**EDITOR: KELVIN MAWIRA**

**PRELIMINARY PAGES**

|  |
| --- |
| **OS Title: DATA MANAGEMENT AND ANALYTICS & level – 6** |
| **S/No** | **SECTION** | **Areas of consideration** | Status | Remarks |
|  | **Cover Page** | **Title and level (occupation)** |  |  |
|  | **Copyright statement** | **Symbol** | Symbol and word included  | Word “copyright” deleted Year Inserted  |
| **Document type** |  |  |
| **Email address** | **info@tvetcdacc.go.ke** | Old email | Updated to the new one. |
|  | **Footer** | **Consistency in Year and format****(Retrocet)** | Consistent  | Confirmation of the footer format  |
|  | **Formatting** | * **Times New Roman**
* **Spacing 1.15**
* **Font 12**
 |  |  |
|  | **Preliminary pages** | **Roman numbers** |  |  |
|  | **Foreword**  | **3rd paragraph-check curriculum title** |  |  |
| **4th paragraph-check the sector** |  |  |
| **Sign off-PS -VTT** |  |  |
|  | **Preface** | **3rd paragraph-check SSAC name** | SSAC name not consistent  | Amended  |
|  |  |  |
| **3rd paragraph-check curriculum title** |  |  |
| **Sign off-Chairperson TVET CDACC (Office)** | Chairman’s name included  | Updated to have the official office title.  |
|  | **Acknowledgement**  | **Check the SSAC** | Hospitality SSAC | Changed to “hospitality and accommodation” sector |
| **Sign off-Chairperson of SSAC** | Chairman title used  | Updated to “chairperson” |
|  | **Abbreviations and Acronyms** | **Exhaustive and relevant**  |  |  |
| **Sorted in alphabetical order** |  |  |
|  | **Key to unit code** | **OS-OS** |  |  |
| **…./BC/…..** |  |  |
| **Version Control**  |  |  |
|  | **Table of contents**  | **Exhaustive**  |  |  |
| **Automatically generated**  |  | Changed to come after acknowledgement  |
|  | **Title of the Tables**  | **Basic Units of Competency**  |  |  |
|  | **Column Titles**  | **Unit Code** **Code …./OS/…/A** |  |  |
| **Unit Title** |  |  |

**CORE UNITS**

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| 1. **PROVIDE BASIC GUEST RELATIONS SERVICES**
 |
|  | **Unit title and code** | **Match with contents of the summary table** | Version Control missing  |  |
|  | **Unit description** | **Should capture all the elements of the competency.** | It’s not consistent with the elements.  | Corrected to reflect the elements |
|  | **Elements** | **Should be** key outcomes which make up workplace function |  |  |
| **Should range 3---6---max 9** |  |  |
| **Check the numbering** |  |  |
|  | **Performance criteria** | **Should be stated in passive voice** **Starts with the noun…** |  |  |
| **Variables are italicized**  | Variables italicized but not in bold | **Amended (Bolded)**  |
|  |  |  |
| **Should contain a standard of performance… as per/in accordance with/ based on ….** | Correctly done |  |
|  | **Range**  | **Should be exhaustive****All identified variable should be in the range**  | Exhaustive |  |
| **…** may i**ncludes and not limited to: should be with the variable****…limited to:** |  |  |
| **Variables should be numbered: 1…2…3..** |  |  |
| **Range is bulleted** | Range not properly bulleted | Amended |
| **Variable should not be defined in the range** |  |  |
|  | **Required skill-** | **should be skills not personal attributes****Skills are acquired and improved continually** **While attributes are inherent personal characteristics** | **“**work culture” “people skill” included as skill. | **Deleted**  |
|  | **Required knowledge** | **Should be general in tandem with the elements and the PCs**  |  |  |
|  | **Evidence guide** | **Critical aspects should be exhaustive and well thought out** |  |  |
|  | Resource Implications for competence assessment | **General resource requirement for competence assessment for specific unit** | **Old format**  | **Changed to new format**  |
|  | **Methods of assessment**  | **Observation****Oral questioning** **Written test****Portfolio of Evidence****Interview****Third party report** |  | **Expert opinion required to assess the methods for assessment**  |
|  | Context of Assessment | Competency may be assessed:* On the job
* Off the job
* In work placement (attachment)

Off the job assessment must be undertaken in a closely simulated workplace environment | **Old format**  | **Updated to the new model**  |
|  | Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |  |  |

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| **2. PERFROM FRONT DESK OPERATIONS** |
|  | **Unit title and code** | **Match with contents of the summary table** | Version control not included  | **Amended**  |
|  | **Unit description** | **Should capture all the elements of the competency.** | Not consistent with the elements.  | **Amended** |
|  | **Elements** | **Should be** key outcomes which make up workplace function | **Correctly done** |  |
| **Should range 3---6---max 9** |  |  |
| **Check the numbering** |  |  |
|  | **Performance criteria** | **Should be stated in passive voice** **Starts with the noun…** |  |  |
| **Variables bold and italicized**  |  |  |
|  |  |  |
| **Should contain a standard of performance… as per/in accordance with/ based on ….** | Correctly done |  |
|  | **Range**  | **Should be exhaustive****All identified variable should be in the range**  | Two variables in the range are not in the PC Column  | **Amended-** **Expert opinion needed however**  |
| **…** may i**nclude and not limited to: should be with the variable****…limited to:** | Not inserted in the right place | **amended** |
| **Variables should be numbered: 1…2…3..** |  |  |
| **Range is bulleted** | **Range not bulleted**  |  |
| **Variable should not be defined in the range** | **Correctly done** |  |
|  | **Required skill-** | **should be skills not personal attributes****Skills are acquired and improved continually** **While attributes are inherent personal characteristics** | **Some not appropriate**  | **Changed**  |
|  | **Required knowledge** | **Should be general in tandem with the elements and the PCs**  |  |  |
|  | **Evidence guide** | **Critical aspects should be exhaustive and well thought out** |  |  |
|  | Resource Implications for competence assessment | **General resource requirement for competence assessment for specific unit** | **Old format**  | **Changed to new format**  |
|  | **Methods of assessment**  | **Observation****Oral questioning** **Written test****Portfolio of Evidence****Interview****Third party report** |  |  |
|  | Context of Assessment | Competency may be assessed:* On the job
* Off the job
* In work placement (attachment)

Off the job assessment must be undertaken in a closely simulated workplace environment | Old format  | Changed to new format  |
|  | Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |  |  |

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| 1. **PROVIDE PORTERAGE SERVICES**
 |
|  | **Unit title and code** | **Match with contents of the summary table** | Version control not included  | **Added** |
|  | **Unit description** | **Should capture all the elements of the competency.** | Not consistent with the elements.  | Amended |
|  | **Elements** | **Should be** key outcomes which make up workplace function | **Correctly done** |  |
| **Should range 3---6---max 9** |  |  |
| **Check the numbering** |  |  |
|  | **Performance criteria** | **Should be stated in passive voice** **Starts with the noun…** |  |  |
|  |  |  |
|  |  |  |
| **Should contain a standard of performance… as per/in accordance with/ based on ….** | Correctly done |  |
|  | **Range**  | **Should be exhaustive****All identified variable should be in the range**  | Not-Exhaustive- two variables not on the PC column  | Deletion of the two variables in the range done |
| **…** may i**nclude and not limited to: should be with the variable****…limited to:** | Missing aspect here | amended |
| **Variables should be numbered: 1…2…3..** |  |  |
| **Range is bulleted** |  |  |
| **Variable should not be defined in the range** | Correctly done |  |
|  | **Required skill-** | **should be skills not personal attributes****Skills are acquired and improved continually** **While attributes are inherent personal characteristics** | Some not appropriate  | Changed “people skills to interpersonal skills” |
|  | **Required knowledge** | **Should be general in tandem with the elements and the PCs**  |  |  |
|  | **Evidence guide** | **Critical aspects should be exhaustive and well thought out** |  |  |
|  | Resource Implications for competence assessment | **General resource requirement for competence assessment for specific unit** | Old Format  | Changed to new format  |
|  | **Methods of assessment**  | **Observation****Oral questioning** **Written test****Portfolio of Evidence****Interview****Third party report** |  |  |
|  | Context of Assessment | Competency may be assessed:* On the job
* Off the job
* In work placement (attachment)

Off the job assessment must be undertaken in a closely simulated workplace environment | Old format  | Changed to the new format. |
|  | Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |  |  |

**CURRICULUM CHECKLIST**

|  |  |
| --- | --- |
|  | **Cur Title: …………….. & Level ……** |
| **S/No** | **SECTION** | **Areas of consideration** | **Status** | **Remarks** |
|  | **Cover Page** | **Title and level (Course of study)** |  |  |
|  | **Copyright statement** | **Symbol** | Word and Symbol Included  | Word removed  |
|  | **Document type** |  |  |
| **Email address** | **info@tvetcdacc.go.ke** |  | Added new email  |
|  | **Footer** | **Consistency in Year and format****(Retrocet)****©TVETCDACC year** |  |  |
|  | **Formatting** | **Times New Roman****Spacing 1.15****Font 12** | Table of content before preface and foreward | Moved to be after acknowledgement  |
|  | **Preliminary pages** | **Roman numbers** |  |  |
|  | **Foreword**  | **4th paragraph-check the sector** |  |  |
|  |  |
|  | **Sign off-PS -VTT** |  |  |
|  | **Preface** | **3rd paragraph-check SSAC name** |  |  |
| **Add 4th paragraph**  | This curriculum has been developed following the CBET framework policy; the CBETA standards and guidelines provided by the TVET Authority and the Kenya National Qualification Framework designed by the Kenya National Qualification Authority. | Missing  | **ADDED** |
|  | **5th paragraph- check SSAC name** |  |  |
|  | **Sign off-Chairperson TVET CDACC (Office)** | **Old format**  | **Amended**  |
|  | **Acknowledgement**  | **It’s a curriculum…****Check the SSAC** |  |  |
| **Sign off-CEO/Council Secretary** |  |  |
|  | **Abbreviations and Acronyms** | **Exhaustive and relevant**  |  |  |
| **Sorted in alphabetical order** |  |  |
|  | **Key to unit code** | **Curriculum-../CU/..** |  |  |
| **…./BC/….** |  |  |
| **Version control A** |  |  |
|  | **Table of contents** | **Exhaustive** |  |  |
| **Automatically generated** |  |  |
|  | **Course Overview** | **Should related to the core units of competency**  |  |  |
| **Delete ‘Certificate’ and s from qualifications** |  |  |
| **Look out for “Units of Learning”** |  |  |
|  | **Titles of the tables** | **Basic Units of Learning****Common ……****Core ……** |  |  |
| **Column titles** | **Unit Code****Code …./CU/…/A** |  |  |
|  | **Unit Title** | **Title should not have a verb, object and qualifier (VOQ)** |  |  |
| **Should be a unit of learning in an institution** |  |  |
| **Check for consistency with the OS for every unit** |  |  |
| **Confirm duration and credit factor** |  |  |
| **Confirm the duration for basic units per level** |  |  |
| **Confirm total hours and credit factor** |  |  |
|  | **Industrial attachment –** | **needs further discussion** |  |  |
| **Entry behavior** | **check for each level-KNQA****Level 6-C Minus** **or****Cert. level 5 or****Equivalent** |  |  |
| **Level 5-D plain or****Cert level 4 or****Equivalent** |  |  |
| **Level 4-KCSE certificate or****Cert level 3 or****Equivalent** |  |  |
| **Level 3-KCPE certificate or****Cert level 3 or****Equivalent** | **Qualififcation given as KCPE. Changed to KCPE** |  |
| **Trainer qualification** | **A trainer for this course should have a higher qualification than the level of this course** | **Lacking**  | **Added**  |
| **Assessment** | **Further discussion** |  |  |
| **Certification** | **Look out for Certificate of competency..****National certificate….****Course** |  |  |
| **Basic units of learning** | **Ensure the correct and updated basic units of learning for the level**  |  |  |
| **Unit of learning Title** | **There should be consistency with the summary table**  |  |  |
| **Unit code** | **Consistency** |  |  |
|  | **Related OS** | **Capture correct Unit of Competency** |  |  |
| **Duration**  | **Consistency with table** |  |  |
| **Unit description** | **Consistency with OS** |  |  |
| **Summary of Learning outcomes** | **Consistency with Elements in the OS** |  |  |
| **Learning outcomes** | **Consistency with Summary of learning outcomes** |  |  |
|  | **Content** | **Adequacy (needs experts trainers)** |  |  |