

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**OFFICE ADMINISTRATOR**

**LEVEL 5**



**TVET CDACC**

**P.O. BOX 15745-00100**

**NAIROBI**

First published 2018

© 2018, 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 Kenya’s development blue print 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. 4 of 2016). A key feature of this policy is the radical change in the design and delivery of the 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 this Occupational Standards were developed for the purpose of developing a Competency Based Curriculum for Office Administrator Level 5. These Occupational Standards will also be the bases 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 office administration growth and sustainable 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 the Sessional Paper No. 4 of 2016 on Reforming Education and Training in Kenya, emphasized the need toreform curriculum development, assessment and certification. This called for shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Office Administration Sector Skills Advisory Committee (SSAC), have developed this Occupational Standards for an office administration technical. This Occupational Standards will be the bases for development of competency-based curriculum for Office Administrator Level 5. This 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, Office Administration SSAC, expert workers and all those who participated in the development of this Occupational Standards.

**CHAIRPERSON**

**TVET CDACC**

# ACKNOWLEDGMENT

These Occupational Standards were developed through combined effort of various stakeholders from private and public organizations. I am sincerely thankful to the management of these organizations for allowing their staff to participate in this course. I wish to acknowledge the invaluable contribution of industry players who provided inputs towards the development of these Standards.

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 Office administration 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 other institutions which in one way or another contributed to the development of these Standards.

**CHAIRPERSON**

**OFFICE ADMINISTRATION SECTOR SKILLS ADVISORY COMMITTEE**

# TABLE OF CONTENTS

[FOREWORD iii](#_Toc66544474)

[PREFACE iv](#_Toc66544475)

[ACKNOWLEDGMENT v](#_Toc66544476)

[TABLE OF CONTENTS vi](#_Toc66544477)

[ABBREVIATIONS AND ACRONYMS vii](#_Toc66544478)

[KEY TO UNIT CODE viii](#_Toc66544479)

[COURSE OVERVIEW ix](#_Toc66544480)

[DEMONSTRATE COMMUNICATION SKILLS 11](#_Toc66544481)

[DEMONSTRATE NUMERACY SKILLS 14](#_Toc66544482)

[DEMONSTRATE DIGITAL LITERACY 19](#_Toc66544483)

[DEMONSTRATE ENTREPRENEURIAL SKILLS 23](#_Toc66544484)

[DEMONSTRATE EMPLOYABILITY SKILLS 28](#_Toc66544485)

[DEMONSTRATE ENVIRONMENTAL LITERACY 34](#_Toc66544486)

[COMMON UNITS OF COMPETENCY 43](#_Toc66544487)

[DEMONSTRATE SHORTHAND SKILLS 44](#_Toc66544488)

[DEMONSTRATE ICT SKILLS 47](#_Toc66544489)

[MANAGE FRONT OFFICE OPERATIONS 50](#_Toc66544490)

[MANAGE OFFICE MAIL 55](#_Toc66544491)

[FILE OFFICE DOCUMENTS 59](#_Toc66544492)

[COORDINATE OFFICIAL MEETINGS 62](#_Toc66544493)

[MANAGE OFFICE SECURITY 66](#_Toc66544494)

[MANAGE TELEPHONE CALLS 69](#_Toc66544495)

[PROCESS COMPUTERISED DOCUMENTS 72](#_Toc66544496)

# ABBREVIATIONS AND ACRONYMS

BC Basic Competency

CDACC Curriculum Development, Assessment and Certification Council

|  |  |
| --- | --- |
| CR | Core Competency |
| HO | Office administration Sector |
| ICT | Information Communication Technology |
| KNQA | Kenya National Qualifications Authority |
| OS | Occupational Standards |
| OSHA | Occupation Safety and Health Act |
| OSHS | Occupation Safety and Health Standards |
| PPE | Personal Protective Equipment |
| SSAC | Sector Skills Advisory Committee |
| SOPs | Standard Office Procedures |
| TVET | Technical and Vocational Education and Training |

# KEY TO UNIT CODE

BUS/OS/ OA/BC/01/5 /A

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version control

# COURSE OVERVIEW

Office administrator qualification level 5 consists of competencies that an individual must achieve to manage an organization’s office. It entails managing front office operations, managing office mail, coordinating official meeting, managing office security, managing office telephone calls, processing computerized documents, demonstrating shorthand skills and demonstrating ICT skills.

The qualification consists of the following basic and core competencies:

The course consists of the following basic and core units of learning:

**BASIC UNITS OF COMPETENCY**

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

**COMMON UNITS OF COMPETENCIES**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| BUS/OS/OA/CC/01/5/A | Demonstrate Shorthand Skills |
| BUS/OS/OA/CC/02/5/A | Demonstrate ICT Skills |

**CORE UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| BUS/OS/OA/CR/01/5/A | Manage Front Office Operations |
| BUS/OS/OA/CR/02/5/A | Manage Office Mail |
| BUS/OS/OA/CR/03/5/A | File Office Documents |
| BUS/OS/OA/CR/04/5/A | Coordinate Official Meeting |
| BUS/OS/OA/CR/05/5./A | Manage Office Security |
| BUS/OS/OA/CR/06/5/A | Manage Office Telephone Calls |
| BUS/OS/OA/CR/07/5/A | Process Computerized Documents |

**BASIC UNITS OF COMPETENCY**

# DEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE:** BUS/OS/OA/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 for competence assessment | 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/OS/OA/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/OS/OA/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 | 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/OS/OA/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.

|  |  |
| --- | --- |
| 1. **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 | 1. The following resources should be provided: 2. Access to relevant workplace where assessment can take place 3. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | 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/OS/OA/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   1. Alcohol 2. Tobacco 3. Miraa 4. Over-the-counter drugs 5. Cocaine 6. Bhang 7. Glue |
| 1. Feedback may include but not limited to: | 1. Verbal 2. Written 3. Informal 4. Formal |
| 1. Relationships may include but not limited to: | 1. Man/Woman 2. Trainer/trainee 3. Employee/employer 4. Client/service provider 5. Husband/wife 6. Boy/girl 7. Parent/child 8. Sibling relationships |
| 1. Forms of communication may include but not limited to: | 1. Written 2. Visual 3. Verbal 4. Non verbal 5. Formal and informal |
| 1. Team may include but not limited to: | 1. Small work group 2. Staff in a section/department 3. Inter-agency group |
| 1. Personal growth may include but not limited to: | |  | | --- | | 1. Growth in the job 2. Career mobility 3. Gains and exposure the job gives 4. Net workings 5. Benefits that accrue to the individual as a result of noteworthy performance | |
| 1. Personal objectives may include but not limited to: | 1. Long term 2. Short term 3. Broad 4. Specific |
| 1. Trainings and career opportunities may include but not limited to | 1. Participation in training programs 2. Technical 3. Supervisory 4. Managerial 5. Continuing Education 6. Serving as Resource Persons in conferences and workshops |
| 1. Resource may include but not limited to: | 1. Human 2. Financial 3. Hardware 4. Software |
| 1. Innovation may include but not limited to: | 1. New ideas 2. Original ideas 3. Different ideas 4. Methods/procedures 5. Processes 6. New tools |
| 1. Emerging issues may include but not limited to: | 1. Terrorism 2. Social media 3. National cohesion 4. Open offices |
| 1. Range of media for learning may include but not limited to: | 1. Mentoring 2. peer support and networking 3. 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/OS/OA/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: | 1. Mask 2. Gloves 3. Goggles 4. Safety hat 5. Overall 6. Hearing protector 7. Safety boots |
| 1. Environmental pollution control measures may include but not limited to: | 1. Methods for minimizing or stopping spread and ingestion of airborne particles 2. Methods for minimizing or stopping spread and ingestion of gases and fumes 3. Methods for minimizing or stopping spread and ingestion of liquid wastes |
| 1. Waste management procedures may include but not limited to: | 1. Sorting 2. Storing of items 3. Recycling of items 4. Disposal of items |
| 1. Resources may include but not limited to: | 1. Electric 2. Water 3. Fuel 4. Telecommunications 5. Supplies 6. Materials |
| 1. Workplace environmental hazards may include but not limited to: | 1. Biological hazards 2. Chemical and dust hazards 3. Physical hazards |
| 1. Organizational systems and procedures may include but not limited to: | 1. Supply chain, procurement and purchasing 2. Quality assurance 3. 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/OS/OA/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 | 1.1 ***Hazards*** in the workplace are identified ***based their indicators***  1.2 Risks and hazards are evaluated based on legal requirements.  1.3 ***OSH concerns*** raised by workers are addressed as per legal requirements. |
| 1. Control OSH hazards | 2.1 Hazard prevention ***and control measures*** are implemented as per legal requirement.  2.2 Risk assessment is conductedand a risk matrix developed based on likely impact.  2.3 ***Contingency measures***, including ***emergency procedures*** during workplace ***incidents and emergencies*** are recognized and established in accordance with organization procedures. |
| 1. Implement OSH programs | 3.1 Company OSH program are identified, evaluated and reviewed based on legal requirements.  3.2 Company OSH programs are implemented as per legal requirements.  3.3 Workers are capacity built on OSH standards and procedures as per legal requirements  3.4 ***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: | 1. Physical hazards 2. Biological hazards 3. Chemical hazards 4. Ergonomics 5. Psychological factors 6. Physiological factors 7. Safety hazards 8. Unsafe workers’ act |
| 1. Indicators may include but are not limited to: | 1. Increased of incidents of accidents, injuries 2. Increased occurrence of sickness or health complaints/ symptoms 3. Common complaints of workers related to OSH 4. High absenteeism for work-related reasons |
| 1. Evaluation and/or work environment measurements may include but are not limited to: | 1. Health Audit 2. Safety Audit 3. Work Safety and Health Evaluation 4. Work Environment Measurements of Physical and Chemical Hazards |
| 1. OSH issues and/or concerns may include but are not limited to: | 1. Workers’ experience/observance on presence of work hazards 2. Unsafe/unhealthy administrative arrangements (prolonged work hours, no break time, constant overtime, scheduling of tasks) 3. 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: | 1. Eliminate the hazard 2. Isolate the hazard 3. Substitute the hazard with a safer alternative 4. Use administrative controls to reduce the risk 5. Use engineering controls to reduce the risk 6. Use personal protective equipment 7. Safety, Health and Work Environment Evaluation 8. Periodic and/or special medical examinations of workers |
| 1. Safety gears /PPE (Personal Protective Equipment’s) may include but are not limited to: | 1. Arm/Hand guard, gloves 2. Eye protection (goggles, shield) 3. Hearing protection (ear muffs, ear plugs) 4. Hair Net/cap/bonnet 5. Hard hat 6. Face protection (mask, shield) 7. Apron/Gown/coverall/jump suit 8. Anti-static suits 9. High-visibility reflective vest |
| 1. Appropriate risk controls | 1. Eliminate the hazard altogether 2. Isolate the hazard from anyone who could be harmed 3. Substitute the hazard with a safer alternative 4. Use administrative controls to reduce the risk 5. Use engineering controls to reduce the risk 6. Use personal protective equipment |
| 1. Contingency measures may include but are not limited to: | 1. Evacuation 2. Isolation 3. Decontamination 4. Emergency personnel |
| 1. Emergency procedures may include but are not limited to: | 1. Fire drill 2. Earthquake drill 3. Basic life support/CPR 4. First aid 5. Spillage control 6. Decontamination of chemical and toxic 7. Disaster preparedness/management 8. Set of fire-extinguisher |
| 1. Incidents and emergencies may include but are not limited to: | 1. Chemical spills 2. Equipment/vehicle accidents 3. Explosion 4. Fire 5. Gas leak 6. Injury to personnel 7. Structural collapse 8. Toxic and/or flammable vapors emission. |
| 1. OSH-related Records may include but are not limited to: | 1. Medical/Health records 2. Incident/accident reports 3. Sickness notifications/sick leave application 4. 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 | 1. The following resources should be provided: 2. Access to relevant workplace where assessment can take place 3. 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. |

# COMMON UNITS OF COMPETENCY

# DEMONSTRATE SHORTHAND SKILLS

**UNIT CODE**: BUS/OS/OA/CC/01/5/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate shorthand skills. It involves, consolidating shorthand and writing principles, vocabulary extension, taking shorthand dictations, transcribing shorthand notes, developing listening skills, art skills and typing mailable work.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make the workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms* *are elaborated in the Range.*** |
| 1. Consolidating shorthand and writing principles | 1. Shorthand principles are familiarised with 2. Shorthand symbols are identified 3. Word list, sentences, phrases, intersections and short forms are drilled 4. Dictation is established 5. Speed reading from and own notes is established 6. Transcriptions are established |
| 1. Developing vocabulary extension | 1. Vocabulary from different sources is acquired 2. New words, phrases, short forms, intersections and sentences are identified 3. New outline is drilled 4. Speed reading from own notes is done 5. Proofreading is done 6. Shorthand notes are transcribed 7. Shorthand notes are printed |
| 1. Taking shorthand | 1. Correct outlines and mailable work is identified 2. Transcription techniques are identified 3. English and shorthand dictionaries are established 4. New words, phrases, short form sentences and intersections are drilled 5. Short burst dictation is identified 6. Timed dictation and transcription is done 7. Transcription notes are proofread |
| 1. Transcribing shorthand notes | 1. Passages are dictated at varying speeds 2. Transcription techniques are explained 3. Dictated passages are transcribed based on shorthand principles 4. Errors are analysed and explained 5. Assignment is given and evaluated |
| 1. Developing listening skills | 1. Dictation of varied passages is taken 2. Passages are read back individually and collectively 3. Passages are read back quickly and accurately 4. Transcriptions are taken 5. Passage is spelt and proofread correctly |
| 1. Developing art Skills and typing mailable work. | 1. Varied materials are written in shorthand at a speed of 60-100 WPM 2. ***Mailable*** transcriptions are produced for signature. 3. Transcriptions are proofread and edited. |

**RANGE OF VARIABLES**

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. Mailable may include but not limited to: | * Grammar * Punctuation * Spelling |

**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:

* Listening
* Communication
* Problem solving
* Prioritizing
* Interpersonal
* Writing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Shorthand principles
* Writing principles
* Planning
* Record-keeping
* Office rules, policies and procedures
* Human relations
* Digital literacy

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the individual  1.1 Applied principles of shorthand  1.2 Applied principles of writing  1.3 Applied vocabulary extension  1.4 Transcribed shorthand notes  1.5 Demonstrated listening skills  1.6 Took dictated passages at varied speed of between 60 and 100 WPM. |
| 1. Resource implication for competence assessment | The following resources MUST be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency may be assessed through:  3.1 Written tests  3.2 Oral questioning  3.3 Observation  3.4 Third party report |
| 1. Context of assessment | Competency may be assessed individually:   1. On-the-job 2. Off-the-job 3. In-work-placement(attachment)   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ICT SKILLS

**UNIT CODE**: BUS/OS/OA/CC/02/5/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate ICT skills. It involves Introducing modern information and communication technology, Computer Packages and Operating Systems.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms* *are elaborated in the Range.*** |
| 1. Introduce modern information and communication technology | 1.1 Impact of ICT in modern working environment is explored  1.2 Computer’s main components/functions are listed and shown  1.3 Various technologies used in modern working environment are identified |
| 1. Introduce computer packages | 2.1 Microsoft Word is loaded.  2.2 Microsoft Word and basic environment and functions are shown.  2.3 New document is opened in MS Word  2.4 Microsoft word for windows is used  2.5 Documents are printed  2.6 Keyboard techniques are applied  2.7 MS word main features in keyboarding are used  2.8 MS Word tables are used |
| 1. Introduce operating systems | 3.1 Concept of software package defined  3.2 Microsoft Office for Windows is used  3.3 Processing computer application is defined  3.4 Typing techniques are acquired  3.5 Use of MS Word ***command*** is used |

**RANGE OF**

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. Command may include but not limited to: | Menu bars  Creating a file and a folder  Use an input device to enter and edit text accurately |

**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:

* Listening
* Communication
* Problem solving
* Prioritising
* Interpersonal
* Writing
* Computer
* Analytical
* Typing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Typing principles
* Planning
* Record-keeping
* Office rules, policies and procedures,
* Human relations
* Digital literacy
* Numeracy

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1.Critical aspects of competency | Assessment requires evidence that the individual:  1.1 Introduced modern information and  communication technology  1.2 Introduced Computer Packages  1.3 Introduced Operating Systems |
| Resource implications for competence certification | The following resources MUST be provided:  Access to relevant workplace where assessment can take place  Appropriately simulated environment where assessment can take place  Materials relevant to the proposed activity or taskS |
| 3. Methods of assessment | Competency may be assessed through:  3.1 Written tests  3.2 Oral questioning  3.3 Observation  3.4 Third party report |
| 4. Context of assessment | Competency may be assessed individually:   1. On-the-job 2. Off-the-job 3. During Industrial Attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 5. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**CORE UNITS OF COMPETENCY**

# MANAGE FRONT OFFICE OPERATIONS

**UNIT CODE:** BUS/OS/OA/CR/01/5/A

**UNIT DESCRIPTION:**

This unit describes the competencies required to manage front office operations. It involves handling organization’s visitors’ enquiries and official appointments, as well as maintaining reception area, visitors’ register, reference materials, internal directory, official diary and entertaining organization’s visitors.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomeswhich make the workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicised terms are elaborated in the Range*** |
| 1. Handle organization’s visitors | 1. Organisation visitors are received as per the workplace policy 2. Visitors’ needs established as per SOPs 3. Visitors are attended to as per organisational policy or visitors needs 4. Visitors’ feedback is sought as per SOPs |
| 1. Handle organization’s enquiries | 1. Visitors’ enquiries received as per work place policy 2. Visitors’ enquiries analysed as per SOPs 3. Feedback is provided as per work place policy |
| 1. Handle official appointments | 1. Request for appointment is received as per SOPs 2. Request for appointment is analysed as per SOPs 3. Appointment is confirmed as per work place policy 4. Appointment feedback is availed as per the confirmation. |
| 1. Maintain reception area | 1. Reception area is laid out as per the SOPs 2. Reception area is ***landscaped*** as per work place policy 3. Reception area tidiness is maintained as per SOPs 4. Reception area cleanliness is maintained as per OSHA 5. Reception area ventilation is maintained as per OSHA 6. Reception area lighting is maintained as per OSHA 7. Reception area signage is maintained as per OSHA |
| 1. Maintain visitors’ register | 1. Visitors’ register is created as per work place policy. 2. Visitors’ register is updated as per work place policy. 3. Visitors’ register is stored as per work place policy |
| 1. Maintain reference materials | 1. Reference materials (dictionary, Whitaker’s almanac, organization chart) are identified as per work place policy. 2. Reference materials are obtained as per work place policy. 3. Reference materials are updated as per work place policy. 4. References materials are safeguarded as per work place policy. |
| 1. Maintain internal directory | 1. Internal directory is created as per work place policy. 2. Internal directory is updated as per work place policy. 3. Internal directory is maintained as per work place policy. 4. Internal directory is safeguarded as per work place policy. |
| 1. Maintain official diary | 1. Official diary is acquired as per work place policy 2. Official ***diary information*** is received as per work place policy 3. Official diary information is analysed as per work place policy 4. Official diary information is harmonized as per SOPs 5. Official diary information is recorded as per SOPs 6. Recorded diary information approval is sought as per work place policy 7. Official diary is updated as per work place policy 8. Official diary is safeguarded as per work place policy |
| 1. Entertain organization’s visitors | 1. Entertainment needs) are determined as per work place policy. 2. Entertainment requirements are acquired as per work place policy. 3. Entertainment resources are availed as per work place policy. 4. Entertainment materials are maintained as per work place policy. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Landscaped may include but not limited to: | * Flowers, * Aquarium * Stone carvings * Fountain |
| 2. Diary information may include but not limited to: | * Time * Date * Subject |

**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
* Business Communication Control
* Customer service
* Decision making
* Flexibility
* ICT
* Interpersonal relations
* Leadership
* Listening
* Multitasking
* Negotiation
* Numeracy
* Organizational
* Photocopying
* Planning
* Printing
* Prioritizing
* Problem solving
* Proofreading
* Report writing
* Research
* Scanning
* Scheduling
* Self-motivation
* Shorthand
* Supervisory
* Teamwork
* Telephone etiquette
* Time management
* Typing
* Writing

**Required knowledge:**

The individual needs to demonstrate knowledge of:

* Customer care/service
* Customer knowledge
* Digital literacy
* Document processing
* Human relations
* Landscaping
* Organization’s information e.g., structure, mandate functions, core values, vision, mission
* Office layout
* Public relations
* Record keeping and management
* Reprographic
* Sign language
* Signage
* Sources of information

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical aspects of competency | 1. Assessment requires evidence that the individual: 2. Received organisation visitors 3. Established visitors’ need 4. Attended to visitors 5. Provided feedback 6. Maintained the reception area 7. Created, updated and maintained visitors’ register 8. Identified, acquired, availed and maintained entertainment resources 9. Identified, obtained and maintained reference materials    1. Created, updated and maintained internal directory    2. Maintained the official diary    3. Received, analysed and confirmed appointments.    4. Availed appointment feedback |
| 1. Resource implications for competence assessment | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency may be assessed through:   1. Verbal questioning 2. Project 3. Observation 4. Third party report 5. Interview 6. Written test |
| 1. Context of assessment | Competency may be assessed:   1. On-the-job 2. Off-the-job 3. During Industrial Attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

# MANAGE OFFICE MAIL

**UNIT CODE**: BUS/OS/OA/CR/02/5/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage office mail. It includes managing, classifying distributing office mail and filing incoming mail. It also involves, receiving, classifying, recording and dispatching outgoing mail.

**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 incoming mail | 1. Frequency of collecting mails from the postal office is determined as per the organizational requirements. 2. Office keys and authority card responsibility is identified as per organisation policies 3. Office messenger is identified as per the SOPs. 4. Mail box keys are submitted to the messenger as per the SOPs 5. Transport means are facilitated as per the workplace policies 6. Mail is collected in mail bags as per the workplace polices 7. Mail is delivered to the registry/ office as per the SOPs |
| 1. Classify incoming mail | 1. Incoming mail is received as per the SOPs 2. Office mail is sorted based on the ***type*** 3. Incoming mail is opened as per the SOPs 4. Content of the mail is removed as per the SOP 5. Incoming mail is recorded based on (date reference number, subject) as per the organization requirements 6. Incoming mail is date stamped as per the work place procedures |
| 1. Distribute office mail | 1. Incoming mail is matched with relevant files and attachment as per the SOPs 2. Incoming mail is presented to the in-charge as per the organization structure 3. Incoming mail is marked by the in-charge based on the subject as per the organization structure 4. Incoming mail is delivered back to the office administrator who acts on them as per the instruction of the in -charge 5. Incoming mail is recorded and circulated to relevant offices as per the in-charge instructions |
| 1. File incoming mail | 1. File for incoming mail is determined based on the subject 2. Incoming mail is assigned folio as per the work place procedures 3. Incoming mail is punched and filed in relevant files |
| 1. Receive Outgoing Mail | 5.1 Out-going mail is collected from respective departments   * 1. Outgoing mail is delivered to the in charge as per organization procedures   2. Outgoing mail is signed as per the SOPs |
| 1. Classify outgoing mail | 1. Outgoing mail is delivered back to the office administrator who acts on them as per the instruction of the in- charge 2. Outgoing mail is sorted based on the type 3. Outgoing mail is classified based on the ***method of dispatch*** |
| 1. Record outgoing mail | 1. Outgoing mail recipients are identified 2. Outgoing mail recipients’ addresses are identified 3. Copies of outgoing mail are produced and filed as per the SOPs 4. Outgoing mail is recorded as per the SOPs |
| 1. Despatch outgoing mail | 1. Mail envelopes are addressed based on the recipient 2. Outgoing mail attachments are correctly matched as per the organization policies 3. Outgoing mail is matched with the envelopes as per the working procedures 4. Methods of despatch are determined based on the type 5. Outgoing mail is recorded on the delivery book for the recipient to sign (hand delivered mail) 6. Postage stamps are determined and affixed as per the destination and weight 7. Out-going mail is delivered to the post-office, courier office or respective offices based on the type |

**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. Type may include but not limited to: | * Confidential * Urgent * Very urgent |
| 1. Method of dispatch may include but not limited to: | * Email * Post office * Hand delivery * Courier services |

**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:

* Accuracy
* Creativity
* Document management
* Mail handling
* Monitoring
* Multi-tasking
* Negotiation
* Planning
* Prioritizing
* Problem solving
* Time management

**Required Knowledge**

* The individual needs to demonstrate knowledge of:
* Organization customers
* Geographical location
* Office rules and regulations
* Organization policies and procedures
* Organization structure.
* Postal codes

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidences that the individual:  1.1 Assigned mail handling duties to the office messengers  1.2 Sorted office mails  1.3 Date-stamped incoming mail  1.4 Recorded incoming and outgoing mail  1.5 Matched incoming mail with relevant files and attachments.  1.6 Gave folios for incoming mail 1.7 Maintained a register for mail  1.8 Sorted outgoing mail.  1.9 Classified outgoing mail  1.10 Identified outgoing mail recipients’ addresses  1.11 Identified methods of despatch  1.12 Determined and affixed postage stamps |
| 2. Resource implications for competence assessment: | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 3. Method of assessment | Competency may be assessed through:  3.1 Written or oral questions  3.2 Observation  3.3 Third party report  3.4 Project  3.5 Interview  3.6 Review of portfolios |
| 4. Context for assessment | Competency may be assessed:   1. On-the-job 2. Off-the-job 3. During Industrial Attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 5. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# FILE OFFICE DOCUMENTS

**UNIT CODE:** BUS/OS/OA/CR/03/5/A

**UNIT DESCRIPTION**:

This unit describes the competencies required to file office documents. It not only involves indexing and safeguarding office files but also receiving, sorting, recording and filing office documents.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomeswhich make the workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicised terms are elaborated in the Range*** |
| 1. Index Office Files | 1. Office files are obtained as per workplace policy 2. Office files are labelled as per SOPs 3. Office files are is indexed as per workplace policy 4. Office files are is stored as per SOPs |
| 1. Receive Office Documents | 1. Office documents are received as per SOPs 2. Office documents are verified as per SOPs 3. Office documents’ receipt is acknowledged as per SOPs |
| 1. Sort Office | 1. Office filing document ***classification methods*** and systems are determined as per work place policy 2. Office filing documents are classified as per classification system |
| 1. Record Office Documents | 1. Office document register is identified as per the SOPs Office documents are recorded |
| 1. File Office Documents | 1. ***Filing equipment*** is identified as per the work place procedures 2. File is identified and matched with the documents 3. Documents are filed 4. Documents are assigned folio |
| 1. Safeguard Office Files | 1. Office policies’ manuals on safeguarding office files are 2. familiarized with as per the SOPs 3. Office policies’ manuals on safeguarding office files are initiated 4. Responsibilities are assigned 5. Office files are stored in the filing equipment/storage devices 6. File movement is monitored as per the SOPs 7. Digital file passwords are protected as per the SOPs |

**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. Classification Methods may include but not limited to: | * Vertical * Digital * Horizontal * Lateral |
| 1. Filing Equipment may include but not limited to: | * Registry office space * Cabinets * Shelves * Computers |

**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 relations
* Decision making
* Problem solving
* ICT skills
* Leadership
* Teamwork
* Planning
* Control
* Numeracy
* Filing
* Filing equipment handling
* Analytical
* Document management
* Listening
* Writing
* Organisational

**Required Knowledge:**

The individual needs to demonstrate knowledge of:

* Digital literacy
* Filing
* Public relations
* Document management
* Customer care
* Filing classification methods
* Filing classification systems

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the individual:  1.1 Labelled and indexed office files  1.2 Safeguarded office files  1.3 Received, verified and acknowledged receipt of office documents  1.4 Identified office filing document classification methods and systems  1.5 Sorted and classified office documents for filing  1.6 Identified/created office document register  1.7 Recorded office documents  1.8 Assigned folio to office documents  1.9 Identified filing equipment |
| 1. Resource Implications for assessment | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Method of Assessment | Competency may be assessed through:  3.1 Written or oral questions  3.2 Observation  3.3 Third party report  3.4 Project  3.5 Interview  3.6 Review of portfolios |
| 1. Context for Assessment | Competency may be assessed:   1. On-the-job 2. Off-the-job 3. During Industrial Attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guiding Information for Assessment | This unit may be assessed on an integrated basis with others within this occupational sector |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# COORDINATE OFFICIAL MEETINGS

**UNIT CODE:** BUS/OS/OA/CR/04/5**/**A

**UNIT DESCRIPTION**

This unit specifies the competencies required to coordinate official meetings. It includes preparing meeting invitations, meeting room, reference materials, the minutes and action plan document. It also entails providing hospitality services, taking the minutes of the meeting and clearing the meeting room.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Prepare meeting invitations | 1. Meeting notice instruction is received as per workplace practices 2. Invitation letters are prepared and signed based on the workplace practices 3. Agenda is p 4. repared and sent with the invitation letters as per the SOPs 5. ***Feedback*** is received as per the workplace procedures |
| 1. Prepare the meeting room | 1. Meeting room is identified based on workplace procedures 2. Meeting room cleaning is coordinated as per the workplace procedures 3. Sufficient furniture is provided based on the number of participants 4. Proper lighting and ventilation is provided based on the weather 5. Meeting room is labelled and directions put at strategic positions 6. Meeting instructions and requirements are placed at   strategic places in the meeting room |
| 1. Prepare reference materials | 1. List of participants who have confirmed attendance is prepared based on the invitations 2. Minutes of the previous meetings are signed by the chairperson and the secretary for circulation 3. Copies of the signed minutes are made ready for circulation based on the number of participants as per the organization requirements 4. ***Meeting requirements*** are requisitioned as per the work place procedures 5. Meeting presentation materials are prepared |
| 1. Provide hospitality services | 1. Number of the participants is established based on the confirmed participants 2. Meeting program is familiarized with based on the meeting notice 3. Meeting hospitality budget is prepared based on the   menu   1. Hospitality service providers are identified, and orders placed as per the workplace procedures. 2. Meals and refreshments are served as per the workplace procedures 3. Registration is conducted as per workplace procedures 4. Participants are ushered in the meeting room as per the workplace procedures |
| 1. Take the minutes of the meeting | 1. Meeting reference materials are obtained as per the workplace procedures 2. Attendance status is recorded based on the participants 3. Meeting proceedings are recorded as per the SOPs 4. Minutes are recorded in reported speech as per the SOPs 5. Resolutions passed are confirmed and individuals to act recorded as per the workplace procedures 6. Constant liaising with the chairperson based on the meeting progress 7. Reports, notes and reference materials are gathered after the meeting as per the SOPs |
| 1. Clear the meeting room | 1. Meeting materials are sorted based on the level of confidentiality 2. Loose documents are filed as per the workplace guidelines 3. Meeting equipment are collected and stored as per the work place procedures. 4. Hospitality services, equipment and materials are cleared from the meeting room as per the workplace procedures 5. Waste materials are disposed as per the SOPs 6. Meeting room is cleaned and locked as per the workplace 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. Feedback may include but not limited to | * Confirmation * Apologies |
| 1. Meeting requirements may include but notlimited to: | * Notepads * Pens * Marker pens * LCD projector * I-pads * Flip-charts |

**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:

* Accuracy
* Active listening
* Communication
* Creativity
* Document editing
* Event coordination
* Monitoring
* Multi-tasking
* Prioritizing
* Problem solving
* Reading
* Shorthand
* Writing
* MS Office
* Inter-personal
* Decision making
* Organising
* Planning

**Required Knowledge**

* The individual needs to demonstrate knowledge of:
* Customer service
* Format of office documents
* Minute writing
* Human relations
* Office rules, regulations, policies and procedures
* Public relations

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical aspects of competency | 1. Assessment requires evidences that the individual: 2. Demonstrated the ability to prepare meeting invitations 3. Demonstrated the ability to organise meeting room 4. Demonstrated the ability to prepare meeting reference materials according to the number of participants 5. Demonstrated the ability to requisite meeting requirements 6. Demonstrated the ability to provide hospitality services. 7. Demonstrated the ability to record meeting discussions including the h resolutions passed 8. Demonstrated the ability to sort meeting documents based on the level of confidentiality 9. Demonstrated the ability to collect meeting equipment for safe custody 10. Demonstrated the ability to review meeting notes immediately after the meeting 11. Demonstrated the ability to prepare minutes in the reported speech 12. Demonstrated the ability to file signed minutes copy 13. Demonstrated the ability to circulate the approved minutes |
| 1. Resource Implications for competence assessment | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Method of assessment | Competency may be assessed through:  3.1 Written or oral questions  3.2 Observation  3.3 Third party report  3.4 Project  3.5 Interview  3.6 Review of portfolios |
| 1. Context for assessment | Competency may be assessed:   1. On-the-job 2. Off-the-job 3. During Industrial Attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# MANAGE OFFICE SECURITY

**UNIT CODE:** BUS/OS/OA/CR/05/5/A

**UNIT DESCRIPTION:**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomeswhich make the workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements ***(Bold and italicized terms are elaborated in the***  ***Range)*** |
| 1. Safeguard office records | 1.1 ***Office records*** are identified as per workplace policy  1.2 Office records are stored as per workplace policy  1.3 Access to office records is controlled as per work place policy |
| 1. Safeguard office equipment | 2.1 Office equipment inventory is established  2.2 Office equipment manuals are availed as per SOPs  2.3 Access to office equipment is controlled as per workplace policy  2.4 Office equipment are maintained as per manufacturers specification  2.5 Office equipment are covered as per manufacturers specification  2.6 Power supply is controlled as per manufacturers specification  2.7 Control in the use of office equipment is done as per SOs |
| 1. Safeguard office and information | 3.1 Office information is received as per workplace policy  3.2 Office information is classified as per workplace policy  3.3 Access to information is controlled as per workplace policy.  3.4 Office information is stored as per workplace policy  3.5 Disposal of confidential documents is done as per  SOPs |
| 1. Control office access | 4.1 Office access risks are identified as per work place policy  4.2 Office access risks are analysed as per work place policy  4.3 Office access control measures are identified as per security risks  4.4 Office access control measures are implemented as per workplace policy |
| 1. Report security incidences | 5.1 Security incidences are recorded as per workplace policy.  5.2 Security register is maintained as per the workplace procedures  5.3 Security incidences are analysed as per workplace policy  5.4 Security incidences are reported as per workplace policy  5.5 Reported security incidences are followed up as per workplace policy |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Office records may include but not limited to: | * + Files   + Registers   + Reference materials |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills:**

The individual needs to demonstrate the following skills:

* Analytical
* Communication
* Decision making
* Filing
* ICT
* Interpersonal
* Leadership
* Listening
* Numeracy
* Office equipment handling
* Organization
* Planning
* Problem solving
* Report writing
* Risk assessment
* Supervisory

**Required knowledge:**

The individual needs to demonstrate knowledge of:

* Methods of safeguarding records
* Digital literacy
* Office equipment handling
* Fire drills
* Office layout
* Health and safety
* Office etiquette
* Methods of access control
* Public relations
* Office protocol
* Office security

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the individual:  1.1 Identified and stored office records  1.2 Controlled access to office records  1.3 Established office equipment inventory  1.4 Availed office equipment manuals  1.5 Controlled access to office equipment  1.6 Maintained office equipment  1.7 Covered office equipment  1.8 Controlled power supply  1.9 Stored office data and information  1.10 Identified and analysed office security risks  1.11 Identified and implemented office access control measures  1.12 Recorded, assessed and reported security  incidences |
| 1. Resource implications for competence assessment | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency may be assessed through:  3.1 Verbal questioning  3.2 Project  3.3 Observation  3.4 Third party report  3.5 Interview  3.6 Written test |
| 1. Context of assessment | Competency may be assessed:   1. On-the-job 2. Off-the-job 3. During Industrial Attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# MANAGE TELEPHONE CALLS

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

**UNIT DESCRIPTION**

This unit covers competencies required to manage telephone calls. It involves managing incoming calls, recording telephone messages, making telephone calls, maintaining telephone equipment and calls register.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make the workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements  ***Bold and italicized terms*** ***are elaborated in the Range.*** |
| 1. Manage incoming calls | 1. ***Telephone calls equipment*** are identified as per the workplace requirements 2. Writing materials are established as per workplace procedure 3. Incoming calls are answered as per office policy 4. Incoming calls are assessed and acted upon as per the subject 5. Incoming calls are controlled as per workplace policy |
| 1. Record telephone messages | 1. Call register is established as per the workplace procedure 2. Caller name and the organization are identified as per details 3. Call subject is established as per the organisation practices 4. ***Call options*** are availed as per the officer’s availability 5. Caller details are confirmed as per workplace policy |
| 1. Make telephone calls | 1. Telephone calls equipment is identified as per the workplace requirements 2. Writing materials are established based on the workplace procedures 3. Call is made as per the workplace policies |
| 1. Maintain telephone equipment | 1. Telephone equipment manuals are availed as per user needs 2. Telephone equipment malfunction is identified based on the performance 3. Telephone equipment positioning is done in line with the manufacturer’s guidelines 4. Telephone equipment are cleaned as per cleaning methods and manufacture’s specifications 5. Malfunctioning is reported as per the workplace procedures |
| 1. Maintain calls register | 1. Caller register is established as per workplace procedures 2. ***Caller details*** are recorded as per the workplace procedures 3. Action on the caller’s subject is recorded as per the workplace procedures 4. Time spent on handling caller’s subject is recorded as per the workplace procedures 5. Confidentiality of the information in the call register is maintained as per SOPs 6. Accessibility of the register to the users is established as per the workplace procedures 7. Monitoring, reviewing and reporting are done as per the workplace procedures |

**RANGE OF VARIABLES**

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. Telephone calls equipment may include but not limited to: | * Handset * Switchboard * Wireless * Landline * Radio Calls |
| 1. Call options may include but not limited to: | * Call back * Call later * Leave a message |
| 1. Caller details may include but not limited to: | * Name * Time * Date * Reference number * Department * Subject * Phone number * Message |

**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
* Prioritising
* Problem solving
* Planning
* Organising
* Listening
* Interpersonal
* Short-hand
* Writing
* Telephone etiquette
* Multi-tasking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the individual:  1.1 Identified telephone calls equipment  1.2 Established writing materials  1.3 Managed incoming calls  1.4 Established a call register  1.5 Recorded details of the caller  1.6 Maintained telephone equipment  1.7 Maintained call register  1.8 Recorded call messages in the register  1.9 Followed up on the feedback |
| 1. Resource implications for competence assessment | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency in this unit must be assessed through:   1. Written tests 2. Observation 3. Oral tests 4. Third party report |
| 1. Context of assessment | Competency may be assessed:   1. On-the-job 2. Off-the-job 3. During Industrial Attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PROCESS COMPUTERISED DOCUMENTS

**UNIT CODE:** BUS/CU/OA/CR/07/5/A

**UNIT DESCRIPTION**

This unit covers the competencies required to process computerized documents. It involves interpreting office instructions, typesetting office documents, preparing office reports, conducting reprographic services and generating office forms.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |  |
| --- | --- | --- |
| **ELEMENT**  These describe the key outcomes which make the workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  **Bold and italicized terms** **are elaborated in the Range.** | |
| 1. Interpret office instructions |  | 1. Office instructions are received as per SOPs Office instructions are recorded as per SOPs 2. Office instructions are interpreted as per instruction guidelines |
|  |  |
| 1. Produce office documents |  | 1. ***Office documents*** are typed as per SOPs 2. Office documents are proof read as per SOPs 3. Office documents are formatted as per workplace policy 4. Office documents are produced as per workplace policy 5. Office documents are stored as per workplace policy |
|  |  |
|  |  |
| 1. Conduct reprographic services |  | * 1. Documents to be reproduced are received as per the SOPs. Number of copies to be reproduced is determined as per production requirements   2. ***Reproduction method*** is determined as per workplace policy   3. Documents are reproduced as per the instruction   4. Produced documents are recorded and   5. stored/distributed as per the SOPs |
|  |  |
|  |  |
|  |  |

**RANGE OF VARIABLES**

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. Office documents may include but not limited to: | * Reports * Memos * Letters * Forms * Tabulations * Publications |
| 1. Reproduction method may include but not limited to: | * Photocopying * Printing * Scanning |

**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:

* Shorthand
* Listening
* Writing
* Telephone etiquette
* Interpersonal relations
* Planning
* Interpreting
* Binding
* Photocopying
* Scanning
* Typesetting

**Required Knowledge**

* The individual needs to demonstrate knowledge of:
* Digital literacy
* Reprographic skills
* Business communication
* Public relations
* Document processing

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the individual:  1.1 Received, recorded and interpreted office instructions.  1.2 Proof read office documents.  1.3 Formatted office documents.  1.4 Produced office documents.  1.5 Stored office documents.  1.6 Received documents to be reproduced  1.7 Determined number of copies to be reproduced  1.8 Determined reproduction method  1.9 Reproduced documents.  1.10 Recorded produced documents. |
| 1. Resource implications for competence assessment | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of assessment | Competency may be assessed through:  3.1 Written tests  3.2 Interview  3.3 Oral questioning  3.4 Observation  3.5 Third party report |
| 1. Context of assessment | Competency may be assessed:   1. On-the-job 2. Off-the-job 3. During Industrial Attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guiding information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |