algebraic equations and inequalities are properly used in accordance with the work requirements |
| 1.5  Graphs of linear and quadratic functions are properly plotted  and interpreted  in accordance to the given situation |
| 1. Apply geometric shapes and angles properties | 2.1 Free hand sketches are precisely drawn using shapes and angles properties |
| 2.2 Regular and irregular shapes and angles are properly drawn in accordance with their properties |
| 2.3 Lengths and areas of similar shapes are accurately calculated using their properties (Thales theorem) |
| 2.4 Mathematical arguments are properly constructed using the angle properties of parallel lines |
| 2.5 Shape image are properly determined using transformation properties (properties of parallel projections, orthogonal projections, central symmetry, reflection and enlargement) |
| 2.6 Surface area and volume of common geometrical solids are properly calculated using formulas |
| 3. Apply statistical concepts and calculations | 3.1 Statistical data are  appropriately recorded in relation with the available data |
| 3.2  The central tendency (Mean, Mode and median) of a statistical data are properly computed based on work requirements |
| 3.3 Statistical data (results) are effectively presented and communicated using mathematical representations such as graphs, charts and tables |

|  |  |  |
| --- | --- | --- |
| **Essential knowledge** | **Essential skills** | **Essential attitude** |
| * Basic knowledge on basic mathematical operations | Calculation/ computation skills | * Customer care * Time management * Curiosity * Passion * Creativity * Patience * Adaptability * Flexibility * Teamwork |

**Competence:** **Apply professional ethics**

|  |  |
| --- | --- |
| Element of competence | Performance criteria |
| 1. Apply human values | 1.1. Human right is adequately valuated in accordance with United Nation  1.2. Integrity is adequately promoted in the workplace  1.4. Moral issues are adequately maintained in the workplace |
| 2. Respect work ethics | 2.1. Rules and regulations of the work are appropriately applied  2.2. Credible management of the work is adequately applied  2.3. Team spirit is appropriately promoted at work. |
| 3. Apply safety | 3.1. Risk are appropriately analysed in accordance to the type of work  3.2. Convenient personal safety precautions are properly applied in accordance to the safety procedures and guidelines  3.3. Hygienic rules are adequately respected at the workplace |

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| **Essential knowledge** | **Essential skills** | **Essential attitude** |
| * Knowledge on human rights * Knowledge on languages(Kinyarwanda/English/French) | * Communication skills * Problem-Solving skills | * Time management * Curiosity * Passion * Creativity * Patience * Adaptability * Flexibility * Teamwork |