

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**COOPERATIVE OFFICER/CLERK**

**LEVEL 5**



TVET CDACC

P.O. BOX 15745-00100

NAIROBI

First published 2019

©2019, TVET CDACC

All rights reserved. No part of these occupational standards may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods without the prior written permission of the TVET CDACC, except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law. For permission requests, write to the Council Secretary/CEO, at the address below:

**Council Secretary/CEO**

**TVET Curriculum Development, Assessment and Certification Council**

**P.O. Box 15745–00100**

**Nairobi, Kenya**

**Email:** info@tvetcdacc.go.ke

**FOREWORD**

The provision of quality education and training is fundamental to the Government’s overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya’s development blueprint and sustainable development goals.

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution and this resulted in the formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 14 of 2012). A key feature of this policy is the radical change in the design and delivery of TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that these occupational standards have been developed for the purpose of developing a competency based curriculum for Cooperative Management level 5. These Occupational Standards will also be the basis for assessment of an individual for competence certification

It is my conviction that these occupational standards will play a great role towards development of competent human resource for the Cooperative Sector’s growth and development.

**PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING**

**MINISTRY OF EDUCATION**

**PREFACE**

Kenya Vision 2030 aims to transform the country into a newly industrializing, “middle-income country providing a 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 the 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 attitudes 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 Sessional Paper No. 14 of 2012 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force.

TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) in conjunction with Business Sector Skills Advisory Committee (SSAC) have developed these occupational standards for a Cooperative Officer/Clerk Level 5. These occupational standards will be the basis for development of competency based curriculum for Cooperative Management Level 5. These Standards will also be the basis for assessment of an individual for competence certification.

 The occupational standards are designed and organized with clear performance criteria for each element of a unit of competency. These standards also outline the required knowledge and skills as well as evidence guide.

I am grateful to the Council Members, Council Secretariat, Business SSAC, expert workers and all those who participated in the development of this occupational standards.

**CHAIRPERSON**

 **TVET CDACC**

**ACKNOWLEDGMENT**

These occupational standards have been designed for competency-based training and has independent competencies of learning that allow the trainee flexibility in entry and exit. In developing the occupational standards, significant involvement and support was received from various organizations.

I thank TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) for providing guidance on the development of these Standards. My gratitude goes to the Business Sector Skills Advisory Committee (SSAC) members for their contribution to the development of these Standards. I thank all the individuals and organizations who participated in the validation of these Standards.

I acknowledge all institutions which in one way or another contributed to the success of development of these Standards.

**CHAIRPERSON**

**BUSINESS SECTOR SKILLS ADVISORY COMMITTEE**TABLE OF CONTENTS

[FOREWORD iii](#_Toc29978006)

[PREFACE iv](#_Toc29978007)

[ACKNOWLEDGMENT v](#_Toc29978008)

[ACRONYMS vi](#_Toc29978009)

[KEY TO UNIT CODE 1](#_Toc29978010)

[OVERVIEW 2](#_Toc29978011)

[BASIC UNITS OF COMPETENCY 4](#_Toc29978012)

[DEMONSTRATE COMMUNICATION SKILLS 5](#_Toc29978013)

[DEMONSTRATE NUMERACY SKILLS 9](#_Toc29978014)

[DEMONSTRATE DIGITAL LITERACY 15](#_Toc29978015)

[DEMONSTRATE ENTREPRENEURIAL SKILLS 20](#_Toc29978016)

[DEMONSTRATE EMPLOYABILITY SKILLS 25](#_Toc29978017)

[DEMONSTRATE ENVIRONMENTAL LITERACY 32](#_Toc29978018)

[DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES 39](#_Toc29978019)

[CORE UNITS OF COMPETENCY 44](#_Toc29978020)

[MAINTAIN BASIC BOOKKEEPING RECORDS 45](#_Toc29978021)

[MAINTAIN HUMAN RESOURCE RECORDS 49](#_Toc29978022)

[MAINTAIN CO-OPERATIVE STORE 53](#_Toc29978023)

[PERFORM CUSTOMER CARE SERVICES 57](#_Toc29978024)

[PERFORM MARKETING FUNCTION 61](#_Toc29978025)

[IMPLEMENT COOPERATIVE SOCIETY POLICIES 65](#_Toc29978026)

[COMPLY WITH ACTS AND REGULATIONS 68](#_Toc29978027)

[MANAGE CORPORATE SOCIAL RESPONSIBILITY 71](#_Toc29978028)

# **ABBREVIATIONS AND ACRONYMS**

A Control Version

BC Basic Competency

BUS Business

CC Common Units

CDACC Curriculum Development Assessment and Certification Council

COP Cooperative

CR Core Competency

CU Curriculum

OS Occupational Standards

OSHA Occupation Safety and Health Act

PPE Personal Protective Equipment

SSAC Sector Skills Advisory Committee

TVET Technical and Vocational Education and Training

# KEY TO UNIT CODE

 **BUS / OS /COP/BC/01/5/ A**

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version control

# OVERVIEW

Cooperative Management Level 5 qualification consists of competencies that an individual must achieve to enable him/her apply Cooperative Management skills in a work place maintaining basic book keeping records, maintaining human resource records, maintaining co-operative society store operations, performing customer care services, performing marketing function, implementing cooperative society policies, complying with acts and regulations and managing corporate social responsibility.

The units of competency comprising Cooperative Management level 5 qualification include the following:

**BASIC UNITS OF COMPETENCY.**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| BUS/CU/COP/BC/01/5/A | Demonstrate Communication Skills |
| BUS/CU/COP/BC/02/5/A | Demonstrate Numeracy Skills |
| BUS/CU/COP/BC/03/5/A | Demonstrate Digital Literacy  |
| BUS/CU/COP/BC/04/5/A | Demonstrate Entrepreneurial Skills |
| BUS/CU/COP/BC/05/5/A | Demonstrate Employability Skills |
| BUS/CU/COP/BC/06/5/A | Demonstrate Environmental Literacy |
| BUS/CU/COP/BC/07/5/A | Demonstrate Occupational Safety and Health Practices |

**CORE UNITS OF COMPETENCY.**

|  |  |
| --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** |
| BUS/CU/COP/CR/01/5/A | Maintain Basic Book Keeping Records. |
| BUS/CU/COP/CR/02/5/A | Maintain Human Resource Records. |
| BUS/CU/COP/CR/03/5/A | Maintain Co-operative Society Store Operations. |
| BUS/CU/COP/CR/04/5/A | Perform Customer Care Services. |
| BUS/CU/COP/CR/05/5/A | Perform Marketing Function.  |
| BUS/CU/COP/CR/06/5/A | Implement cooperative society policies. |
| BUS/CU/COP/CR/07/5/A | Comply with acts and regulations. |
| BUS/CU/COP/CR/08/5/A | Manage corporate social responsibility. |

# BASIC UNITS OF COMPETENCY

# DEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE:** BUS/CU/COP/BC/01/5/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate communication skills. It involves meeting communication needs of clients and colleagues, contributing to the development of communication strategies, conducting workplace interviews, facilitating group discussions and representing the organisation.

**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. Meet communication needs of clients and colleagues
 | 1. Specific communication needs of clients and colleagues are identified and met based on workplace requirements
2. Different communication approaches are identified and applied according to clients’ needs
3. Conflict is identified and addressed as per the standards of the organization
 |
| 1. Contribute to the development of communication strategies
 | 1. Strategies for internal and external dissemination of information are developed, promoted, implemented and reviewed as per organizations’ strategic plan
2. Channels of communication are established and reviewed based on the workplace needs
3. Communication training needs are identified and provided according to SOPs
4. Work related network and relationship are maintained based on workplace requirements
5. Negotiation and conflict resolution strategies are maintained as per the workplace procedures
 |
| 1. Conduct workplace interviews
 | 1. ***Communication strategies*** are identified and employed in ***interview situations*** based on workplace requirements
2. Records of interviews are made and maintained in accordance with organizational procedures
3. Effective questioning, listening and nonverbal communication techniques are used based on needs
 |
| 1. Facilitate group discussions
 | 1. Mechanisms to enhance ***effective group interaction*** are identified and implemented according to workplace requirements
2. Strategies to encourage group participation are identified and used as per organizations’ procedures
3. Meetings objectives and agenda are set and followed based on workplace requirements
4. Relevant information is provided and feedback obtained according to set protocols
5. Evaluation of group communication strategies is undertaken in accordance with workplace guidelines
6. Specific communication needs of individuals are identified and addressed as per individual needs
 |
| 1. Represent the organization
 | 1. Relevant presentation are researched and presented based on internal or external communication forums requirements Presentation is delivered in a clear and sequential manner as per the predetermined time
2. Presentation is made as per appropriate media
3. Difference views are respected based on workplace procedures
4. Written communication is done as per organizational standards
5. Inquiries are responded according to organizational standard
 |

**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. Communication strategies may include but not limited to:
 | * Language switch
* Comprehension check
* Repetition
* Asking confirmation
* Paraphrase
* Clarification request
* Translation
* Restructuring
* Approximation
* Generalization
 |
| 1. Effective group interaction may include but not limited to:
 | * Identifying and evaluating what is occurring within an interaction in a non-judgmental way
* Using active listening
* Making decision about appropriate words, behavior
* Putting together response which is culturally appropriate
* Expressing an individual perspective
* Expressing own philosophy, ideology and background and exploring impact with relevance to communication
* Openness and flexibility in communication
 |
| 1. Interview situations may include but not limited to:
 | * Establishing rapport
* Eliciting facts and information
* Facilitating resolution of issues
* Developing action plans
* Diffusing potentially difficult situations
 |

**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
* Giving/receiving feedback
* Interpretation of information
* Role boundaries setting
* Negotiation
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Communication process
* Dynamics of groups and different styles of group leadership
* Communication skills relevant to client groups
* Flexibility in communication

**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. Met communication needs of clients and colleagues
2. Contributed to the development of communication strategies
3. Conducted interviews
4. Facilitated group discussions
5. Represented the organization
 |
| 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. Observation
2. Oral questioning
3. Written test
4. Portfolio of Evidence
5. Interview
6. Third party report
 |
| 1. Context of Assessment
 | Competency may be assessed: 1. On the job
2. Off the job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**DEMONSTRATE NUMERACY SKILLS**

**UNIT CODE:** BUS/CU/COP/BC/02/5/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate numeracy skills. it involves calculating with whole numbers and familiar fractions, decimals, and percentages for work estimating, measuring, and calculating with routine metric measurements for work, using routine maps and plans for work, interpreting, drawing and constructing 2D and 3D shapes for work, interpreting routine tables, graphs and charts for work, collecting data and constructing routine tables and graphs for work and using basic functions of calculator.

**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. Calculate with whole numbers and familiar fractions, decimals and percentages for work | 1. Mathematical information that may be partly embedded in routine workplace tasks and texts is selected and interpreted as per SOPs
2. Whole numbers and routine or familiar fractions, decimals and percentages including familiar rates are interpreted and comprehended as per SOPs
3. Calculations which may involve a number of steps are performed as per SOPs
4. Calculations done with whole numbers and routine or familiar fractions, decimals and percentages as per SOPs
5. Conversion between equivalent forms of fractions, decimals and percentages is done as per SOPs
6. Order of operations is applied to solve multi-step calculations as per SOPs
7. Problem solving strategies are appropriately applied as per SOPs
8. Estimations are made to check reasonableness of problem solving process, outcome and its appropriateness to the context and task as per SOPs
9. Formal and informal mathematical language and symbolism are used to communicate the result of the task as per SOPs.
 |
| 2. Estimate, measure, and calculate with routine metric measurements for work | 1. Measurement information in workplace tasks and texts are selected and interpreted in accordance with workplace requirements
2. Appropriate routine measuring equipment are identified and selected in accordance with workplace requirements
3. Measurements are estimated and made using correct units as per measurement manuals.
4. Estimations and calculations done as per routine measurements
5. Conversions performed routinely as per metric units
6. Problem solving processes are used to undertake the tasks as per workplace procedures.
7. Estimations are made to check reasonableness of problem solving process, outcome and its appropriateness to the context and task as per workplace procedures
8. Information is recorded using mathematical language and symbols appropriate to discuss the task as per workplace procedures.
 |
| 3. Use routine maps and plans for work | 1. Features are identified in routine maps and plans as per SOPs
2. Symbols and keys in routine maps and plans are clearly explained as per SOPs
3. Orientation of map to North is identified and interpreted as per SOPs
4. Understanding of direction and location is clearly demonstrated as per SOPs
5. Simple scale is applied to estimate length of objects, or distance to location or object as per SOPs
6. Directions are given and received using both formal and informal language as per SOPs
 |
| 4. Interpret, draw and construct 2D and 3D shapes for work | 1. Two dimensional shapes and routine three dimensional shapes identified in everyday objects and in different orientations in accordance with job specifications
2. The use and application of shapes elaborately explained as per SOPs
3. Formal and informal mathematical language and symbols used to describe and compare the features of two dimensional shapes and routine three dimensional shapes as per workplace procedures.
4. Common angles identified in accordance with SOPs
5. Common angles in everyday objects are appropriately estimated as per SOPs
6. Formal and informal mathematical language are used to describe and compare common angles as per workplace procedures.
7. Common geometric instruments used to draw two dimensional shapes as per SOPs
8. Routine three dimensional objects constructed from given nets as per SOPs.
 |
| 5. Interpret routine tables, graphs and charts for work | 1. Routine tables, graphs and charts identified in predominately familiar texts and contexts as per tables and graph manuals
2. Common types of graphs and their different uses identified as per SOPs
3. Features of tables, graphs and charts identified as per workplace procedures
4. Information in routine tables, graphs and charts located and interpreted as per workplace procedures
5. Calculations are perform to interpret information as per SOPs
6. How statistics can inform and persuade interpretations is explained as per SOPs
7. Misleading statistical information is identified as per workplace procedures.
8. Information relevant to the workplace is discussed as per workplace procedures.
 |
| 6. Collect data and construct routine tables and graphs for work | 1. Features of common tables and graphs identified as per SOPs
2. Uses of ***different tables and graphs*** identified as per job specifications
3. Data and variables to be collected are determined as per workplace procedures.
4. The audience is determined as per the workplace procedures
5. Method of data collection is select as per job requirement
6. Data is collected as per SOPs
7. Information is collated in a table as per SOPs
8. Suitable scale and axes determined as per job specifications
9. Graph to present information is drafted and drawn as per SOPs
10. Data checked to ensure that it meets the expected results and context as per workplace procedures
11. Information is reported or discussed using formal and informal mathematical language as per workplace procedures
 |
| 7. Use basic functions of calculator | * 1. Keys are identified and used for ***basic functions on a calculator*** as per SOPs
	2. Calculation is done using whole numbers, money and routine decimals and percentages as per SOPs
	3. Calculation done with routine fractions and percentages as per SOPs
	4. Order of operations is applied to solve multi-step calculations as per SOPs
	5. Results are interpreted, displayed and recorded as per workplace procedures
	6. Estimations are made to check reasonableness of problem solving process, outcome and its appropriateness to the context and task as per workplace procedures
	7. Formal and informal mathematical language and appropriate symbolism and conventions used to communicate the result of the task as per workplace procedures.
 |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Use basic functions of calculator may include but not limited to:
 | * Addition
* Multiplication
* Calculate ratios
* Conversion of ratios into percentages
 |
| 1. Different tables and graphs may include but not limited to:
 | * Bar Graphs
* Flow Charts
* Pie Charts
* Pictograph
* Line Graphs
* Time Series Graphs
* Stem and Leaf Plot
* Histogram
* Dot Plot
* Scatter plot
 |

**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:

* Measuring
* Logical thinking
* Computing
* Drawing of graphs
* Applying mathematical formulas
* Analytical

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Types of common shapes
* Differentiation between two dimensional shapes / objects
* Formulae for calculating area and volume
* Types and purpose of measuring instruments
* Units of measurement and abbreviations
* Fundamental operations (addition, subtraction, division, multiplication)
* Rounding techniques
* Types of fractions
* Different types of tables and graphs
* Meaning of graphs, such as increasing, decreasing, and constant value
* Preparation of basic data, tables & graphs

**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. Calculated correctly with whole numbers and routine or familiar fractions, decimals and percentages
2. Estimated, measured and calculated with routine metric measurements
3. Applied simple scale to estimate length of objects or distance to location or object
4. Used formal and informal mathematical language to describe and compare common angles
5. Used common geometric instruments to draw two dimensional shapes
6. Collected data and constructed routine tables and graphs
7. Used basic functions of calculator correctly
 |
| 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 may be assessed through:1. Observation
2. Oral questioning
3. Written test
4. Portfolio of Evidence
5. Interview
6. Third party report
 |
| 1. Context of Assessment
 | Competency may be assessed in:1. On the job
2. Off the job
3. Industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE DIGITAL LITERACY

**UNIT CODE:** BUS/CU/COP/BC/03/5/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate digital literacy. It involves identifying appropriate computer software and hardware, applying security measures to data, hardware, software in automated environment, applying computer software in solving tasks, applying internet and email in communication at workplace, applying desktop publishing in official assignment and preparing presentation packages.

**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. Identify appropriate computer software and hardware
 | 1. Concepts of ICT are determined in accordance with computer equipment
2. Classifications of computers are determined in accordance with manufacturers specification
3. ***Appropriate computer software*** is identified according to manufacturer’s specification
4. ***Appropriate computer hardware*** is identified according to manufacturer’s specification
5. Functions and commands ofoperating system are determined in accordance withmanufacturer’s specification
 |
| 1. Apply security measures to data, hardware, software in automated environment
 | 1. ***Data security and privacy are classified*** in accordance with the prevailing technology
2. ***Security threats*** areidentified, **and *control measures*** are applied in accordance with laws governing protection of ICT
3. Computer threats and crimes are detected in accordance with Information security management guidelines
4. Protection against computer crimes is undertaken in accordance with laws governing protection of ICT
 |
| 1. Apply computer software in solving tasks
 | 1. ***Word processing concepts***are applied in resolving workplace tasks, report writing and documentation as per job requirements
2. ***Word processing utilities*** are applied in accordance with workplace procedures
3. Worksheet layout is prepared in accordance with work procedures
4. Worksheet is build and data manipulated in the worksheet in accordance with workplace procedures
5. Continuous data manipulated on worksheet is undertaken in accordance with work requirements
6. Database design and manipulation is undertaken in accordance with office procedures
7. Data sorting, indexing, storage, retrieval and security is provided in accordance with workplace procedures
 |
| 1. Apply internet and email in communication at workplace
 | 1. Electronic mail addresses are opened and applied in workplace communication in accordance with office policy
2. Office internet functions are defined and executed in accordance with office procedures
3. ***Network configuration*** is determined in accordance with office operations procedures
4. Official World Wide Web is installed and managed according to workplace procedures
 |
| 1. Apply desktop publishing in official assignments
 | 1. Desktop publishing functions and tools are identified in accordance with manufactures specifications
2. Desktop publishing tools are developed in accordance with work requirements
3. Desktop publishing tools are applied in accordance with workplace requirements
4. Typeset work is enhanced in accordance with workplace standards
 |
| 1. Prepare presentation packages
 | 1. Types of presentation packages are identified in accordance with office requirements
2. Slides are created and formulated in accordance with workplace procedures
3. Slides are edited and run in accordance with work procedures
4. Slides and handouts are printed according to work 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. Appropriate computer hardware may include but not limited to:
 | * Computer case
* Monitor
* keyboard
* mouse
 |
| 1. Data security and privacy may include but not limited to:
 | * Confidentiality of data
* Cloud computing
* Integrity -but-curious data surfing
 |
| 1. Security and control measures may include but not limited to:
 | * Counter measures against cyber terrorism
* Risk reduction
* Cyber threat issues
* Risk management
* Pass wording
 |
| 1. Security threats may include but not limited to:
 | * Cyber terrorism
* Hacking
 |

**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 skills
* Interpretation
* Typing
* Communication
* Basic ICT skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Software concept
* Functions of computer software and hardware
* Data security and privacy
* Computer security threats and control measures
* Technology underlying cyber-attacks and networks
* Cyber terrorism
* Computer crimes
* Detection and protection of computer crimes
* Laws governing protection of ICT
* Microsoft suite

**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 and controlled security threats
2. Detected and protected computer crimes
3. Applied word processing in office tasks
4. Designed, prepared work sheet and applied data to the cells in accordance to workplace procedures
5. Opened electronic mail for office communication as per workplace procedure
6. Installed internet and World Wide Web for office tasks in accordance with office procedures
7. Integrated emerging issues in computer ICT applications
8. Applied laws governing protection of ICT
 |
| 1. Resource Implications
 | The following resources should be provided:1. Tablets
2. Laptops
3. Desktop computers
4. Calculators
5. Internet
6. Smart phones
7. Operation Manuals
 |
| 1. Methods of Assessment
 | Competency may be assessed through:1. Written Test
2. Observation
3. Practical assignment
4. Interview/Oral Questioning
 |
| 1. Context of Assessment
 | Competency may be assessed in:1. Off the job
2. On the job setting
3. Industrial attachment
 |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ENTREPRENEURIAL SKILLS

**UNIT CODE :** BUS/CU/COP/BC/04/5/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate understanding of entrepreneurship. It involves demonstrating understanding of an entrepreneur, entrepreneurship, and self-employment, identifying entrepreneurship opportunities, creating entrepreneurial awareness, applying entrepreneurial motivation, developing business innovative strategies and developing business plan.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT** | **PERFORMANCE CRITERIA**  |
| 1. Demonstrate understanding of an Entrepreneur
 | 1. Entrepreneurs and Businesspersons 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. Factors affecting Entrepreneurship development are explored as per principles of Entrepreneurship
 |
| 1. Demonstrate understanding of Entrepreneurship and self-employment
 | 1. Entrepreneurship and self-employment are distinguished as per principles of entrepreneurship
2. Importance of self-employment is analysed based on business procedures and strategies
3. ***Requirements for entry into self-employment*** are identified according to business procedures and strategies
4. Role of an Entrepreneur in business is determined according to business procedures and strategies
5. Contributions of Entrepreneurs to National development are identified as per business procedures and strategies
6. Entrepreneurship culture in Kenya is explored as per business procedures and strategies
7. Born or made Entrepreneurs are distinguished as per entrepreneurial traits
 |
| 1. Identify Entrepreneurship opportunities
 | 1. Sources of business ideas are identified as per business procedures and strategies
2. Business ideas and opportunities are generated as per business procedures and strategies
3. Business life cycle is analysed as per business procedures and strategies
4. Legal aspects of business are identified as per procedures and strategies
5. Product demand is assessed as per market strategies
6. Types of ***business environment*** are identified and evaluated as per business procedures
7. Factors to consider when evaluating business environment are explored based on business procedure and strategies
8. Technology in business is incorporated as per best practice
 |
| 1. Create entrepreneurial awareness
 | 1. ***Forms of businesses*** are explored as per business procedures and strategies
2. Sources of business finance are identified as per business procedures and strategies
3. Factors in selecting source of business finance are identified as per business procedures and strategies
4. ***Governing policies*** on Small Scale Enterprises (SSEs) are determined as per business procedures and strategies
5. Problems of starting and operating SSEs are explored as per business procedures and strategies
 |
| 1. Apply entrepreneurial motivation
 | 1. ***Internal and external motivation*** factors are determined in accordance with motivational theories
2. Self-assessment is carried out as per entrepreneurial orientation
3. Effective communications are carried out in accordance with communication principles
4. Entrepreneurial motivation is applied as per motivational theories
 |
| 1. Develop innovative business strategies
 | 1. Business innovation strategies are determined in accordance with the organization strategies
2. Creativity in business development is demonstrated in accordance with business strategies
3. ***Innovative business strategies*** are developed as per business principles
4. Linkages with other entrepreneurs are created as per best practice
5. ICT is incorporated in business growth and development as per best practice
 |
| 1. Develop Business Plan
 | 1. Identified Business is described as per business procedures and strategies
2. Marketing plan is developed as per business plan format
3. Organizational/Management plan is prepared in accordance with business plan format
4. Production/operation plan in accordance with business plan format
5. Financial plan is prepared in accordance with the business plan format
6. Executive summary is prepared in accordance with business plan format
7. Business plan is presented as per best practice
 |

**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. 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. Internal and external motivation may include but not limited to:
 | * Interest
* Passion
* Freedom
* Prestige
* Rewards
* Punishment
* Enabling environment
* Government policies
 |
| 1. Business environment may include but not limited to:
 | * External
* Internal
* Intermediate
 |
| 1. Forms of businesses may include but not limited to:
 | * Sole proprietorship
* Partnership
* Limited companies
* Cooperatives
 |
| 1. Governing policies may include but not limited to:
 | * Increasing scope for finance
* Promoting cooperation between entrepreneurs and private sector
* Reducing regulatory burden on entrepreneurs
* Developing IT tools for entrepreneurs
 |
| 1. Innovative business strategies 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 strategies
* Basic financial management
* Business strategic planning
* Impact of change on individuals, groups and industries
* Government and regulatory processes
* Local and international market trends
* Product promotion strategies
* Market and feasibility studies
* Government and regulatory processes
* Local and international business environment
* Relevant developments in other industries
* Regional/ County business expansion strategies

**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. Distinguished entrepreneurs and business persons correctly
2. Identified ways of becoming an entrepreneur appropriately
3. Explored factors affecting entrepreneurship development appropriately
4. Analysed importance of self-employment accurately
5. Identified requirements for entry into self-employment correctly
6. Identified sources of business ideas correctly
7. GeneratedBusiness ideas and opportunities correctly
8. Analysed business life cycle accurately
9. Identified legal aspects of business correctly
10. Assessed product demand accurately
11. Determined Internal and external motivation factors appropriately
12. Carried out communications effectively
13. Identified sources of business finance correctly
14. Determined Governing policy on small scale enterprise appropriately
15. Explored problems of starting and operating SSEs effectively
16. Developed Marketing, Organizational/Management, Production/Operation and Financial plans correctly
17. Prepared executive summary correctly
18. Determined business innovative strategies appropriately
19. Presented business plan effectively
 |
| 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: 1. On-the-job
2. Off-the –job
3. During Industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**DEMONSTRATE EMPLOYABILITY SKILLS**

**UNIT CODE:** BUS/CU/COP/BC/05/5/A

**Unit Description**

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading small teams, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing workplace ethics.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms are elaborated in the Range*** |
| 1. Conduct self-management
 | 1. Personal vision, mission and goals are formulated based on potential and in relation to organization objectives
2. Emotional intelligence is demonstrated as per workplace requirements.
3. Individual performance is evaluated and monitored according to the agreed targets.
4. Assertiveness is developed and maintained based on the requirements of the job.
5. Accountability and responsibility for own actions are demonstrated based on workplace instructions.
6. Self-esteem and a positive self-image are developed and maintained based on values.
7. Time management, attendance and punctuality are observed as per the organization policy.
8. Goals are managed as per the organization’s objective
9. Self-strengths and weaknesses are identified based on personal objectives
 |
| 1. Demonstrate interpersonal communication
 | 1. Writing skills are demonstrated as per communication policy
2. Negotiation and persuasion skills are demonstrated as per communication policy
3. Internal and external stakeholders’ needs are identified and interpreted as per the communication policy
4. Communication networks are established based on workplace policy
5. Information is shared as per communication policy
 |
| 1. Demonstrate critical safe work habits
 | 1. Stress is managed in accordance with workplace policy.
2. Punctuality and time consciousness is demonstrated in line with workplace policy.
3. Personal objectives are integrated with organization goals based on organization’s strategic plan.
4. ***Resources*** are utilized in accordance with workplace policy.
5. Work priorities are set in accordance to workplace goals and objectives.
6. Leisure time is recognized and utilized in line with personal objectives.
7. ***Drugs and substances of abuse*** are identified and avoided based on workplace policy.
8. HIV and AIDS prevention awareness is demonstrated in line with workplace policy.
9. Safety consciousness is demonstrated in the workplace based on organization safety policy.
10. ***Emerging issues*** are identified and dealt with in accordance with organization policy.
 |
| 1. Lead small teams
 | 1. Performance targets for the ***team*** are set based on organization’s objectives
2. Duties are assigned in accordance with the organization policy.
3. ***Forms of communication*** in a team are established according to organization’s policy.
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 related issues are identified and mainstreamed in accordance workplace policy.
7. Human rights and fundamental freedoms are identified and respected as Constitution of Kenya 2010.
8. Healthy relationships are developed and maintained in line with workplace.
 |
| 1. Plan and organize work
 | 1. Task requirements are identified as per the workplace objectives
2. Task is interpreted in accordance with safety (OHS ), environmental requirements and quality requirements
3. Work activity is organized with other involved personnel as per the SOPs
4. Resources are mobilized, allocated and utilized to meet project goals and deliverables.
5. Work activities are monitored and evaluated in line with organization procedures.
6. Job planning is documented in accordance with workplace requirements.
7. Time is managed achieve workplace set goals and objectives.
 |
| 1. Maintain professional growth and development
 | 1. Personal training 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 organizations and individual skills needs.
4. Licensees and certifications relevant to job and career are obtained and renewed as per policy.
5. Work priorities and personal commitments are balanced and managed based on requirements of the job and personal objectives.
6. Recognitions are sought as proof of career advancement in line with professional requirements.
 |
| 1. Demonstrate workplace learning
 | 1. Learning opportunities are sought and managed based on job requirement and organization policy.
2. Improvement in performance is demonstrated based on courses attended.
3. Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job
4. Time and effort is invested in learning new skills based on job requirements
5. Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy.
6. New systems are developed and maintained in accordance with the requirements of the job.
7. Awareness of personal role in workplace ***innovation*** is demonstrated based on requirements of the job.
 |
| 1. Demonstrate problem solving skills
 | 1. Creative, innovative and practical solutions are developed based on the problem
2. Independence and initiative in identifying and solving problems is demonstrated based on 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. Demonstrate workplace ethics
 | 1. Policies and guidelines are observed as per the workplace requirements
2. Self-worth and professionalism is exercised in line with personal goals and organizational policies
3. Code of conduct is observed as per the workplace requirements
4. Integrity is demonstrated as per legal requirement
 |

**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.

|  |  |
| --- | --- |
| **Range** | **Variable** |
| 1. Drug and substance abuse may include but not limited to:
 | Commonly abused* Alcohol
* Tobacco
* Miraa
* Over-the-counter drugs
* Cocaine
* Bhang
* Glue
 |
| 1. Feedback may include but not limited to:
 | * Verbal
* Written
* Informal
* Formal
 |
| 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. Forms of communication may include but not limited to:
 | * Written
* Visual
* Verbal
* Non verbal
* Formal and informal
 |
| 1. Team may include but not limited to:
 | * Small work group
* Staff in a section/department
* Inter-agency group
 |
| 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
* Technical
* Supervisory
* Managerial
* Continuing Education
* Serving as Resource Persons in conferences and workshops
 |
| 1. Resource may include but not limited to:
 | * Human
* Financial
* Hardware
* Software
 |
| 1. Innovation may include but not limited to:
 | * New ideas
* Original ideas
* Different ideas
* Methods/procedures
* Processes
* New tools
 |
| 1. Emerging issues may include but not limited to:
 | * Terrorism
* Social media
* National cohesion
* Open offices
 |
| 1. Range of media for learning may include but not limited to:
 | * Mentoring
* peer support and networking
* IT and courses
 |

**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
* Critical thinking
* Observation
* Organizing
* Negotiation
* Monitoring
* Evaluation
* Record keeping
* Problem solving
* Decision Making
* Resource utilization
* Resource mobilization

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies
* Company operations, procedures and standards
* Occupational Health and safety procedures
* Fundamental rights at work
* Personal hygiene practices
* Workplace communication
* Concept of time
* Time management
* Decision making
* Types of resources
* Work planning
* Resources and allocating resources
* Organizing work
* Monitoring and evaluation
* Record keeping
* Workplace problems and how to deal with them
* Gender mainstreaming
* HIV and AIDS
* Drug and substance abuse
* Leadership
* Safe work habits
* Professional growth and development
* Technology in the workplace
* Emerging issues
* Social media
* Terrorism
* National cohesion

**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. Conducted self-management
2. Demonstrated interpersonal communication
3. Demonstrated critical safe work habits
4. Led small teams
5. Planned and organized work
6. Maintained professional growth and development
7. Demonstrated workplace learning
8. Demonstrated problem solving skills
9. Demonstrated workplace ethics
 |
| 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 in this unit may be assessed through: 1. Oral questioning
2. Portfolio of evidence
3. Third Party Reports
4. Written tests
 |
| 1. Context of Assessment
 | Competency may be assessed:1. On-the-job
2. Off-the –job
3. During Industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ENVIRONMENTAL LITERACY

**UNIT CODE:** BUS/CU/COP/BC/06/5/A

**UNIT DESCRIPTION**

This unit describes the competencies required to demonstrate understanding of environmental literacy. It involves controlling environmental hazard, controlling control environmental pollution, complying with workplace sustainable resource use, evaluating current practices in relation to resource usage, identifying environmental legislations/conventions for environmental concerns, implementing specific environmental programs and monitoring activities on environmental protection/programs.

**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. Control environmental hazard
 | 1. ***Storage methods*** for environmentally***hazardous*** materials are strictly followed according to environmental regulations and OSHS.
2. ***Disposal methods*** of hazardous wastes are followed always according to environmental regulations and OSHS.
3. ***PPE*** is used according to OSHS.
 |
| 1. Control environmental Pollution control
 | 1. Environmental pollution ***control measures*** are compiled following standard protocol.
2. Procedures for solid waste management are observed according to Environmental Management and Coordination Act 1999
3. Methods for minimizing ***noise pollution*** is complied with based on *Noise* and Excessive Vibration *Pollution and*  *Control Regulations*, 2009
 |
| 1. Demonstrate sustainable resource use
 | 1. Methods for minimizing wastage are complied with.
2. Waste management procedures are employed following principles of 3Rs (Reduce, Reuse, Recycle)
3. Methods for economizing and reducing resource consumption are practiced as per the Environmental Management and Coordination Act 1999
 |
| 1. Evaluate current practices in relation to resource usage
 | 1. Information on resource efficiency **systems and procedures** are collected and provided to the work group where appropriate.
2. Current resource usage is measured and recorded by members of the work group.
3. Current purchasing strategies are analyzed and recorded according to industry procedures.
4. Current work processes to access information and data is analyzed following enterprise protocol.
 |
| 1. Identify Environmental legislations/conventions for environmental concerns
 | 1. Environmental ***legislations/conventions*** and local ordinances are identified according to the different ***environmental aspects/impact***
2. ***Industrial standard/environmental practices*** are described according to the different environmental concerns
 |
| 1. Implement specific environmental programs
 | 1. Programs/Activities are identified according to organizations policies and guidelines.
2. Individual roles/responsibilities are determined and performed based on the activities identified.
3. Problems/constraints encountered are resolved in accordance with organizations’ policies and guidelines
4. Stakeholders are consulted based on company guidelines
 |
| 1. Monitor activities on Environmental protection/Programs
 | 1. Activities are periodically monitored and evaluated according to the objectives of the environmental Program
2. Feedback from stakeholders are gathered and considered in proposing enhancements to the program based on consultations
3. Data gathered are analyzed based on evaluation requirements
4. Recommendations are submitted based on the findings
5. Management support systems are set/established to sustain and enhance the program
6. Environmental incidents are monitored and reported to concerned/proper authorities
 |

**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. PPE may include but not limited to:
 | * Mask
* Gloves
* Goggles
* Safety hat
* Overall
* Hearing protector
* Safety boots
 |
| 1. Environmental pollution control measures may include but not limited to:
 | * Methods for minimizing or stopping spread and ingestion of airborne particles
* Methods for minimizing or stopping spread and ingestion of gases and fumes
* Methods for minimizing or stopping spread and ingestion of liquid wastes
 |
| 1. Waste management procedures may include but not limited to:
 | * Sorting
* Storing of items
* Recycling of items
* Disposal of items
 |
| 1. Resources may include but not limited to:
 | * Electric
* Water
* Fuel
* Telecommunications
* Supplies
* Materials
 |
| 1. Workplace environmental hazards may include but not limited to:
 | * Biological hazards
* Chemical and dust hazards
* Physical hazards
 |
| 1. Organizational systems and procedures may include but not limited to:
 | * Supply chain, procurement and purchasing
* Quality assurance
* Making recommendations and seeking approvals
 |

**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:

* Observation
* Measuring
* Writing
* Communication
* Analytical
* Monitoring
* Evaluation

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Storage methods of environmentally hazardous materials
* Disposal methods of hazardous wastes
* Usage of PPE Environmental regulations
* OSHS
* Types of pollution
* Environmental pollution control measures
* Different solid wastes
* Solid waste management
* Different noise pollution
* Methods of minimizing noise pollution
* Solid Waste Act
* Methods of minimizing wastage
* Waste management procedures
* Economizing of resource consumption
* 3Rs principle
* Types of resources
* Techniques in measuring current usage of resources
* Calculating current usage of resources
* Types of workplace environmental hazards
* Environmental regulations
* Environmental regulations applying to the enterprise.
* Measurement and recording of current resource usage
* Analysis current work processes to access information and data Analysis of data and information
* Identification of areas for improvement
* Resource consuming processes
* Determination of quantity and nature of resource consumed
* Analysis of resource flow of different parts of the resource flow process
* Use/conversion of resources
* Causes of low efficiency of use
* Increasing the efficiency of resource use
* Inspection of resource use plans
* Regulations/licensing requirements
* Determine benefit/cost for alternative resource sources
* Benefit/costs for different alternatives
* Components of proposals
* Criteria on ranking proposals
* Regulatory requirements
* Proposals for improving resource efficiency
* Implementation of resource efficiency plans
* Procedures in monitor implementation
* Adjustments of implementation plan
* Inspection of new resource usage

**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. Controlled environmental hazard
2. Controlled environmental pollution
3. Demonstrated sustainable resource use
4. Evaluated current practices in relation to resource usage
5. Demonstrated knowledge of environmental legislations and local ordinances according to the different environmental issues /concerns.
6. Described industrial standard environmental practices according to the different environmental issues/concerns.
7. Resolved problems/ constraints encountered based on management standard procedures
8. Implemented and monitored environmental practices on a periodic basis as per company guidelines
9. Recommended solutions for the improvement of the Program
10. Monitored and reported to proper authorities any environmental incidents
 |
| 1. Resource Implications
 | The following resources should be provided:1. Workplace with storage facilities
2. Tools, materials and equipment relevant to the tasks (ex. Cleaning tools, cleaning materials, trash bags, etc.)
3. PPE
4. Manuals and references
5. Legislation, policies, procedures, protocols and local ordinances relating to environmental protection
6. Case studies/scenarios relating to environmental Protection
 |
| 1. Methods of Assessment
 | Competency in this unit may be assessed through:1. Observation
2. Oral questioning
3. Written test
4. Interview/Third Party Reports
5. Portfolio of evidence
 |
| 1. Context of Assessment
 | Competency may be assessed: 1. On-the-job
2. Off-the –job
3. During Industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE:** BUS/CU/COP/BC/07/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to identify workplace hazards and risk, identify and implement appropriate control measures and implement OSH programs, procedures and policies/ guidelines

**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. Identify workplace hazards and risk
 | 1. ***Hazards*** in the workplace are identified ***based their indicators***
2. Risks and hazards are evaluated based on legal requirements.
3. ***OSH concerns*** raised by workers are addressed as per legal requirements.
 |
| 1. Control OSH hazards
 | 1. Hazard prevention ***and control measures*** are implemented as per legal requirement.
2. Risk assessment is conductedand a risk matrix developed based on likely impact.
3. ***Contingency measures***, including ***emergency procedures*** during workplace ***incidents and emergencies*** are recognized and established in accordance with organization procedures.
 |
| 1. Implement OSH programs
 | 1. Company OSH program are identified, evaluated and reviewed based on legal requirements.
2. Company OSH programs are implemented as per legal requirements.
3. Workers are capacity built on OSH standards and procedures as per legal requirements
4. ***OSH-related records*** are maintained as per legal 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. Hazards may include but are not limited to:
 | * Physical hazards
* Biological hazards
* Chemical hazards
* Ergonomics
* Psychological factors
* Physiological factors
* Safety hazards
* Unsafe workers’ act
 |
| 1. Indicators may include but are not limited to:
 | * Increased of incidents of accidents, injuries
* Increased occurrence of sickness or health complaints/ symptoms
* Common complaints of workers related to OSH
* High absenteeism for work-related reasons
 |
| 1. Evaluation and/or work environment measurements may include but are not limited to:
 | * Health Audit
* Safety Audit
* Work Safety and Health Evaluation
* Work Environment Measurements of Physical and Chemical Hazards
 |
| 1. OSH issues and/or concerns may include but are not limited to:
 | * Workers’ experience/observance on presence of work hazards
* Unsafe/unhealthy administrative arrangements (prolonged work hours, no break time, constant overtime, scheduling of tasks)
* Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/guidelines
 |
| 1. Prevention and control measures may include but are not limited to:
 | * Eliminate the hazard
* Isolate the hazard
* Substitute the hazard with a safer alternative
* Use administrative controls to reduce the risk
* Use engineering controls to reduce the risk
* Use personal protective equipment
* Safety, Health and Work Environment Evaluation
* Periodic and/or special medical examinations of workers
 |
| 1. Safety gears /PPE (Personal Protective Equipment’s) may include but are not limited to:
 | * Arm/Hand guard, gloves
* Eye protection (goggles, shield)
* Hearing protection (ear muffs, ear plugs)
* Hair Net/cap/bonnet
* Hard hat
* Face protection (mask, shield)
* Apron/Gown/coverall/jump suit
* Anti-static suits
* High-visibility reflective vest
 |
| 1. Appropriate risk controls
 | * Eliminate the hazard altogether
* Isolate the hazard from anyone who could be harmed
* Substitute the hazard with a safer alternative
* Use administrative controls to reduce the risk
* Use engineering controls to reduce the risk
* Use personal protective equipment
 |
| 1. Contingency measures may include but are not limited to:
 | * Evacuation
* Isolation
* Decontamination
* Emergency personnel
 |
| 1. Emergency procedures may include but are not limited to:
 | * Fire drill
* Earthquake drill
* Basic life support/CPR
* First aid
* Spillage control
* Decontamination of chemical and toxic
* Disaster preparedness/management
* Set of fire-extinguisher
 |
| 1. Incidents and emergencies may include but are not limited to:
 | * Chemical spills
* Equipment/vehicle accidents
* Explosion
* Fire
* Gas leak
* Injury to personnel
* Structural collapse
* Toxic and/or flammable vapors emission.
 |
| 1. OSH-related Records may include but are not limited to:
 | * Medical/Health records
* Incident/accident reports
* Sickness notifications/sick leave application
* OSH-related trainings obtained
 |

**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
* Interpersonal
* Presentation
* Risk assessment
* Evaluation
* Critical thinking
* Problem solving
* Negotiation

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* General OSH Principles
* Occupational hazards/risks recognition
* OSH organizations providing services on OSH evaluation and/or work environment measurements (WEM)
* National OSH regulations; company OSH policies and protocols
* Systematic gathering of OSH issues and concerns
* General OSH principles
* National OSH regulations
* Company OSH and recording protocols, procedures and policies/guidelines
* Training and/or counseling methodologies and strategies

**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 hazards in the workplace based their indicators
2. Evaluated workplace hazards based on legal requirements.
3. Addressed OSH concerns raised by workers as per legal requirements.
4. Implemented hazard prevention and control measures as per legal requirement.
5. Conducted risk assessment as per legal requirement.
6. Developed risk matrix based on likely impact.
7. Recognized and established contingency measures in accordance with organization procedures.
8. Identified, evaluated and reviewed company OSH program based on legal requirements.
9. Implemented company OSH programs as per legal requirements.
10. Capacity built workers on OSH standards and procedures as per legal requirements
11. Maintained OSH-related records as per legal requirements.
 |
| 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 in this unit may be assessed through: 1. Observation
2. Oral questioning
3. Written test
4. Portfolio of Evidence
5. Interview
6. Third party report
 |
| 1. Context of Assessment
 | Competency may be assessed: 1. On-the-job
2. Off-the –job
3. During Industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# CORE UNITS OF COMPETENCY

# MAINTAIN BASIC BOOKKEEPING RECORDS

**UNIT CODE:** BUS/CU/COP/CR/01/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to maintain basic bookkeeping records. It involves performing basic bookkeeping, performing reconciliations, posting transactions in the member personal account (MPA), preparing a trial balance, correcting bookkeeping errors and preparing adjusted trial balance.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**These are **assessable** statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Perform basic bookkeeping
 | 1. A procedure for recording transactions is developed as per accounting standards
2. Incoming and outgoing records (Source documents) are properly recorded as per accounting policy
3. ***Source documents*** are properly filed as per organization filing system
4. Source documents are recorded in journals as per accounting standards
5. Accounting records are posted to the ledgers as per accounting standards
 |
| 1. Perform reconciliations
 | 1. Financial reconciliation plan is implemented as per accounting policy
2. Financial reconciliation statements are prepared as per organization plan e.g. Bank reconciliation, MPAs, debtors and creditors reconciliations etc.
3. Financial reconciliation reports are prepared as per organization policy
 |
| 1. Post transactions in the Member Personal Account (MPA)
 | 1. ***By-products*** are sorted and filed as per organization policy
2. Entries are made to the Members Personal Accounts (MPAs) as per the accounting standards
 |
| 1. Prepare a Trial balance
 | 1. Ledger accounts are closed to obtain the account balances as per accounting standards
2. Trial balance is prepared in line with the organization policy
 |
| 1. Correct bookkeeping errors
 | 1. ***Bookkeeping errors*** are identified in line with accounting procedures
2. Bookkeeping errors are corrected as per accounting standards
3. End of accounting period ***adjustments*** are identified as per accounting standards
4. End of accounting period adjustments are posted as per accounting standards
5. Adjusted Trial Balance is prepared as per accounting procedures
 |

**RANGE**

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

|  |  |
| --- | --- |
| Variables | Range |
| 1. Source documents may include but not limited to:
 | * Incoming and outgoing receipts
* Incoming and outgoing invoices
* Bank vouchers/deposit/withdrawal slips
* Cash book
* Bank statements
* Petty cash vouchers
* Payment vouchers
* Cheese book counter folio
* Requisition forms
 |
| 1. By-Products may include but not limited to:
 | * Loan deductions
* Shares/Deposits contributions
* Loan disbursement schedule
* Income distribution schedule/bonus schedule
 |
| 1. Bookkeeping errors may include but not limited to:
 | * Errors of Commission
* Errors of Omission
* Errors of principles
* Compensating Errors
* Reversal of entry Errors
 |
| 1. Adjustments may include but not limited to:
 | * Prepayments
* Accruals
* Provision for Depreciation
 |

**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:

* Organizing skills
* Analytical skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking
* Numeracy
* Digital literacy

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Bookkeeping
* Cooperative regulations and Acts

**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 a procedure for recording transactions as per accounting standards
	2. Properly recorded incoming and outgoing records as per accounting policy
	3. Properly filed source documents as per organization filing system
	4. Recorded source documents in journals as per accounting standards
	5. Posted accounting records to the ledgers as per accounting standards
	6. Implemented financial reconciliation plan as per accounting policy
	7. Prepared financial reconciliation statements and reports as per organization plan e.g. Bank reconciliation, debtors and creditors reconciliations etc.
	8. Prepared a Trial balance as per accounting standards
	9. Identified bookkeeping errors as per accounting procedures
	10. Corrected bookkeeping errors as per accounting standards
	11. Identified end of accounting period ***adjustments*** as per accounting standards
	12. Posted end of accounting period adjustments as per accounting standards
	13. Prepared adjusted trial balance as per accounting procedure
 |
| 1. Resource Implications
 | The following resources must be provided:* 1. Functional Cooperative Society
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Third party reports
	3. Oral questioning
	4. Interview
	5. Observation
 |
| 1. Context of Assessment
 | Assessment could be conducted:1. On-the-job
2. Off-the–job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# MAINTAIN HUMAN RESOURCE RECORDS

**UNIT CODE:** BUS/CU/COP/CR/02/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to maintain human resource records. It involves updating human resource records, filing human resource records, receiving human resource records, dispatching human resource records and identifying human resource policies.

**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. Update human Resource records
 | * 1. Methods of updating ***human resource records*** are identified as per organization policy
	2. Appropriate human resource file is retrieved for updating
	3. Relevant data/information is recorded
 |
| 1. File human Resource records
 | 1. Methods of filing are identified as per organization policy
2. Information/data is filed in the correct personal file
3. Appropriate storage is identified as per organization policy
4. Confidentiality of information is observed as per organization policy
5. Security of employee’s records is maintained as per organization policy
 |
| 1. Receive human Resource records
 | * 1. The procedure for receiving human resource records is identified as per organization policy
	2. Received records are sorted as per organization policy for filing
 |
| 1. Dispatch human Resource records
 | * 1. The procedure for dispatching human resource records is identified as per organization policy
	2. Records are sorted as per organization policy for dispatch
1. Methods of dispatch are identified as per organization policy
 |
| 1. Identify human Resource policies
 | * 1. The ***human resource policies*** are identified by the employee/staff as guided by the Human resource manager
	2. The contents of the human resource policy are discussed with the staff as per employment Act/Labor laws
	3. The purposes of the human resource policies are identified by the staff/employees
 |
| 1. Identify staffing process
 | * 1. staffing process is identified as per human resource procedures
	2. Applications are sorted as per advertised positions
	3. Applications are filed as per advertised positions
 |

**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. Human Resource Records may include but not limited: | * Staff duty reporting register
* Payroll
* Schemes of service
* Advertisements
* Contracts
* Appointment letters
* Leave
* Disciplinary records
* Promotion
* Resignation /Termination
* Allowances
* Interviews
* Recruitment
* Induction
 |
| 1. Human Resource Policies, contracts and Acts/laws may include but not limited:
 | * Recruitment Policy
* Promotion Policy
* Training and Development Policy
* Staff Terms and conditions of service policy
* Performance management
* Employment Act
* Labor laws
* Induction
 |
| 1. Staffing Process may include but not limited:
 | * Identification of Vacancy
* Recruitment
* Selection
* Placement and orientation
* Training and development
* Compensation, Promotion and Performance appraisal
 |

**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:

* Organizing skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking
* Numeracy
* Digital literacy

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Human Resource management
* Cooperative regulations and Acts

**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 methods of updating human resource records are as per organization policy
	2. Retrieved appropriate human resource file for updating
	3. Recorded relevant data/information in the relevant files
	4. Identified methods of filing as per organization policy
	5. Filed information/data in the correct personal file
	6. Identified appropriate storage as per organization policy
	7. Observed confidentiality of information as per organization policy
	8. Maintained security of employees records as per organization policy
	9. Identified the procedure for receiving human resource records as per organization policy
	10. Records received are sorted as per organization policy for filing
	11. Identified the procedure for dispatching human resource records as per organization policy
	12. Sorted records as per organization policy for dispatch
	13. Identified methods of dispatch as per organization policy
	14. Identified the human resource policies by the employee/staff as guided by the Human resource manager
	15. Discussed the contents of the human resource policy with the staff as per employment Act/Labor laws
	16. Identified the purposes of the human resource policies by the staff/employees
	17. Identified staffing process as per human resource procedures
	18. Sorted applications as per advertised positions
	19. Filed applications as per advertised positions
 |
| 1. Resource Implications
 | The following resources must be provided:* 1. Functional Cooperative Society
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Third party reports
	3. Oral questioning
	4. Interview
	5. Observation
 |
| 1. Context of Assessment
 | Assessment could be conducted:1. On-the-job
2. Off-the–job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# MAINTAIN CO-OPERATIVE STORE

**UNIT CODE:** BUS/CU/COP/CR/03/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to maintain co-operative store. It involves operating Co-operative society store, operating co-operative society store, maintaining co-operative society stock records, managing co-operative society re-order levels and identifying the appropriateness of a co-operative society store.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**These are **assessable** statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1.Operate Co-operative society store | * 1. Goods received are inspected to conform with the orders as per the organization policy
	2. Goods are arranged in the store in line with the organization procedure
	3. Requisition are analyzed and goods are issued in line with the organization policy
 |
| 1. Maintain Co-operative society stock records
 | * 1. Goods in the store are identified and ledger accounts opened as per organization procedure
	2. Received and issued goods are recorded in the respective ledgers as per organization policy
	3. Updated ledgers are filed for safe keeping as per organization policy
 |
| 1. Manage Co-operative society re-order levels
 | * 1. ***Co-operative society re-order levels*** are identified as per the organization policy
	2. Requisitions are raised as per organization procedures
	3. Suppliers are contacted to deliver goods in line with re-order level as per organization procurement policy
	4. Re-order levels are reviewed in line with goods movement pattern as per organization procedures
 |
| 1. Identify the appropriateness of a Co-operative society store
 | * 1. Co-operative society store capacity is identified for various goods as per the organization policy
	2. ***Requirements for storage of goods*** are identified as per the organization policy
	3. Manage the ***suitability*** of the of the Co-operative Society store
	4. Manage the security and access of the co-operative society store
	5. Variances for appropriateness of a Co-operative society store are identified for corrective measures to be taken
 |

**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. Co-operative society re-order levels may include but not limited to:
 | * Minimum stock level
* Maximum stock level
* Lead time (Delivery time)
* Re-order quantity
* Re-order level formula
 |
| 1. Requirements for storage of goods may include but not limited to:
 | * Storage racks
* Storage shade
* Store/Site
* Storage services /equipment /machines
* Storage practices
* Storage of dangerous goods (e.g. Inflammable goods)
 |
| 1. Suitability of a store may include but not limited to:
 | * Cleanliness
* Proper ventilation
* Proper lighting
* Dry floor
 |

**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:

* Organizing skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking
* Numeracy
* Digital literacy

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Store management
* Cooperative regulations and Acts

**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. Inspected received goods to conform with the orders as per the organization policy
	2. Arranged goods in the store in line with the organization procedure
	3. Analyzed requisition and goods are issued in line with the organization policy
	4. Identified goods in the store and ledger accounts opened as per organization procedure
	5. Recorded received and issued goods in the respective ledgers as per organization policy
	6. Filed updated ledgers for safe keeping as per organization policy
	7. Identified re-order levels for Co-operative society as per the organization policy
	8. Raised requisitions as per organization procedures
	9. Contacted suppliers to deliver goods in line with re-order level as per organization procurement policy
	10. Reviewed re-order levels in line with goods movement pattern as per organization procedures
	11. Identified Co-operative society store capacity for various goods as per the organization policy
	12. Identified storage requirements for various goods are as per the organization policy
	13. Managed the ***suitability*** of the of the Co-operative Society store
	14. Managed the security and access of the co-operative society store
	15. Identified variances for appropriateness of a Co-operative society store for corrective measures to be taken
 |
| 1. Resource Implications
 | The following resources must be provided:* 1. Functional Cooperative Society
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Third party reports
	3. Oral questioning
	4. Interview
	5. Observation
 |
| 1. Context of Assessment
 | Assessment could be conducted:1. On-the-job
2. Off-the–job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM CUSTOMER CARE SERVICES

**UNIT CODE:** BUS/CU/COP/CR/04/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to perform customer care services. It involves managing customer communication, maintaining customer records and managing correctness of customer information/data.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**These are **assessable** statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Manage customer communication
 | * 1. ***Communication channels*** are identified as per organization policy
	2. Procedures for receiving customer queries are identified as per organization policy
	3. Procedures for responding to customer queries are identified as per the organization policy
	4. Update customers on the Co-operative Society Products and Services
	5. Inform customers about the organization upcoming events
 |
| 2. Maintain customer records | * 1. Methods of maintaining customer records are identified as per organization procedures
	2. A record of customer visits is maintained as per organization policy
	3. Analysis of customer visits is carried out to summarize reasons for visit and time taken to receive services as per organization service charter
	4. A record of customer compliments and complaints is maintained as per organization policy
	5. Analysis of customer compliments and complaints is carried out as per organization policy
	6. Remedial actions are taken to respond to customer complaints as per organization policy
 |
| 3.Manage correctness of customer information/data | 3.1 A ***data base of customer’s*** ***information*** is maintained as per organization policy* 1. The correctness of customer information is verified in line with the data base
	2. Customers data base is updated regularly in line with 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.

|  |  |
| --- | --- |
| Variables | Range |
| 1. Communication channels may include but not limited to:
 | * Electronic (e.g. Emails, videos)
* Mobile (Telephone/Phone calls, SMS)
* Written (Letters, emails, Notices)
* Face to face
* Media (Radio, TV, Newspaper, Internet)
 |
| 1. Data base of customers information may include but not limited to:
 | * Customer names
* ID Number
* Area of residence
* Phone numbers
* Email Address
* Next of kin
* Spouse
* Dependents
 |

**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:

* Organizing skills
* Analytical skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking
* Numeracy
* Digital literacy

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Customer care
* Cooperative regulations and Acts

**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 communication channels as per organization policy
	2. Identified procedures for receiving customer queries as per organization policy
	3. Identified procedures for responding to customer queries as per the organization policy
	4. Updated customers on the Co-operative Society Products and Services
	5. Informed customers about the organization upcoming events
	6. Identified methods of maintaining customer records are as per organization procedures
	7. Maintained a record of customer visits as per organization policy
	8. Analyzed customer visits and summarize reasons for visit and time taken to receive services as per organization service charter
	9. Maintained a record of customer compliments and complaints as per organization policy
	10. Analyzed customer compliments and complaints as per organization policy
	11. Taken remedial actions in response to customer complaints as per organization policy
	12. Maintained a data base of customer information as per organization policy
	13. Verified the correctness of customer information in line with the data base
	14. Updated customers data base regularly in line with the organization policy
 |
| 1. Resource Implications
 | The following resources must be provided:* 1. Functional Cooperative Society
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Third party reports
	3. Oral questioning
	4. Interview
	5. Observation
 |
| 1. Context of Assessment
 | Assessment could be conducted:1. On-the-job
2. Off-the–job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM MARKETING FUNCTION

**UNIT CODE:** BUS/CU/COP/CR/05/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to perform marketing function. It involves implementing co-operative society products and services promotion activities, managing, co-operative society products and services, identifying co-operative society customer needs and maintaining customer feedback.

**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. Implement Co-operative society products and services promotion activities
 | * 1. ***Promotion methods*** are identified in line with the organization policy
	2. ***Promotion activities*** are identified in line with the organization budget
	3. Promotion activities schedule is prepared for approval in line with the organization policy/budget
	4. Promotion materials are developed in line with the organization budget
	5. Promotion activities schedules are implemented in line with the organization budget
 |
| 1. Manage Co-operative society products and services
 | * 1. Co-operative society products and services are identified in line with organization policy
	2. Co-operative society customers are informed of new and existing society products and services
	3. Analysis of society products and service uptake is carried out in line with organization policy
	4. Products and services variances are identified in line with the organization budgets
	5. Appropriate action is taken in line with the organization policy
 |
| 1. Identify Co-operative society customer needs
 | 1. A ***customer survey*** is conducted in line with the developed tools
2. Data entry is carried out for analysis
3. Survey data is analyzed in line with data analysis techniques
4. Customer needs are identified in line with survey report
 |
| 1. Maintain customer feedback
 | * 1. A customer feedback survey is carried out in line with the developed tools
	2. Survey feedback is analyzed using appropriate analysis techniques
	3. Variances are identified in line with society’s expectations
	4. Appropriate action is taken in line with 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.

|  |  |
| --- | --- |
| Variables | Range |
| 1. Promotion methods may include but not limited to:
 | * Electronic
* Media
* Signage
* Digital
* Branding
 |
| 1. Promotion activities may include but not limited to:
 | * Advertising
* Sales
* Personal
* Publicity
* Promotion drive
 |
| 1. customer survey may include but not limited to:
 | * Product and services
* Expectations (Customer satisfaction index, Market intelligence)
* Feedback
 |

**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:

* Organizing skills
* Analytical skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking
* Numeracy
* Digital literacy

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Marketing
* Cooperative regulations and Acts

**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 promotion methods in line with the organization policy
	2. Identified promotion activities in line with the organization budget
	3. Prepared promotion activities schedule for approval in line with the organization policy/budget
	4. Developed promotion materials in line with the organization budget
	5. Implemented promotion activities schedules in line with the organization budget
	6. Identified Co-operative society products and services in line with organization policy
	7. Informed Co-operative society customers of new and existing society products and services
	8. Analyzed society products and service uptake in line with organization policy
	9. Identified products and services variances in line with the organization budgets
	10. Took appropriate action in response to variances line with the organization policy
	11. Conducted a customer survey in line with the developed tools
	12. Entered data in the database for analysis
	13. Analyzed survey data in line with data analysis techniques
	14. Identified customer needs in line with survey report
	15. Carried out a customer feedback survey in line with the developed tools
	16. Analyzed survey feedback using appropriate analysis techniques
	17. Identified variances in line with society’s expectations
	18. Took appropriate action in response to variances in line with organization policy
 |
| 1. Resource Implications
 | The following resources must be provided:* 1. Functional Cooperative Society
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Third party reports
	3. Oral questioning
	4. Interview
	5. Observation
 |
| 1. Context of Assessment
 | Assessment could be conducted:1. On-the-job
2. Off-the–job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# IMPLEMENT COOPERATIVE SOCIETY POLICIES

**UNIT CODE:** BUS/OS/COP/CR/06/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to Implement Cooperative Society policies. It involves participating in formulation of cooperative society policies, implementing cooperative society policies, monitoring and evaluating cooperative society policies and reviewing cooperative society policies.

**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. Participate in the formulation of cooperative society policies
 | 1. ***Areas for policy development*** are identified in line with organization policy/ Cooperative society Act
2. Laws and regulations governing policy formulation are identified in line with organization operations
3. Policy formulation plan is developed in line with organization operations/budget/cooperative society Act/SASRA Act
4. Policies are formulated in line with policy formulation plan/ organization operations/budget/cooperative society Act/SASRA Act
 |
| 1. Implement cooperative society policies
 | 1. Areas to be guided by the policies are identified as per formulated policies
2. Policies implementation schedule is prepared in line with organization operations/cooperative society Act/SASRA Act/budget
3. Policies are implemented in line with the implementation schedule
 |
| 1. Monitor and Evaluate cooperative society policies
 | 1. Monitoring and evaluation tool is developed in line with organization policy
2. Monitoring and evaluation plan is developed in line with organization policy
3. Implementation of M&E tool is done in line with the M&E plan
4. Evaluation is carried out in line with M&E tool
 |
| 1. Participate in the review of cooperative society policies
 | 1. Assessment of the organization policies is done in line with organization objectives
2. Expected and actual outcomes are compared as per the monitoring and evaluation tool
3. Policy variances are identified as per the strategic plan/ cooperative society Act/SASRA Act
4. A report is prepared as per the organization policy
5. Report recommendations are implemented as per organization objectives/ policy/ cooperative society Act/SASRA Act
 |

**RANGE**

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

|  |  |
| --- | --- |
|  Variables | Range |
| 1. Areas for policy development may include but not limited to:
 | * Human resource
* Finance
* Credit
* Procurement
* Records management
* Risk management
* Safety and security
* Auditing
 |

**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:

* Organizing skills
* Analytical skills
* Interpersonal skills
* Communication skills
* Critical thinking
* Management skills
* Planning

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Cooperative management
* Strategic management
* Principles and practice of management
* Cooperative law

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency
 | Assessment requires evidence that the candidate:* 1. Identified areas for policy development in line with organization policy/ Cooperative society Act
	2. Identified laws and regulations governing policy formulation in line with organization operations
	3. Developed policy formulation plan in line with organization operations/budget/cooperative society Act/SASRA Act
	4. Formulated policies in line with policy formulation plan/ organization operations/budget/cooperative society Act/SASRA Act
	5. Identified areas to be guided by the policies as per formulated policies
	6. Prepared policies implementation schedule in line with organization operations/cooperative society Act/SASRA Act/budget
	7. Implemented policies in line with the implementation schedule
	8. Developed monitoring and evaluation tool and plan in line with organization policy
	9. Implemented M&E tool in line with the M&E plan
	10. Carried out evaluation in line with M&E tool
	11. Assessed organization policies in line with organization objectives
	12. Compared expected and actual outcomes as per the monitoring and evaluation tool
	13. Identified policy variances and prepared a report as per the strategic plan/ cooperative society Act/SASRA Act/organization policy
	14. Implemented report recommendations as per organization objectives/ policy/ cooperative society Act/SASRA Act
 |
| 1. Resource Implications
 | The following resources must be provided:* 1. Functional Cooperative Society
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Third party reports
	3. Oral questioning
	4. Interview
	5. Observation
 |
| 1. Context of Assessment
 | Assessment could be conducted:1. On-the-job
2. Off-the–job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# COMPLY WITH ACTS AND REGULATIONS

**UNIT CODE:** BUS/OS/COP/CR/7/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to oversee compliance with Acts and regulations. It involves analyzing Acts and regulations, implementing provisions of Acts and regulations, monitoring and evaluating the compliance with Acts and regulations and implementing corrective measures.

**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 Acts and regulations
 | 1. Organization operations/objectives are identified in line with organization policy
2. Acts and regulations are identified in line with organization operations/objectives
3. Acts and regulations are analyzed in line with organization operations/objectives
 |
| 1. Implement provisions of Acts and regulations
 | 1. Areas to be guided by the Acts and regulations are identified as per existing Acts and Regulations
2. Provisions of the Acts and regulations to be implemented are identified in line with organization operations
3. An implementation schedule is prepared in line with organization operations/ budget
4. Provisions of the Acts and regulations are implemented in line with the implementation schedule
 |
| 1. Monitor and Evaluate the compliance with Acts and regulations
 | 1. Monitoring and evaluation tool is developed in line with organization policy
2. Monitoring and evaluation plan is developed in line with organization policy
3. Implementation of M&E tool is done in line with the M&E plan
4. Evaluation is carried out in line with M&E tool
 |
| 1. Implement corrective measures
 | 1. Areas of non-compliance are identified in line with Acts and regulations
2. A report is prepared in line with Acts and regulations
3. A compliance plan is prepared in line with Acts and regulations/sanctions
4. Corrective measures are implemented in line with the compliance plan
 |

**RANGE**

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

|  |  |
| --- | --- |
| Variables | Range |
| 1. None
 | *
 |

**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:

* Organizing skills
* Analytical skills
* Interpersonal skills
* Communication skills
* Problem solving
* Critical thinking
* Planning

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Corporate Governance
* Company law
* Cooperative law

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency
 | Assessment requires evidence that the candidate:* 1. Identified organization operations/objectives in line with organization policy
	2. Identified Acts and regulations in line with organization operations/objectives
	3. Analyzed Acts and regulations in line with organization operations/objectives
	4. Identified areas to be guided by the Acts and regulations as per existing Acts and Regulations
	5. Identified provisions of the Acts and regulations to be implemented in line with organization operations
	6. Prepared an implementation schedule in line with organization operations/ budget
	7. Implemented provisions of the Acts and regulations in line with the implementation schedule
	8. Developed monitoring and evaluation tool and plan in line with organization policy
	9. Implemented M&E tool in line with the M&E plan
	10. Carried out evaluation in line with M&E tool
	11. Identified areas of non-compliance and prepared a report in line with Acts and regulations
	12. Prepared a compliance plan in line with Acts and regulations/sanctions
	13. Implemented corrective measures in line with the compliance plan
 |
| 1. Resource Implications
 | The following resources must be provided:* 1. Functional Cooperative Society
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Third party reports
	3. Oral questioning
	4. Interview
	5. Observation
 |
| 1. Context of Assessment
 | Assessment could be conducted:1. On-the-job
2. Off-the–job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# MANAGE CORPORATE SOCIAL RESPONSIBILITY

**UNIT CODE:** BUS/OS/COP/CR/08/5/A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**These are **assessable** statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Analyze CSR policy
 | 1. A CSR policy is developed in line with the organization objectives/strategic plan
2. CSR activities are identified in line with the CSR policy
3. CSR stakeholders are identified in line with the CSR policy
4. CSR policy is analyzed in line with the Organization policy
 |
| 1. Develop a CSR budget
 | 1. ***Sources of funding the CSR activities*** are identified as per the CSR policy
2. CSR activity budgets are prepared in line with organization resources/sponsorships
3. Consolidated CSR budget is prepared in line with the CSR policy
 |
| 1. Oversee the implementation of the CSR plan
 | 1. CSR activities schedule is prepared in line with the CSR Policy
2. A CSR plan is prepared in line with CSR activities schedule
3. CSR plan is implemented in line with CSR Policy/budget
 |
| 1. Monitor and Evaluate implementation of the CSR plan
 | 1. Monitoring and evaluation tool is developed in line with organization policy
2. Monitoring and evaluation plan is developed in line with organization policy
3. Implementation of M&E tool is done in line with the M&E plan
4. Evaluation is carried out in line with M&E tool
 |
| 1. Review implementation of the CSR plan
 | * 1. Assessment of the organization CSR activities is done in line with CSR Activities schedule
	2. Expected and actual outcomes are compared as per the monitoring and evaluation tool
	3. CSR activity variances are identified as per the CSR Activities schedule
	4. A report is prepared as per the organization policy
	5. Report recommendations are implemented as per organization objectives/ CSR policy/ Strategic plan
 |

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking
* Customer care

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Public relations
* Principles and practice of management

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency
 | Assessment requires evidence that the candidate:* 1. Developed a CSR policy in line with the organization objectives/strategic plan
	2. Identified CSR activities and stakeholders in line with the CSR policy
	3. Analyzed CSR policy in line with the Organization policy
	4. Identified sources of funding the CSR activities and prepared CSR activity budgets as per the CSR policy
	5. Prepared consolidated CSR budget in line with the CSR policy
	6. Prepared CSR activities schedule and plan in line with the CSR Policy
	7. Implemented CSR plan in line with CSR Policy/budget
	8. Developed monitoring and evaluation tool and plan in line with organization policy
	9. Implemented M&E tool in line with the M&E plan
	10. Carried out evaluation in line with M&E tool
	11. Assessed organization CSR activities in line with CSR Activities schedule
	12. Compared expected and actual outcomes and identified activity variances as per the monitoring and evaluation tool/CSR Activities schedule
	13. Prepared a report and implemented its recommendations as per the organization policy/organization objectives/ CSR policy/ Strategic plan
 |
| 1. Resource Implications
 | The following resources must be provided:* 1. Functional Cooperative Society
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Third party reports
	3. Oral questioning
	4. Interview
	5. Observation
 |
| 1. Context of Assessment
 | Assessment could be conducted:1. On-the-job
2. Off-the–job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |