



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

RECORDS AND ARCHIVES MANAGER

LEVEL 6



TVET CDACC
P.O. BOX 15745-00100

NAIROBI First published 2018
Copyright © 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 Standards Development, Assessment and Certification Council
P.O. Box 15745–00100
Nairobi, Kenya
Email: info@tvetcdacc.go.ke / cdacc.tvet@gmail.com

TABLE OF CONTENTS

FOREWORD.....	iv
PREFACE.....	v
ACKNOWLEDGMENT	vi
ACRONYMS.....	vii
KEY TO UNIT CODE	viii
OVERVIEW	ix
BASIC UNITS OF COMPETENCY	1
DEMONSTRATE COMMUNICATION SKILLS	2
DEMONSTRATE NUMERACY SKILLS.....	5
DEMONSTRATE DIGITAL LITERACY.....	9
DEMONSTRATE ENTREPRENEURIAL SKILLS	14
DEMONSTRATE EMPLOYABILITY SKILLS	18
DEMONSTRATE ENVIRONMENTAL LITERACY.....	28
DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES.....	32
CORE UNITS OF COMPETENCY.....	36
MANAGE INFORMATION CREATION AND COLLECTION.....	37
MANAGE ORGANIZATION RECORDS	41
MANAGE ELECTRONIC RECORDS.....	46
PRESERVE ORGANIZATION RECORDS AND ARCHIVES.....	51
MANAGE RECORDS UNIT /CENTER AND ARCHIVES.....	56
CONDUCT RESEARCH IN ARCHIVES AND RECORDS MANAGEMENT	60
MANAGE DIGITAL RECORD AND ARCHIEVES	64
CONDUCT RECORDS DISPOSAL	69
PERFORM ARCHIVING MANAGEMENT	73

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 to 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, standards development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programs.

These reforms demand that Industry takes a leading role in standards development to ensure the standards addresses its competence needs. It is against this background that these Occupational Standards were developed for the purpose of developing a competency based standards for Records and archives Management Level 6. 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 records and archives sector's 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 to reform standards 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 Standards Development, Assessment and Certification Council (TVET CDACC), in conjunction with Records and archives Sector Skills Advisory Committee (SSAC), have developed these Occupational Standards for a Records and archives Manager. These occupational standards will be the bases for development of competency based standards for Records and archives Management Level 6. These Standards will also be the bases 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, Records and archives SSAC, expert workers and all those who participated in the development of these occupational standards.

Prof. CHARLES M. M. ONDIEKI, PhD, FIET (K), Con. Eng. Tech.
CHAIRMAN, 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 Standards Development, Assessment and Certification Council (TVET CDACC) for providing guidance on the development of these Standards. My gratitude goes to the Records and archives 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.

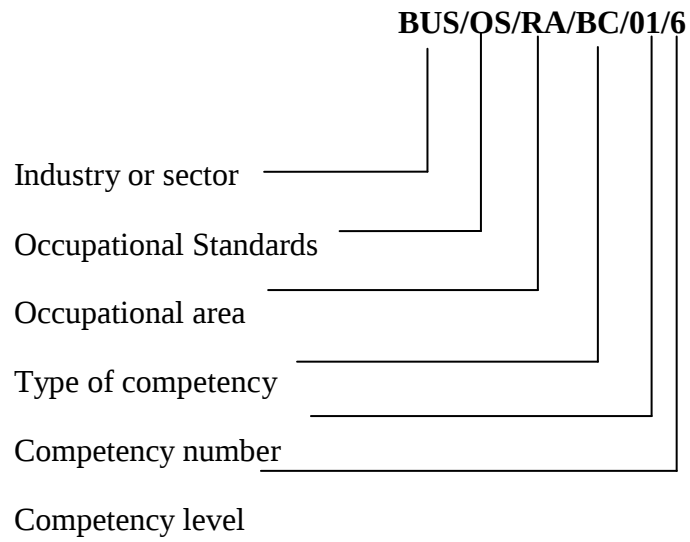
CHAIRPERSON

RECORDS AND ARCHIVES SECTOR SKILLS ADVISORY COMMITTEE

ACRONYMS

BC	: Basic Competency
CDACC	: Standards Development, Assessment and Certification Council
CR	: Core Competency
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
TVET	: Technical and Vocational Education and Training

KEY TO UNIT CODE



OVERVIEW

Records and Archives Manager Level -6 consists of competencies that an individual must achieve to operate a records and archives. It entails managing information creation and collection, managing archives and records, preserving organization archives, manage digital records and archives, perform archiving management, conduct records disposal and records and managing a registry.

This qualification consists of the following basic and core competencies:

BASIC COMPETENCIES

Unit Code	Unit Title
BUS/OS/RA/BC/01/6	Communication skills
BUS/OS/RA/BC/02/6	Numeracy skills
BUS/OS/RA/BC/03/6	Digital literacy
BUS/OS/RA/BC/04/6	Entrepreneurial skills
BUS/OS/RA/BC/05/6	Employability skills
BUS/OS/RA/BC/06/6	Environmental literacy
BUS/OS/RA/BC/07/6	Occupational safety and health practices

CORE UNITS OF LEARNING

Unit Code	Unit Title
BUS/OS/RA/CR/01/6	Manage information creation and collection
BUS/OS/RA/CR/02/6	Manage organization records and archives
BUS/OS/RA/CR/03/6	Manage electronic records
BUS/OS/RA/CR/04/6	Preserve organization archives and records
BUS/OS/RA/CR/05/6	Manage archives and records unit
BUS/OS/RA/CR/06/6	Conduct research in archives and records management
BUS/OS/RA/CR/07/6	Manage digital records and archives
BUS/OS/RA/CR/08/6	Perform archiving management
BUS/OS/RA/CR/09/6	Conduct records disposal

BASIC UNITS OF COMPETENCY

DEMONSTRATE COMMUNICATION SKILLS

UNIT CODE: BUS/OS/RA/BC/01/6

UNIT DESCRIPTION

This unit covers the competencies required to gather, interpret and convey information in response to workplace requirements.

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. <i>Bold and italicized terms are elaborated in the Range</i>
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from <i>appropriate sources</i> 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate <i>medium</i> is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and <i>storage</i> of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Speak English at a basic operational level	2.1 Simple conversations on familiar topics with work colleagues is participated 2.2 Simple verbal instructions or requests are responded to according to workplace guidelines 2.3 Simple requests are made in accordance with workplace procedure 2.4 <i>Routine procedures</i> are described in accordance with workplace policy 2.5 Likes, dislikes and preferences are expressed 2.6 Different forms of expression in English are identified
3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time 3.2 Own opinions are clearly expressed and those of others are listened to without interruption 3.3 Meeting inputs are consistent with the meeting purpose and established <i>protocols</i> 3.4 <i>Workplace interactions</i> are conducted in a courteous manner 3.5 Questions about simple routine workplace procedures and matters

	concerning working conditions of employment are asked and responded to 3.6 Meetings outcomes are interpreted and implemented
4. Complete relevant work related documents	4.1 Range of forms relating to conditions of employment are completed accurately and legibly 4.2 Workplace data is recorded on standard workplace forms and documents 4.3 Basic mathematical processes are used for routine calculations 4.4 Errors in recording information on forms/ documents are identified and properly acted upon 4.5 Reporting requirements to supervisor are completed according to organizational guidelines

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
Appropriate Sources include but not limited to:	Various department heads organization documents
Medium include but not limited to:	Method of communication 1. Physical media 2. Mechanical media (everything that is not No. 1)
Routine procedures include but not limited to:	Day to day activities
Protocols include but not limited to:	Procedures for doing a task
Workplace interactions include but not limited to:	Official inter relations

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
- Listening
- Attention to detail
- Communication
- Report writing

- Interpretation
- Basic Information Technology (IT)

Required Knowledge

The individual needs to demonstrate knowledge of:

- Minutes
- Meetings
- Report writing

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: 1.1 Prepared written communication following standard format of the organization 1.2 Accessed information using communication equipment 1.3 Spoken English at a basic operational level 1.4 Made use of relevant terms as an aid to transfer information effectively 1.5 Conveyed information effectively adopting the formal or informal communication
2. Resource Implications	2.1 Telephone 2.2 Writing materials 2.3 Internet
3. Methods of Assessment	3.1 Direct Observation 3.2 Oral interview and written test
4. Context of Assessment	Competency may be assessed individually in the actual workplace or through accredited institution
5. 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/RA/BC/02/6

UNIT DESCRIPTION:

This unit covers the competencies required to identify and undertake simple numerical processes. The person who is competent in this unit shall be able to use / work with whole numbers and money up to one hundred thousand; Locate, compare and use highly familiar measurement; Use highly familiar maps and diagrams; Identify and use some common 2D shapes; and Locate specific Information in highly familiar tables, graphs and charts for work.

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Use whole numbers and money up to one hundred thousand for work	1.1 Whole numbers and money amounts up to 100,000 in highly familiar workplace documents and tasks are named and read 1.2 Understanding of place value and the role of zero is demonstrate 1.3 Halves are recognised and understood in workplace 1.4 Whole numbers and money amounting up to 100,000 are organised in size order and are compared 1.5 Counting done in number groups 1.6 Addition and subtraction of whole numbers and money up to 100,000 done in accordance with workplace requirement 1.7 Links between operations of addition and subtraction are clearly described 1.8 Reasonableness of outcome with prompting and support is checked 1.9 Numerical information is recorded and the result of the task is communicated using informal language and symbolism
2. Locate, compare and use highly familiar measurement for work	2.1 Measurements in highly familiar workplace documents and tasks are located 2.2 Different units of measurements and their uses are identified

Element	Performance Criteria
	2.3 The comparative relationship between the units of measurement identified 2.4 Understanding of conservation of amounts is demonstrated 2.5 Informal language is used to compare measurements 2.6 Digital time is well read and am and pm used in reference to time 2.7 Calendar used appropriately to record information 2.8 Basic measurement information is well read and recorded 2.9 Additions and subtraction of simple quantities done in workplace
3. Use highly familiar maps and diagrams for work	3.1 Familiar items or places are located in highly familiar maps and diagrams 3.2 Simple symbols and pictorial representations are identify in highly familiar maps and diagrams 3.3 Simple oral directions are given to locate objects 3.4 Simple oral directions followed to locate objects 3.5 Understanding of informal directional language is demonstrated
4. Identify and use some common 2D shapes for work	4.1 Familiar two dimensional shapes are identified and named 4.2 Common objects are describe in terms of size and shape 4.3 Common, every day, informal language is used to compare objects 4.4 Common objects are grouped based on shape, size, colour and features
5. Locate specific Information in highly familiar tables, graphs and charts for work	5.1 Features of simple tables identified 5.2 Specific numerical information located in highly familiar tables using grid movement (up and down columns and across rows) and key 5.3 Numerical information and data in highly familiar tables compared using appropriate informal language

Element	Performance Criteria
	5.4 Information related to relevant workplace tasks 5.5 Features of simple graphs and charts identified 5.6 Specific numerical information located in highly familiar graphs and charts 5.7 Numerical information and data compared using appropriate informal language

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. Measuring instruments	May include but not limited to: 1.1 Rulers 1.2 Watches/clocks 1.3 Scales 1.4 Thermometers 1.5 AVO meter
2. Common two - dimensional shapes	May include but not limited to: 1.1 Round/circle 1.2 Square 1.3 Rectangular 1.4 Triangle

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:

- Applying Fundamental operations (addition, subtraction, division, multiplication)
- Using calculator
- Using different measuring tools

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: 1.1 Measured objects or materials as per job requirements 1.2 Used calculator to perform the four fundamental operations 1.3 Performed calculations involving money up to one hundred thousand 1.4 Performed conversions between hours, minutes and seconds 1.5 Calculated area and volume of regular shapes 1.6 Created tables and graphs to represent and interpret information
2. Resource Implications	2.1 Calculator 2.2 Basic measuring instruments
3. Methods of Assessment	Competency may be assessed through: 3.1 Written Test 3.2 Interview/Oral Questioning 3.3 Demonstration
4. Context of Assessment	Competency may be assessed in an off the job setting
5. 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/RA/BC/03/6

UNIT DESCRIPTION

This unit covers the competencies required to effectively use digital devices such as smartphones, tablets, laptops and desktop PCs. It entails identifying and using digital devices such as smartphones, tablets, laptops and desktop PCs for purposes of communication, work performance and management at the work place.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Identify appropriate computer software and hardware	1.1 Concepts of ICT are determined in accordance with computer equipment 1.2 Classifications of computers are determined in accordance with manufacturers specification 1.3 <i>Appropriate computer software</i> are identified according to manufacturer's specification 1.4 <i>Appropriate computer hardware</i> are identified according to manufacturer's specification 1.5 Functions and commands of operating system are determined in accordance with manufacturer's specification
2. Apply security measures to data, hardware, software in automated environment	2.1 <i>Data security and privacy are classified</i> in accordance with the prevailing technology 2.2 <i>Security threats</i> are identified <i>and control measures</i> are applied in accordance with laws governing protection of ICT 2.3 Computer threats and crimes are detected. 2.4 Protection against computer crimes is undertaken in accordance with laws governing protection of ICT
3. Apply computer software in solving tasks	3.1 <i>Word processing concepts</i> are applied in resolving workplace tasks, report writing and documentation 3.2 <i>Word processing utilities</i> are applied in accordance with workplace procedures 3.3 Worksheet layout is prepared in accordance with work procedures 3.4 Worksheet is build and data manipulated in the worksheet in accordance with workplace procedures 3.5 Continuous data manipulated on worksheet is undertaken in accordance with work requirements

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. <i>Bold and italicized terms are elaborated in the Range</i>
	3.6 Database design and manipulation is undertaken in accordance with office procedures 3.7 Data sorting, indexing, storage, retrieval and security is provided in accordance with workplace procedures
4. Apply internet and email in communication at workplace	4.1 Electronic mail addresses are opened and applied in workplace communication in accordance with office policy 4.2 Office internet functions are defined and executed in accordance with office procedures 4.3 <i>Network configuration</i> is determined in accordance with office operations procedures 4.4 Official World Wide Web is installed and managed according to workplace procedures
5. Apply Desktop publishing in official assignments	5.1 Desktop publishing functions and tools are identified in accordance with manufactures specifications 5.2 Desktop publishing tools are developed in accordance with work requirements 5.3 Desktop publishing tools are applied in accordance with workplace requirements 5.4 Typeset work is enhanced in accordance with workplace standards
6. Prepare presentation packages	6.1 Types of presentation packages are identified in accordance with office requirements 6.2 Slides are created and formulated in accordance with workplace procedures 6.3 Slides are edited and run in accordance with work procedures 6.4 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
<i>Appropriate computer software</i> may include but not limited to:	A collection of instructions or computer tools that enable the user to interact with a <i>computer</i> , its hardware, or perform tasks.
<i>Appropriate computer</i>	Collection of physical parts of a computer system such as;

Variable	Range
hardware may include but not limited to:	• Computer case, monitor, keyboard, and mouse • All the parts inside the computer case, such as the hard disk drive, motherboard and video card
Data security and privacy may include but not limited to:	• Confidentiality of data • Cloud computing • Integrity -but-curious data surfing
Security and control measures may include but not limited to:	• Counter measures against cyber terrorism • Risk reduction • Cyber threat issues • Risk management
Security threats may include but not limited to:	• Pass-wording • Cyber terrorism • Hacking
Word processing concepts may include but not limited to:	• Using a special program to create, edit and print documents
Network configuration may include but not limited to:	Organizing and maintaining information on the components of a computer network

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
- Computing (applying fundamental operations such as addition, subtraction, division and multiplication)
- Using calculator
- 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
- Word processing;
 - ✓ Functions and concepts of word processing.
 - ✓ Documents and tables creation and manipulations
 - ✓ Mail merging
 - ✓ Word processing utilities
- Spread sheets;
 - ✓ Meaning, formulae, function and charts, uses and layout
 - ✓ Data formulation, manipulation and application to cells
 - ✓
- Database;
 - ✓ Database design, data manipulation, sorting, indexing, storage retrieval and security
- Desktop publishing;
 - ✓ Designing and developing desktop publishing tools
 - ✓ Manipulation of desktop publishing tools
 - ✓ Enhancement of typeset work and printing documents
- Presentation Packages;
 - ✓ Types of presentation Packages
 - ✓ Creating, formulating, running, editing, printing and presenting slides and handouts
- Networking and Internet;
 - ✓ Computer networking and internet.
 - ✓ Electronic mail and world wide web
- Emerging trends and issues in ICT;
 - ✓ Identify and integrate emerging trends and issues in ICT
 - ✓ Challenges posed by emerging trends and issues

EVIDENCE GUIDE

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

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified and controlled security threats
-----------------------------------	--

	1.2 Detected and protected computer crimes 1.3 Applied word processing in office tasks 1.4 Designed, prepared work sheet and applied data to the cells in accordance to workplace procedures 1.5 Opened electronic mail for office communication as per workplace procedure 1.6 Installed internet and World Wide Web for office tasks in accordance with office procedures 1.7 Integrated emerging issues in computer ICT applications 1.8 Applied laws governing protection of ICT
2. Resource Implications	2.1 Tablets 2.2 Laptops 2.3 Desktop PCs 2.4 Calculator 2.5 Internet 2.6 Smart phone 2.7 Operation Manuals
3. Methods of Assessment	Competency may be assessed through: 3.1 Written Test 3.2 Demonstration 3.3 Practical assignment 3.4 Interview/Oral Questioning 3.5 Demonstration
4. Context of Assessment	Competency may be assessed in an off and on the job setting
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/RA/CR/04/6

UNIT DESCRIPTION

This unit covers the outcomes required to build and develop the enterprise to be more competitive within a changing business environment, specifically responding to consumer demands while maintaining product quality and accessibility, building a customer base and employee motivation.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Develop business Innovative strategies	1.1 Business innovation strategies are determined in accordance with the organization strategies 1.2 Business innovative strategies are implemented for the purpose of business growth 1.3 Track record and normative capability profile of enterprise and similar businesses are reviewed and considered in setting strategic directions. 1.4 Strengths, weaknesses, opportunities and threats are considered when developing new ideas, approaches, goals and directions 1.5 Decisions about enterprise strategies/directions are made after careful consideration of all relevant information 1.6 Business/corporate plan is developed that sets out tactics, resource implications, timeframes, production and sales target
2. Develop new products/markets	2.1 Alternative product/service offerings are canvassed and studied for feasibility 2.2 Potential and new sources/sellers of supplies and raw materials are identified and canvassed. 2.3 Target markets and buyers are identified and surveyed as to their preferences and brand loyalties.
3. Expand customers and product lines	3.1 Enterprise is built up and sustained through responsiveness to market demands and the regulatory environment. 3.2 Competitive advantage of existing products and services is maintained/enhanced through responsive advocacies and

ELEMENT	PERFORMANCE CRITERIA
	strategies. 3.3 Constant listening to stakeholder/client feedback is ensured to maintain loyal client base.
4. Motivate staff/workers	4.1 Regular dialogue is established and maintained in all levels and relevant sections of the enterprise 4.2 Flow of communications in both directions is encouraged 4.3 Helpful mechanisms and benefits are implemented 4.4 Issues/problems are proactively resolved through win-win solutions wherever practicable
5. Expand employed capital base	5.1 Capital employed in business is continuously reviewed as per the strategic plan 5.2 Business share holdings are reviewed in accordance with the type of business 5.3 Capital employed is expanded according to organization procedures 5.3 Types of shares are determined according to strategic plan 5.4 Shares diversification process is undertaken as per office procedures 5.5 Role of shareholders is determined and implemented in accordance organization procedures
6. Undertake county/regional business expansion	6.1 Regions for expansion are continuously reviewed in accordance with strategic plan and company's expansion plan 6.2 County business regulations are reviewed and adhered to in accordance with set procedures 6.3 Regional laws and regulations are adhered to in accordance with set procedures 6.4 County/regional business expansion is undertaken in accordance with organization's growth/ expansion plan

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
Strategic directions include but not limited to:	1.1 Business continuity and succession 1.2 Resource access security

Variable	Range
	1.3 Core competencies development 1.4 New developments e.g. technological change, new products
Business/Corporate plan include but not limited to:	2.1 Action steps and responsibilities of departments and individual workers 2.2 Resource requirements and budget 2.3 Tactics and strategies to achieve objectives
Helpful mechanisms include but not limited to:	3.1 Wage and non-wage benefits 3.2 Employee awards and recognition systems 3.3 Employee rights and welfare policies 3.4 Full-disclosure/transparency policies

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:

- Assessing a range of alternative products and strategies
- Critically analyzing information, summarizing and making sense of previous and current market trends
- Identifying changing consumer preferences and demographics
- Thinking “outside the box”
- Ensuring quality consistency
- Reducing lead time to product/service delivery
- Managing operations/ production
- Using formal problem-solving procedures, e. g., root-cause analysis, six sigma
- Communication skills
- Applying motivational principles, e. g., positive stroking, behavior modification
- Assessing range of alternatives rather than choosing the easiest option
- Achieving ownership and credibility for the enterprise vision
- Critically analyzing information, summarizing and making sense of previous and current market trends
- Developing solutions and practical strategies which are “outside the box”

Required Knowledge

The individual needs to demonstrate knowledge of:

- Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
- Conflict resolution

- Health, safety and environment (HSE) principles and requirements
- Public-relations strategies
- Basic cost-benefit analysis
- Basic financial management
- Business strategic planning
- Impact of change on individuals, groups and industries
- Employee assistance
- Government and regulatory processes
- Local and international market trends
- Product promotion strategies
- Mechanisms in the enterprise
- Market and feasibility studies
- Local and global supply chains Business models and strategies
- Government and regulatory processes
- Local and international business environment
- Concepts of change management
- Relevant developments in other industries
- Capital employed
- Regional/ County business expansion
- Innovation in business

EVIDENCE GUIDE

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

	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to maintain a profitable and stable enterprise as shown by stakeholder feedback, employee testimonies and company financial statements 1.2 Demonstrated ability to conceptualize and plan a micro/small enterprise 1.3 Demonstrated ability to manage/operate a micro/small-scale business 1.4 Demonstrated basic marketing skills
2. Resource Implications	The following resources should be provided: • • ©TVETCDACC@2018 •

Inte
rvie
w
guid
e
for
entr
epr
neur
s
Ente
rpris
e
wor
kers
and
thir
d
parti
es

Materials and location relevant to
the proposed activity and

1
7

	tasks
3. Methods of Assessment	Case problems Interview • Portfolio Third part reports • Workable business plan?
	• •
4. Context of Assessment	• • Competency may be assessed in workplace or in a simulated workplace setting • Assessment shall be observed while tasks are being undertaken whether individually or in-group
5. 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/RA/BC/05/6

UNIT DESCRIPTION

This unit covers competencies required to demonstrate employability skills. It involves competencies for exuding self-awareness and dealing with everyday life challenges; applying critical safe work habits and working harmoniously in a team; participating in planning and organizing work activities; applying learning, creativity and innovativeness in workplace functions; pursuing professional growth and managing time effectively in the workplace.

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. <i>Bold and italicized terms are elaborated in the Range</i>

- 1. Develop self-awareness and ability to deal with life challenges
 - 1.1 Personal goals and objectives are written based on potential and in relation to organization objectives.
 - 1.2 Emotions are handled as per workplace requirement.
 - 1.3 Thoughts, feelings and beliefs are shared with superiors in direct and honest ways in line with organization policy.

	1.4 Assertiveness is developed and maintained based on the requirements of the job. 1.5 Individual performance is recorded and monitored according to the agreed targets. 1.6 Ideas that generate excitement, interest and commitment are shared with immediate supervisors in line with workplace policy. 1.7 Accountability for assigned duties is demonstrated. 1.8 Self-esteem and a positive self-image are developed and demonstrated based on job requirements.
2. Demonstrate critical safe work habits for employees	2.1 Stress is handled at the workplace in accordance with standard procedures. 2.2 Punctuality and time consciousness is demonstrated in line with organization policy. 2.3 Personal objectives are integrated with organization objectives in accordance with organization's policy. 2.4 Resources are effectively and efficiently utilized in accordance with workplace policy. 2.5 Work activities are prioritized based on standard operating procedures. 2.6 Task objectives are met in according to workplace procedures. 2.7 Individual performance targets are set in line with organization objectives. 2.8 Performance targets are met based on targets agreed as per workplace policy. 2.9 Assertiveness is demonstrated based on the requirements of the job. 2.10 Leisure time is used positively and productively in line with workplace policy. 2.11 Abstinence from drug and substance abuse is demonstrated as per workplace policy. 2.12 Awareness of HIV and AIDS is demonstrated in line with workplace policy and requirements of the job. 2.13 Emerging issues are dealt with in accordance with organization policy.
3. Demonstrate workplace teamwork	3.1 Roles and objectives of the team are identified in accordance organization policy. 3.2 Team parameters and relationships are identified according to workplace policy. 3.3 Individual activities are identified and followed through in line with job requirements.

	3.4 Effective and appropriate forms of communication in a team are used according to workplace policy. 3.5 Resolution of conflicts between team members is sought promptly in line with organization. 3.6 Ability to work in a team with gender diversity is demonstrated in accordance with workplace policy. 3.7 Basic human rights are identified, sought after and adhered to in line with workplace policy. 3.8 Respect for team members' human rights is demonstrated in accordance with existing protocol. 3.9 Healthy relationships are established and maintained for harmonious co-existence in line with workplace policy.
4. Plan and organize work	4.1 Work schedules for given tasks are adhered to within the set time lines and based on workplace policy. 4.2 Punctuality and time consciousness are demonstrated based on workplace policy. 4.3 Assignment goals/objectives and deliverables are identified and achieved based on instructions from superiors and organizations' policy. 4.4 Resources are identified and utilized to meet assignment goals and deliverables as per workplace policy. 4.5 Work records are kept and maintained in line with workplace policy. 4.6 Situations that require consultation with superiors are identified and consultations made in accordance with workplace policy. 4.7 Operational decisions are made and applied based on the requirements of the job. 4.8 Problems arising in the course of working are identified and solved or reported according the workplace policies and procedures. 4.9 Situations that require negotiation are identified and negotiations done to create win-win situations. 4.10 Negotiation techniques are demonstrated to meet client's satisfaction and organizations' objectives.
5. Maintain professional growth and development in the workplace	5.1 Personal training needs are assessed and outlined based on requirements of the job. 5.2 Career progression opportunities are identified and pursued based on job requirements. 5.3 Sponsorship for training for career progression is sought based on organization policy. 5.4 Licensees and certifications relevant to job and career are

	obtained and renewed based on standard operating procedures. 5.5 Personal growth is pursued towards improving the qualifications set for the profession in line with organization policy. 5.6 Available training opportunities are embraced and completed within allowed time limits. 5.7 Recognitions for prior learning are sought as proof of career advancement. 5.8 Mentorship and coaching programs are attended regularly based on availability and workplace policy.
6. Demonstrate learning, creativity and innovativeness in the workplace	6.1 Time and effort is invested in learning new skills based on job requirements and workplace policy. 6.2 Willingness to learn under different context is demonstrated based on available learning opportunities arising in the workplace. 6.3 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job. 6.4 Ability to apply a range of basic Information Technology skills is demonstrated based on requirements of the job. 6.5 Application of Occupational Health and Safety procedures in use of technology is demonstrated in the workplace. 6.6 Initiative is taken to use more effective and efficient processes and procedures in line with job requirements. 6.7 Ability to adapt to new systems is demonstrated in accordance with the requirements of the job. 6.8 Recognition and support of innovative and creative ideas is demonstrated in the workplace. 6.9 Opportunities to carryout functions better are identified and exploited in line with organization objectives. 6.10 Ability to discuss new ideas and get consensus is demonstrated in line with job requirements. 6.11 Awareness of personal role in workplace innovation is demonstrated.
7. Conduct consultancy in archives and records management	7.1

8. Demonstrate professional ethics in archives and records management	1.1 Apply archivist and records officer code of ethics 1.2 Participate in professional association activities
---	--

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
<i>Drug and substance abuse</i> includes but not limited to:	Commonly abused; • Alcohol • Tobacco • Miraa • Over-the-counter drugs • Cocaine • Bhang • Glue
<i>Feedback</i> includes but not limited to:	• Verbal • Written • Informal • Formal
<i>Clients</i> includes but not limited to:	• New clients • Existing clients • Internal clients • External clients
<i>Relationships</i> includes but not limited to:	• Man/Woman • Trainer/trainee • Employee/employer • Client/service provider • Husband/wife • Boy/girl • Parent/child • Sibling relationships
<i>Communication methods</i> includes but not limited to:	• Written • Talk/presentation • Video • Audio

	• Graphical • Modeling
Team includes but not limited to:	• Small work group • Staff in a section/department • Inter-agency group
Personal growth includes but not limited to:	• Growth in the job • Career mobility • Gains and exposure the job gives • Net workings • Benefits that accrue to the individual as a result of noteworthy performance
Personal objectives includes but not limited to:	• Long term • Short term • Broad • Specific
Trainings and career opportunities includes but not limited to	• Participation in training programs ○ Technical ○ Supervisory ○ Managerial ○ Continuing Education • Serving as Resource Persons in conferences and workshops
Resource include but not limited to:	• Human • Financial • Technology ○ Hardware ○ Software
Innovation include but not limited to:	• New ideas • Original ideas • Different ideas • Methods/procedures • Processes • New tools
Emerging issues include but not limited to:	• Terrorism • Social media • National cohesion • Open offices

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:

- Appropriate practice of personal hygiene
- Intra and Interpersonal skills
- Communication skills
- Knowledge management
- Interpersonal skills
- Critical thinking skills
- Observation skills
- Organizing skills
- Record keeping skills
- Negotiation skills
- Problem solving skills
- Decision Making skills
- Resource utilization skills

Required Knowledge

The individual needs to demonstrate knowledge of:

- Work values and ethics
- Company policies
- Occupational Safety and Health
- Company operations, procedures and standards
- Fundamental rights at work
- Personal hygiene practices
- Workplace communication
- Concept of time
- Building relationships
- Training needs assessment
- Time management
- Decision making
- Types of resources
- Work planning
- Record keeping
- Resources and allocating resources
- Organizing work
- Workplace problems areas and how to deal with them
- Negotiation
- Assertiveness
- Team work
- Gender

- HIV and AIDS
- Drug and substance abuse
- Leadership
- Safe work habits
- Professional growth and development
- Technology in the workplace
- Learning
- Creativity
- Innovation
- 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: 1.1 Attained job targets within key result areas. 1.2 Maintained punctuality and time consciousness. 1.3 Maintained intra- and inter-personal relationship in the course of managing oneself. 1.4 Completed trainings and career progression opportunities within time limits. 1.5 Acquired and maintained licenses and/or certifications required for the job. 1.6 Planned and organized resources to achieve assigned goals and objectives. 1.7 Identified and solved a problem in a particular problem situation. 1.8 Displayed critical safe work habits in carrying out work functions. 1.9 Innovatively made work processes and procedures more effective and efficient. 1.10 Worked harmoniously with people of diverse gender in the workplace. 1.11 Participated effectively in team activities. 1.12 Demonstrated awareness of HIV and AIDS. 1.13 Abstained from drug and substance abuse. 1.14 Participated in mentorship and coaching programs. 1.15 Demonstrated safety consciousness. 1.16 Maintained work records. 1.17 Demonstrated ability to cope with emerging issues
2. Resource Implications	The following resources should be provided: 2.1 Workplace or assessment location 2.2 Case studies/scenarios
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Oral Interviews 3.2 Observation 3.3 Third Party Reports 3.4 Written tests
4. Context of Assessment	4.1 Competency may be assessed in workplace or in a simulated workplace setting.

	4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group.
5. 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/RA/BC/06/6

UNIT DESCRIPTION

This unit specifies the competencies required to follow procedures for environmental hazard control, follow procedures for environmental pollution control and comply with workplace sustainable resource use.

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. <i>Bold and italicized terms are elaborated in the Range</i>
1. Control environmental hazard	1.1 <i>Storage and handling methods</i> for environmentally <i>hazardous</i> materials are strictly followed according to environmental regulations and OSHS. 1.2 <i>Disposal methods</i> of hazardous wastes are followed at all times according to environmental regulations and OSHS. 1.3 <i>PPE</i> is used according to OSHS.
2. Control environmental Pollution	2.1 <i>Environmental pollution control measures</i> are complied with following standard protocol. 2.2 Procedures for solid waste management are observed according Environmental Management and Coordination Act 1999 2.3 Methods for minimizing <i>noise pollution</i> complied following environmental regulations.
3. Demonstrate sustainable resource use	3.1 Methods for minimizing wastage are complied with. 3.2 <i>Waste management procedures</i> are employed following principles of 3Rs (Reduce, Reuse, Recycle) 3.3 Methods for economizing or reducing <i>resource</i> consumption are practiced.

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 are not limited to:	1.1 Mask 1.2 Gloves 1.3 Goggles 1.4 Safety hat 1.5 Overall 1.6 Hearing protector
2. Environmental pollution control measures may include but are not limited to:	2.1 Methods for minimizing or stopping spread and ingestion of airborne particles 2.2 Methods for minimizing or stopping spread and ingestion of gases and fumes 2.3 Methods for minimizing or stopping spread and ingestion of liquid wastes
3 Waste management procedures may include but are not limited to:	3.1 Sorting 3.2 Storing of items 3.2 Recycling of items 3.3 Disposal of items
4 Resources may include but are not limited to:	4.1 Electric 4.2 Water 4.3 Fuel 4.3 Telecommunications 4.4 Supplies 4.5 Materials
5 Workplace environmental hazards may include but are not limited to:	5.1 Biological hazards 5.2 Chemical and dust hazards 5.3 Physical hazards

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:

- Following storage methods of environmentally hazardous materials
- Following disposal methods of hazardous wastes
- Using PPE
- Practicing OSHS
- Complying environmental pollution control
- Observing solid waste management
- Complying methods of minimizing noise Pollution
- Complying methods of minimizing wastage

- Employing waste management procedures
- Economizing resource consumption

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
- Principle of 3Rs

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: 1.1 Controlled environmental hazard 1.2 Controlled environmental pollution 1.3 Demonstrated sustainable resource use
2. Resource Implications	The following resources should be provided: 2.1 Workplace with storage facilities 2.2 Tools, materials and equipment relevant to the tasks (ex. Cleaning tools, cleaning materials, trash bags, etc.) 2.3 PPE 2.4 Manuals and references
3 Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration 3.2 Oral questioning 3.3 Written examination
4 Context of Assessment	Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated

	workplace environment.
5 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/RA/BC/07/6
UNIT DESCRIPTION

This unit specifies the competencies required to practice and promote safety and health at work.

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. <i>Bold and italicized terms are elaborated in the Range</i>
1. Prepare to practice safety and health at work	1.1 Awareness of legislation that outlines the minimum standards for occupational safety and health requirements/ regulations are emphasized 1.2 Benefits of implementing an occupational safety and health program are identified 1.3 <i>Safety requirements/ regulations</i> of own work and of other workers are familiarized 1.4 Workplace standards and procedures for incidents and Emergencies are determined 1.5 <i>Prevention and control measures</i> , including use of <i>safety gears/PPE</i> (Personal Protective Equipment) to avoid accident, injuries and sickness are identified
2. Comply and promote compliance of workers to organization's occupational safety and health instructions and requirements	2.1 Safety instructions and safety signs are followed and disseminated to co-workers 2.2 Safe handling of tools, equipment and materials is learned and shared with co-workers 2.3 Execution of own work and of co-workers is monitored in according to safe work procedures 2.4 Use of safe guards and safety devices is monitored 2.5 Hazards, incidents, injuries and sickness in the workplace are reported properly following standards and 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. Safety requirements / regulations may include but are not limited to:	1.1 Building code 1.2 Permit to Operate 1.3 Occupational Safety and Health Standards
2. Incidents and emergencies may include but are not limited to:	2.1 Chemical spills 2.2 Equipment/vehicle accidents 2.3 Explosion 2.4 Fire 2.5 Gas leak 2.6 Injury to personnel 2.7 Structural collapse 2.8 Toxic and/or flammable vapours emission.
3. Prevention and control measures may include but are not limited to:	3.1 Eliminate the hazard (i.e., get rid of the dangerous machine) 3.2 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 3.3 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) 3.4 Use administrative controls to reduce the risk (i.e. give trainings on how to use equipment safely; OSH-related topics, issue warning signages, rotation/shifting work schedule) 3.5 Use engineering controls to reduce the risk (i.e. use safety guards to machine) 3.6 Use personal protective equipment 3.7 Safety, Health and Work Environment Evaluation 3.8 Periodic and/or special medical examinations of workers
4. Safety devices/ PPEs (personal protective equipment's) May include but are not limited to:	5.1 Arm/Hand guard, gloves 5.2 Eye protection (goggles, shield) 5.3 Hearing protection (ear muffs, ear plugs) 5.4 Hair Net/cap/bonnet 5.5 Hard hat 5.6 Face protection (mask, shield) 5.7 Apron/Gown/coverall/jump suit 5.8 Anti-static suits 5.9 High-visibility reflective vest

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:

©TVETCDACC@2018

- Communication skills
- Knowledge management
- Interpersonal skills
- Troubleshooting skills
- Critical thinking skills
- Observation skills
- Monitoring skills
- Reporting skills

Required Knowledge

The individual needs to demonstrate knowledge of:

- Elements of an effective occupational safety and health program
- Benefits of implementing an occupational safety and health program
- Safety requirements of own work and of other workers
- Standard emergency plan and procedures in the workplace
- Different OSH control measures
- General OSH principles
- Work standards and procedures
- Safe handling procedures of tools, equipment's and materials
- Standard emergency plan and procedures in the workplace
- Different OSH control measures
- Standard accident and illness reporting procedures in the workplace
- Monitoring system on compliance to work safety and health

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: 1.1 Emphasizes awareness of OSH legislations 1.2 Identifies benefits of implementing OSH program 1.3 Identifies safety requirements of own work and of co-workers 1.4 Identifies and shares with co-workers OSH control measures and emergency plan in the workplace 1.5 Identifies and shares with co-workers the control measures to prevent accident, injuries and sickness 1.6 Follows and disseminate to co-workers the safety instructions and safety signs at work 1.7 Learns and shares with co-workers the learnings on safe handling of tools, equipment and materials 1.8 Monitors safe execution of own work and of co-workers
-----------------------------------	--

	1.9 Monitors compliance to safety measures 1.10 Reports hazards, incidents, injuries and sickness following workplace procedures
2. Resource Implications	The following resources should be provided: 2.1 Facilities, materials tools and equipment necessary for the activity
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation/Demonstration with oral questioning 3.2 Third party report
4. Context of Assessment	Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment.
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CORE UNITS OF COMPETENCY

MANAGE INFORMATION CREATION AND COLLECTION

UNIT CODE: BUS/OS RA/CR/01/6

UNIT DESCRIPTION

This unit specifies the competencies required to plan for information collection and content, identification and collection, development and evaluation of the information collection and content.

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. <i>Bold and italicized terms are elaborated in the range.</i>
1. Plan for information generation, collection and content	1.1 Content and collection strategies and priorities are identified based on work place needs. 1.2 <i>Information sources</i> are identified in accordance with the workplace needs. 1.3 Information tools, materials and resources are identified based on the strategies.
2. Develop information collections	2.1 Policies for sustainable content and collection acquisition are implemented in line with <i>legal requirements for information management</i> . 2.2 Strategies for new content or collections are developed based on work place needs. 2.3 Collections and contents are regularly reviewed and refreshed as per work place needs.
3. Select information and content materials	3.1 Content and collections materials are selected in <i>formats</i> that meet the workplace requirements. 3.2 Content and collections materials are managed based on the SOPs
4. Evaluate information collections and content	4. 1 Content and collections are analyzed and assessed as per the work place requirements. 4. 2 Content and collections assessment report is prepared as per the work place requirements.

RANGE

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

Variable	Range
Legal requirements for information management includes but not limited to:	• The Constitution of Kenya • The Information and Communications (Amendment) 2009 Act • Law of evidence • National Archives and Documentation Services Act • Access to information, Evidence Act • Records Disposal Act • Public Procurement and disposal Act • Public Audit Act • Anti-Corruption and Economic Crimes Act
Formats includes but not limited to:	• Print • Non- print
Standards includes but not limited to:	• Information and Documentation-Records Management (ISO 15489)yr • Model Requirements for the Management of Electronic Records (MoReq Standard) • General Roles of Records management Standards
Information sources includes but not limited to:	• Interviews • Observations • Questionnaires • Text-books • Journals • Newspapers

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:

- Basic analytical
- Communication
- ICT

- Interpersonal
- Public relations
- Planning

Required knowledge

The individual needs to demonstrate knowledge of:

- National legislation, policy and standards for the management of information content and collections
- Organizational content and collection policies, strategies, and priorities to meet the businessF needs of the service and its users
- The characteristics of content and collections to meet workplace needs
- How to source content and collections to meet workplace needs
- How to develop strategies for new content or collections where workplace needs cannot be met
- Procedures to ensure collections and content are regularly reviewed and refreshed
- Organizational arrangements for the acquisition, borrowing and return of collections and content
- The importance of accountability through keeping records of all content and collection transactions
- National and organizational standards for the management of content and collections
- Legislation, organizational processes and codes of practice for the access, retention and disposal of content and collections
- Techniques to monitor the management of collections and content
- Standards applicable to the management of collections and content

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 candidate: 1.1 Identified content and collection strategies and priorities that meet the workplace needs. 1.2 Identified information sources in accordance with the workplace
-----------------------------------	--

	needs. 1.3 Implemented policies for sustainable content and collection acquisition in accordance with legal requirements for information management 1.4 Selected content and collections in formats that meet the workplace requirements 1.5 Managed collections and content as per SOPs 1.6 Analyzed and assessed collections and contents as per the work place procedures. 1.7 Prepared assessment report as per the work place requirements.
2. Resource Implications	The following resources must be provided: 2.1 records 2.2 schedules 2.3 finding tools
3. Methods of Assessment	Competency may be assessed through: 3.1 Observation 3.2 Interview 3.3 Written tests 3.4 Oral questioning 3.5 Third party reports
4. Context of Assessment	Competency will be assessed: • On the job • Off the job/institutional level • Both on the job and off the job
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.

MANAGE ORGANIZATION RECORDS

UNIT CODE: BUS/OS/RA/CR/02/6

UNIT DESCRIPTION

This unit specifies the competencies required to manage records in an organization. It involves developing a records management programme, setting up a records management unit, establishing a filing classification, managing organization mails, storing registry records, establishing retrieval system, Carry out records appraisal and disposition/disposal and Applying legal issues in records and archives.

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. <i>Bold and italicized terms are elaborated in the range.</i>
1. Develop a records management programme	1.1 Records management team is established to develop and implement a strategic plan for the program and to provide a governance structure as per the organization requirements. 1.2 Organization <i>inventory is conducted</i> in line with work place policy as per the SOPs. 1.3 Organization's records management policies and procedures are implemented as per the organization requirement. 1.4 Records retention program is developed as per policies and procedures. 1.5 Records retention program is implemented as per the work place needs.
2. Set up a records management unit	2.1. Type of records to be managed is identified as per the organization objectives. 2.2. Location/site of record management unit is identified and selected based on safety and security. 2.3. <i>Resources</i> for setting up a record management unit are identified and their availability secured based on the type of records. 2.4. Record management unit is set-up as per available resources. 2.5. Record management unit is evaluated against the organizational objectives.
3. Establish a filing classification	3.1 <i>Filing classification methods</i> are identified based on the organizational needs and type of records. 3.2 Filing classification methods are established based on the organizational needs and type of records.

4. Manage organization mails	1.1 Incoming and outgoing mails received as per the SOPs. 1.2 Incoming and outgoing mails are sorted as per the SOPs 1.3 Incoming mails are date-stamped as per the SOPs 1.4 Incoming and outgoing mails are registered as per the SOPs 1.5 Incoming and outgoing mails are routed to various destinations as per the SOPs.
5. Manage current records	5.1 organization's records are received as per the SOPs 5.2 Received organization's records are classified based on the organization activities. 5.3 Records are filed based on the established filing classification system 5.4 Filed documents are assigned folio based on the file. 5.5 Records retrieval system is established based on filing classification system.
6. Carry out records appraisal and disposition/disposal	6.1 Records retention schedules are prepared as per the organization's requirements. 6.2 Records survey is conducted as per the organization's requirements. 6.3 Records appraisal is conducted as per the organization's requirements. 6.4 Records are Disposed /retained as per the KNADS Act.
7. Apply legal issues in records and archives	7.1 legal issues in Archives and Records are identified 7.2 Current legislations governing the management of information in organization are identified. 7.3 legal issues in Archives and Records are implemented based on legislation governing the organization

RANGE

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

Variable	Range
Inventory include but not limited to:	- Records (recorded information related or received by your organization in pursuance of legal obligations or in the transaction of business and has value requiring its retention) - Non-records (reference materials, personal papers, junk mail, publications, convenience file, duplicate copies) - Vital records (records which would be needed immediately after an emergency to continue your organization's operation) - Archival records (historical records of enduring value that are preserved and stored in your organization's archives)

Filing classification methods include but not limited to:	• Alphabetical • Numerical • Alphanumeric • Geographical • Subject • Chronological
Records survey include but not limited to:	• Records management survey • Archival records survey • Multi repository survey • Non-repository survey
Records disposition include but not limited to:	• Destruction of records e.g. through burning, shredding, pulping, burying • Transfer to the archives
KNADS	• Kenya national archives and documentation services.
Resources	• Human • financial • technical • physical resources

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:

- Basic analytical
- Basic computing
- Communication
- ICT
- Interpersonal
- Public relations

Required knowledge

The individual needs to demonstrate knowledge of:

- National legislation, policy and standards for the management of records
- Organizational records management policies, strategies, and priorities
- Standards applicable to the records management
- Filing
- Disposition/retention of documents and records
- Types of correspondences in an organization
- Current affairs
- RMP (record management programme)

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: 1.1 Established Records management team appropriately. 1.2 Conducted organization inventory correctly. 1.3 Demonstrated understanding of records management policies and procedures. 1.4 Developed Records retention program appropriately. 1.5 Implemented records retention program. 1.6 Demonstrated understanding of records retention program. 1.7 Identified type of records to be managed 1.8 Identified and selected Location/site for record management unit set-up 1.9 Identified resources for setting up a record management unit and secured availability. 1.10 Evaluated Record management unit progress. 1.11 Identified Filing classification methods correctly 1.12 established Filing classification methods appropriately 1.13 Received incoming and outgoing mails appropriately. 1.14 sorted incoming and outgoing mails appropriately 1.15 date-stamped incoming mails appropriately 1.16 registered incoming and outgoing mails correctly 1.17 routed incoming and outgoing mails to various destinations 1.18 Received organization's records appropriately 1.19 Classified Received organization's records correctly 1.20 filed Records appropriately 1.21 Assigned folio numbers to Filed documents correctly. 1.22 Established a Records retrieval system appropriately. 1.23 Prepared Records retention schedules appropriately. 1.24 Conducted records survey. 1.25 Conducted Records appraisal objectively. 1.26 Disposed/retained Records legally.
2. Resource Implications	The following resources must be provided: 2.1 records 2.2 schedules 2.3 finding tools
3. Methods of Assessment	Competency may be assessed through: 1.6 Interview 1.7 Observation

	1.8 Written tests 1.9 Third party reports
4. Context of Assessment	Competency may be assessed on: 4.1 On the job 4.2 Off the job 4.3 In a Simulated workplace setting
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.

MANAGE ELECTRONIC RECORDS

UNIT CODE: BUS/OS/RA/CR/03/6

UNIT DESCRIPTION

This unit specifies the competencies required to **manage electronic records**. It involves Creating /receiving electronic records, storing electronic records, retrieving electronic records, manipulating electronic records, distributing electronic records, perform record automation and caring out disposition of electronic records.

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. <i>Bold and italicized terms are elaborated in the range.</i>
1. Develop electronic records	1.1 Types of Electronic records are identified as per the organization 'activities. 1.2 Types of <i>electronic records systems</i> are identified based on work place needs. 1.3 <i>Resources (human, financial, technical, and physical)</i> for installation of electronic records system are identified and availability secured. 1.4 Electronic records system is installed as per the available resources. 1.5 Electronic records system is commissioned as per the organization objectives. 1.6 <i>Electronic records are created</i> in line with the commissioned system.
2. Store electronic records	2.1 <i>Electronic storage devices</i> (hard disks, server, flash disks cloud/google drive) are identified based on the type of record. 2.2 Safety and security of electronic storage devices is determined as per the organization guidelines. 2.3 Electronic records are stored as per their identified electronic storage devices. 2.4 Stored electronic records are assigned folio based on the file
3. Retrieve electronic records	3.1 Records retrieval system is established based on filing classification system. 3.2 Electronic records to be retrieved are identified based on the work place needs. 3.3 Electronic records are retrieved based on the work place needs.

4. Modify electronic records	4.1 Electronic records survey is conducted based on the work place needs. 4.2 Electronic records are modified based on user levels.
5. Distribute electronic records	5.1 Types of electronic records to be distributed are identified as per the work place requirements. 5.2 Distribution channels are identified and assigned to various types of electronic records. 5.3 Internal and external clients are identified as per the organization requirements. 5.4 Electronic records are dispensed to respective client as per the SOPs
6. Perform record automation	6.1 Infrastructure and requirements are identified as per the work place policy. 6.2 Record automation program is established as per the work place requirement. 6.3 Automated record management systems is implemented and maintained. 6.4 Records automation system is evaluated as per the SOPs. 6.5 Software for records automation is identified as per the standard operating procedures. 6.6 Security and preservation of automated records is established. 6.7 Records are digitalized as per the work place guidelines.
7. Carry out disposition of electronic records	7.1. Electronic records retention schedules are prepared as per the organization's requirements. 7.2. Electronic Records survey is conducted as per the organization's requirements. 7.3. Electronic Records appraisal is conducted as per the organization's requirements. 7.4. Electronic Records are Disposed/retained as per the KNADS Act.

RANGE

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

Variable	Range
----------	-------

<i>electronic records systems</i>	• IPPD-integrated payroll personnel database • RMIS -record management information systems, • GHRIS • IFMIS • AMIS -archives management information systems
<i>Resources</i>	• human • financial • technical • physical
<i>Electronic records are created</i>	• converting manual records to e-records
<i>Electronic storage devices</i>	• hard disks • server • flash disks • cloud/google drive
Records survey include but not limited to:	• Records management survey • Archival records survey • Multi repository survey • Non-repository survey
Records disposition include but not limited to:	• Destruction of records e.g. deletion, • Retention
<i>KNADS</i>	• Kenya national archives and documentation 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:

- Evaluation
- Basic analytical
- Basic computing
- Communication
- ICT
- Interpersonal
- Public relations
- Planning
- Budgeting
- Management

Required knowledge

The individual needs to demonstrate knowledge of:

- National legislation, policy and standards for the management of e-records
- Organizational e-records management policies, strategies, and priorities
- Standards applicable to the e-records management
- Electronic filing
- Electronic Disposition/retention of documents and e-records
- Types of stakeholders in an organization
- Current affairs
- ERMP (electronic record management programme)
- IPPD-integrated personnel payroll data
- RMIS -record management information systems,
- GHRIS
- IFMIS
- AMIS -archives management information systems

EVIDENCE GUIDE

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

8. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified types of Electronic records correctly. 1.2 Identified types of electronic records systems correctly. 1.3 Identified resources for installation of electronic records system and secured availability. 1.4 Facilitated installation of electronic records system appropriately. 1.5 Facilitated commissioning of electronic records system appropriately. 1.6 Created Electronic records. 1.7 Identified Electronic storage devices correctly. 1.8 Determined safety and security of electronic storage devices. 1.9 Established Records retrieval system. 1.10Conducted electronic records survey. 1.11Modified Electronic records. 1.12Identified types of electronic records to be distributed correctly. 1.13Identified distribution channels and assigned to various types of electronic records. 1.14Prepared electronic records retention schedules. 1.15Conducted Electronic Records appraisal 1.16Disposed/retained Electronic Records appropriately.
9. Resource	The following resources must be provided:

Implications	2.4 Electronic records 2.5 Electronic schedules 2.6 Finding tools
10. Methods of Assessment	Competency may be assessed through: 3.1 Interview 3.2 Observation 3.3 Written tests 3.4 Third party reports
11. Context of Assessment	Competency may be assessed on: On the job Off the job In a Simulated workplace setting

12. Guidance
information
for
assessment

©TVETCDACC@2018

Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.

PRESERVE ORGANIZATION RECORDS AND ARCHIVES

UNIT CODE: BUS/OS/RA/CR/04/6

UNIT DESCRIPTION

This unit specifies the competencies required to preserve organization records and archives. It involves identifying properties and composition of information material, preventing deterioration of information and materials, restoring information materials and provides security and disaster plan for information materials.

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. <i>Bold and italicized terms are elaborated in the range.</i>
1. Identify properties and composition of information materials	1.1 Properties and composition of information materials are sourced as per the work place needs. 1.2 Properties and composition of information materials are received as per the work place needs. 1.3 Properties and composition of information materials are selected as per the work place needs. 1.4 Properties and composition of information materials are arranged based on their nature. 1.5 Properties and composition of information materials are described and referenced based on the format and source. 1.6 Properties and composition of information materials are stored.
2. Prevent deterioration of information and materials	2.1 <i>Storage techniques</i> and housing of the materials are identified based on the nature of information and materials. 2.2 <i>Storage conditions</i> are determined based on the nature of the information and materials. 2.3 Safety and security of information and materials is established as per the work place requirements. 2.4 Information and materials <i>Personal protective equipment's</i> and handling practices are maintained based on the work place policy.
3. Restore information materials	3.1 Information materials are identified based on their format. 3.2 <i>Resources</i> for restoration of information materials are identified and their availability secured.

	3.3 Identified information materials are restored as per the SOPs.
4. Provide security and disaster plan for information materials	4.1 Security and disaster plan committee is appointed as per the work place policy. 4.2 Security and disaster risks are identified, assessed and analyzed as sops. 4.3 Mitigation measures are identified and analyzed as per the organization requirements. 4.4 Mitigation resources are identified and their availability secured. 4.5 Security and disaster plan is documented and commissioned based on the work place policy.

RANGE

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

Variable	Range
Storage techniques	• Cabinets • microfilm • computer • Microfiche • Boxes • Lockable shelves
Storage conditions	• Direct-sunlight • Dust • Temperature • Moisture
Personal protective equipment's	• Gloves, • Dust coat, • Dust-masks
Resources	• Curators • Financial • Technical • Physical
Security and disaster risks include but not limited to:	• Lightening • Air-craft crash • Chemical spills • technological obsolescence • infestation • Floods

	• Fire • riots • Strike • Labour dispute • Earthquake • Theft • Virus from damaged computer files • Power outages
Mitigation measures include but not limited to:	• CCTV • Lightening arresters • Fire alarms • Insurance
Mitigation resources	• Financial, • human, • Technical, • Physical

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:

- Evaluation
- Basic analytical
- Basic computing
- Communication
- ICT
- Interpersonal
- Public relations
- Planning
- Budgeting
- Management

Required knowledge

The individual needs to demonstrate knowledge of:

- National legislation, policy and standards for the management of information and materials.
- Organizational information and materials management policies, strategies, and priorities
- Standards applicable to the information and materials management.
- Types of stakeholders in an organization

- Current affairs
- ERMP (electronic record management programme)
- IPPD-integrated personnel payroll data
- RMIS -record management information systems,
- GHRIS
- IFMIS
- AMIS -archives management information systems

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: 1.1 Sourced/received and selected properties and composition of information materials appropriately. 1.2 Arranged, described and referenced properties and composition of information materials correctly. 1.3 Stored Properties and composition of information materials appropriately. 1.4 Identified storage techniques and housing of the materials. 1.5 Determined storage conditions of the information and materials. 1.6 Established safety and security of information and materials. 1.7 Maintained information and materials Personal protective equipment's and handling practices. 1.8 Identified resources for restoration of information materials and secured their availability. 1.9 Restored information materials. 1.10 Appointed Security and disaster plan committee. 1.11 Identified, assessed and analyzed Security and disaster risks 1.12 Are identified and analyzed Mitigation measures. 1.13 Identified Mitigation resources and secured their availability. 1.14 Documented and commissioned Security and disaster plan.
2. Resource Implications	The following resources must be provided: 2.1 Electronic records 2.2 Electronic schedules 2.3 Finding tools
3. Methods of Assessment	Competency may be assessed through: 3.1 Interview 3.2 Observation 3.3 Written tests 3.4 Third party reports

4. Context of Assessment	Competency may be assessed on: On the job Off the job • In a Simulated workplace setting
	•
5. Guidance information for assessment	• Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.

MANAGE RECORDS UNIT /CENTER AND ARCHIVES

UNIT CODE: BUS/OS/RA/CR/O5/6

UNIT DESCRIPTION

This unit specifies the competencies required to manage records unit /center and archives.it involves Providing information on records and archives to the relevant users, developing archives and records policy and procedures, develop archives and records access policy, manage archives and records staff, Advice on security in archives and records unit/center, manage emerging trends in archives and records management and Prepare requisition for archives and records unit/center

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. <i>Bold and italicized terms are elaborated in the range.</i>
1. Provide information on records and archives to the relevant users	1.1 Requisition for information on records and archives is received and verified as per the SOPs. 1.2 information on records and archives is retrieved and registered as per the SOPs. 1.3 information on records and archives is handed over to the relevant users as per the SOPs.
2. Develop records and archives policy and procedures	2.1 Archives and records policy and procedures committee is appointed as per the legal requirements. 2.2 Phases (current/creation, semi-current/ maintenance and use, non-current) for records and archives are assessed and analyzed. 2.3 Draft Policy and procedures for phases of records and archives are documented as per organization's requirements. 2.4 Documented draft policy and procedures are ratified 2.5 Policy and procedures are implemented, monitored, evaluated and reviewed.
3. Develop records and archives access policy	3.1 Records and archives access policy committee is appointed as per the legal requirements. 3.2 Procedures for records and archives access are assessed and analyzed. 3.3 Draft Policy for access of records and archives is documented as per organization's requirements. 3.4 documented draft policy is ratified as per organization requirements

	3.5 Records and archives access policy is implemented, monitored, evaluated and reviewed.
4. Manage records and archives staff.	4.1 New records and archives staff are inducted based on the work place policies. 4.2 Duties and responsibilities are allocated based on the work plan. 4.3 Performance targets are set based on allocated duties and responsibilities. 4.4 Supervision procedures are established as per the work place policy. 4.5 Performance of records and archives staff is measured based on the set targets 4.6 Records and archives staff records are maintained as per the work place policy. 4.7 Staff adherence to standard operating procedures is monitored as per work place policy. 4.8 Staff capacity building program is established as per work place policy
5. Advice on security in records unit/center and archives	5.1 Security committee is appointed as per the work place policy. 5.2 Security risks are identified, assessed and analyzed as sops. 5.3 Mitigation measures are identified and analyzed as per the organization requirements. 5.4 Mitigation resources are identified and their availability secured. 5.5 Security plan is documented and commissioned based on the work place policy.
6. Manage emerging trends in archives and records management	6.1 Emerging trends management committee is appointed as per the legal requirements. 6.2 Emerging trends in archives and records are identified, assessed and analyzed based on technological advancement. 6.3 An assessment report is prepared as per the finding 6.4 Resources for implementation of the assessment report recommendation are identified and availability secured. 6.5 Assessment report recommendation is implemented as per the organization objectives.
7. Prepare requisition for archives and	7.1 Required items are identified assessed and analyzed as per the work place needs.

records unit/center	7.2 Identified items are documented as per SOPs. 7.3 Documented items are ratified as per the SOPs. 7.4 Ratified documents are submitted to the procurement department as per the work place policy.
---------------------	---

RANGE

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

Variable	Range
<i>Phases</i>	• current/creation • semi-current/maintenance and use • non-current
<i>Mitigation measures</i>	• staff vetting • restricted access • piping water system • burglar proof • CCTV • security alarms • fire extinguishers
<i>Mitigation resources</i>	• human • financial • technical • Physical

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:

- Evaluation
- Basic analytical
- Basic computing
- Communication
- ICT
- Interpersonal
- Public relations
- Planning
- Budgeting

- Management

Required knowledge

The individual needs to demonstrate knowledge of:

- National legislation, policy and standards for the management of information and materials.
- Organizational information and materials management policies, strategies, and priorities
- Standards applicable to the information and materials management.
- Types of stakeholders in an organization
- Current affairs
- ERMP (electronic record management programme)
- IPPD-integrated personnel payroll data
- RMIS -record management information systems,
- GHRIS
- IFMIS
- AMIS -archives management information systems

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: 1.1 Sourced/received and selected properties and composition of information materials appropriately. 1.2 Arranged, described and referenced properties and composition of information materials correctly. 1.3 Stored Properties and composition of information materials appropriately. 1.4 Identified storage techniques and housing of the materials. 1.5 Determined storage conditions of the information and materials. 1.6 Established safety and security of information and materials. 1.7 Maintained information and materials Personal protective equipment's and handling practices. 1.8 Identified resources for restoration of information materials and secured their availability. 1.9 Restored information materials. 1.10 Appointed Security and disaster plan committee. 1.11 Identified, assessed and analyzed Security and disaster risks 1.12 Are identified and analyzed Mitigation measures. 1.13 Identified Mitigation resources and secured their availability. 1.14 Documented and commissioned Security and disaster plan.
2. Resource	The following resources must be provided:

Implications	2.1 Electronic records 2.2 Electronic schedules 2.3 Finding tools
3. Methods of Assessment	Competency may be assessed through: 3.1 Interview 3.2 Observation 3.3 Written tests 3.4 Third party reports
4. Context of Assessment	Competency may be assessed on: On the job Off the job • In a Simulated workplace setting
	•
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.

CONDUCT RESEARCH IN ARCHIVES AND RECORDS MANAGEMENT

UNIT CODE: BUS/OS/RA/CR/06/6

UNIT DESCRIPTION

This unit specifies the competencies required to conduct research in archives and records management. It involves Identifying a research problem, formulating hypothesis or research questions, conducting research review, developing research design and methodology, Conducting data collection, analyzing and presentation, Conducting hypothesis testing, Preparing research proposal and Preparing research report

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. <i>Bold and italicized terms are elaborated in the range.</i>
1. Identify a research problem	3. Conduct research
2. Formulate hypothesis or research questions	

1.1 Investigation
is done based
on the records
and archives
management.

1
.
2

D
e
f
i
n
e

the scope of the study 1.3 A
research title is formulated

2.1 Research objectives are identified based on the title.

2.2 Research questions are established based on the
objectives.

2.3 Hypothesis is formulated base on the research questions.

3.1 **Sources of information** are identified assessed and

review	analyzed. 3.2 Literature review is conducted based on the research problem.
4. Develop research design and methodology.	4.1 Types of research design are identified 4.2 A research design is selected 4.3 Sampling techniques are selected and established 4.4 Data analysis techniques are selected and established. 4.5 Validity and reliability of research instruments is determined.
5. Conduct data collection, analysis and presentation	5.1 Sources of data are identified assessed and analyzed. 5.2 Methods of data collection are identified assessed and analyzed. 5.3 Data is collected, analyzed presented and interpreted in line with research objectives. 5.4 Quality and quantity is determined
6. Conduct hypothesis testing	6.1 Types of errors and level of significance are established. 6.2 True and false tests are conducted. 6.3 Methods of hypothesis testing are identified, selected and established.
7. Prepare research proposal	7.1 General topic Determined 7.2 Literature Review Performed 7.3 Gap in the Literature Identified 7.4 Statement of the problem framed 7.5 Research Hypotheses and or Research Questions determined 7.6 Method of Investigation Determined 7.7 Research Design Determined 7.8 Sample Size and the Characteristics of the Sample are determined 7.9 Data Collection and Data Analysis Procedures are determined
8. Prepare research report	8.1 Data collected is analyzed as per SOPs 8.2 Research findings are determined as per work place procedures 8.3 Research findings are presented as per SOPs 8.4 Research conclusions are made as per analyzed report 8.5 Research recommendations are carried out based on the result

RANGE

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

Variable	Range
<i>Sources of information</i>	• Primary • Secondary
<i>Types of research design</i>	• Descriptive • Experimental • Case study • Correlational
<i>Sampling techniques</i>	• Probability • Non-probability
<i>Data analysis techniques</i>	• Hypothesis test
<i>Sources of data</i>	• Primary • Secondary
<i>Methods of data collection</i>	• Questionnaire • Interviewing • Observation

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:

- Evaluation
- analytical skills
- presentation
- Communication
- ICT
- Interpersonal
- Public relations
- Planning

- Budgeting
- Management

Required knowledge

The individual needs to demonstrate knowledge of:

Research methods

Organizational Policy and procedures

Current affairs

Types of stakeholders in an organization

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: 1.1 demonstrated ability to identify research problem 1.2 formulated hypothesis for research questions 1.3 conducted research review 1.4 developed research design and methodology 1.5 conducted data collection, analysis and presentation 1.6 conducted hypothesis testing 1.7 prepared research proposal and report
2. Resource Implications	The following resources must be provided: 2.1 SOPs manuals 2.2 Finding tools 2.3 Working schedules
3. Methods of Assessment	Competency may be assessed through: 5.5 Interview 5.6 Observation 5.7 Written tests 5.8 Third party reports
4. Context of Assessment	Competency may be assessed on: 8.6 On the job 8.7 Off the job 8.8 In a Simulated workplace setting
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.

MANAGE DIGITAL RECORD AND ARCHIEVES

UNIT CODE: BUS/OS/RA/CR/07/6

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate digital literacy in archives and record management. It entails Identifying computer software and hardware, Applying computer software in archives and records management, Presenting data in computer, Performing data processing modes, Conducting file organization, Managing archives and records database, Providing information system security, Performing obsolesce migration and disposal, 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. <i>Bold and italicized terms are elaborated in the Range</i>
7. Identify computer hardware and software	7.1 computer hardware is identified according to user specifications 7.2 Computer software is identified according to user specifications
8. Apply computer software in archives and records management e.g. data capture, storage, indexing	8.1 Archives and records data is captured in computer system 8.2 Archives and records data is stored in computer system 8.3 Archives and records data is indexed in computer system 8.4 Archives and records data is retrieved in computer system 8.5 Archives and records data is modified in computer system 8.6 Archives and records data is disposed
9. Present data in computer e.g binary numbers	9.1 Data is input in the computer system 9.2 Data is processed in the computer system as per the processing mode (interactive, real time) 9.3 Information is obtained based on processing mode
10. Manage archives and records database	10.1 File organization database is established as per work place procedure 10.2 Archives and records are captured in the organizational database 10.3 Archives and records are stored in the organizational database 10.4 Archives and records are indexed in the organizational database 10.5 Archives and records are modify d and disposed based on the results
11. Provide information system security	11.1 Data security and privacy are classified in accordance with the technological situation 11.2 Security and control measures are applied in accordance with laws governing protection of ICT 11.3 Computer threats and crimes are detected.

	11.4 Protection against computer crimes is undertaken in accordance with laws governing protection of ICT
12. Perform obsolescence migration and disposal	12.1 Information to be migrated is identified 12.2 Information to be disposed is identified 12.3 Medium of migration and disposal is identified 12.4 Information is migrated based on the mode storage 12.5 Obsolete information is disposed as per the work place policy
13. Apply internet and email in communication at workplace	13.1 Electronic mail is applied in workplace communication in accordance with organization procedures 13.2 Office internet functions are defined and executed in accordance with organization procedures 13.3 Network configuration and uses are determined in accordance with organization operations procedures
14. Apply MS office in official assignments	MS office is identified Packages are prepared and presented based on the official assignment

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
Computer software may include but not limited to:	• A collection of instructions that enable the user to interact with a computer, its hardware, or perform tasks. • Computer tools that will help computer users interact with the hardware in a computer.
Computer hardware may include but not limited to:	Collection of physical parts of a computer system. This includes the computer case, monitor, keyboard, and mouse and all the parts inside the computer case, such as the hard disk drive, motherboard, video card,
14.1 processing mode	Interactive • • Real time
Data security and privacy may include but not limited to:	• Confidentiality • Cloud computing • Confidentiality • Cyber terrorism • Integrity -but-curious data serving
Security and control measures may include but not limited to:	• Countermeasures and risk reduction • Cyber threat issues

	• Risk management
Word processing concepts may include but not limited to:	Using a special program to create, edit, and print documents
Network configuration may include but not limited to:	Organizing and maintaining information on the components of a computer network

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
- Computing (applying fundamental operations such as addition, subtraction, division and multiplication)
- Basic ICT skills

Required Knowledge

The individual needs to demonstrate knowledge of:

- Input and output devices
- Central processing Unit (CPU)
- Peripherals
- Storage Media
- Software concept
- Types of concept
- Function of computer software
- Data security and privacy
- Security threats and control measures
- Computer crimes
- Detection and protection of computer crimes
- Laws governing protection of ICT
- Word processing;

✓

- Spread sheet;

✓

✓

✓

Func
tions
and
conc
epts
of
wor

d processing. Documents and tables creation and
manipulations Mail merging
Word processing utilities

©TVETCDACC@2018

66

- ✓ Meaning, formulae, function and charts, uses, layout, data manipulation and application to cell
- Networking and Internet;
 - ✓ Meaning, functions and uses of networking and internet.
 - ✓ Electronic mail and world wide web
- Emerging trends and issues in ICT;
 - ✓ Identify and apply emerging trends and issues in ICT
 - ✓ Challenges posed by emerging trends and issues

EVIDENCE GUIDE

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

6. Critical Aspects of Competency	Assessment requires evidence that the candidate: 6.1 Identified input, output, CPU and storage media devices of computers in accordance to computer specification 6.2 Identified concepts, types and functions of computer software according to operation manual 6.3 Identified and controlled security threats 6.4 Detected and protected computer crimes 6.5 Applied word processing in office tasks 6.6 Prepared work sheet and applied data to the cells in accordance to workplace procedures 6.7 Used Electronic Mail for office communication as per workplace procedure 6.8 Applied internet and World Wide Web for office tasks in accordance with office procedures 6.9 Applied laws governing protection of ICT
7. Resource Implications	7.1 Smartphones 7.2 Tablets 7.3 Laptops and 7.4 Desktop PCs 7.5 Desktop computer 7.6 Lap top 7.7 Calculator 7.8 Internet 7.9 Smart phone 7.10 Operations Manuals
8. Methods of Assessment	Competency may be assessed through: 8.1 Written Test 8.2 Demonstration 8.3 Practical assignment

	8.4 Interview/Oral Questioning 8.5 Demonstration
9. Context of Assessment	Competency may be assessed in an off and on the job setting
10. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CONDUCT RECORDS DISPOSAL

UNIT CODE: BUS/OS/RA/CR/08/6

UNIT DESCRIPTION

This unit covers the competencies required to conduct records disposal. It entails: review records retention, complete records disposition, prepare record deposition report, prepare record destruction and formulate retention schedule.

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. <i>Bold and italicized terms are elaborated in the Range</i>
1. Conduct records survey	1.1 Team to develop and implement a disposal schedule is established. 1.2 Records at the series or system level are clearly described. 1.3 Organization-wide inventory of all the records in the organization are carried out as per the standard operating procedures. 1.4 Information about the records is gathered based on the administrative context.
2. Prepare disposal schedules	2.1 Formation of retention team is established as per the work place policies. 2.2 Training the retention team is established as per the work place procedures. 2.3 Series and sub-series of records from organization are identified. 2.4 Filling in the questionnaire for each series and sub-series is carried out 2.5 Retention period is Set.
3. Conduct records appraisal	3.1 Appraisal <i>principles</i> are identified 3.2 <i>Primary principles</i> for records appraisal are established. 3.3 Administrative values of records are created to facilitated administrative function of the organization. 3.4 Records value is done continuously to protect the legal rights. 3.5 Financial value of records is created for continuity of the business. 3.6 <i>Secondary principles</i> for records appraisal is established.
4. Review records retention	4.1 Cut-off and disposition instructions are clearly and readily applicable. 4.2 Deviations from the General Records Schedules are adequately justified.

	4.3 Justifications for changes in the retention period or dispositions are carried out based on series already scheduled. 4.4 Instructions for series that will be retired to a records storage facility prior are obtained based on final disposition. 4.5 Proposed for permanent retention of the records are determined as per the work place policy. 4.6 Electronic systems, descriptions and disposition instructions for inputs, outputs, the Master file, and system documentation are established as per the organization procedures.
5. Complete records disposition	5.1 Disposal form from the transferring organization, department or records center is duly signed. 5.2 Locations of the boxes which are destroyed from the register are identified. 5.3 Cross out the entry for the destroyed boxes in location register is done based on the work place guidelines. 5.4 Amend transfer list is send to the records office. 5.5 File the signed records center disposal form in the records center is done as per the SOPs. 5.6 Record deposition report is prepared 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
Principles may include but not limited to:	• Primary • Secondary
Primary principles may include but not limited to:	• administrative • legal • financial
Secondary principles may include but not limited to:	• evidential • information value • intrinsic value

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:

- National legislation, policy and standards for the management of information and materials.
- Organizational information and materials management policies, strategies, and priorities
- Standards applicable to the information and materials management.
- Types of stakeholders in an organization
- Current affairs
- ERMP (electronic record management programme)
- IPPD-integrated personnel payroll data
- RMIS -record management information systems,
- GHRIS
- IFMIS
- AMIS -archives management information systems

EVIDENCE GUIDE

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

1Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to Conduct records survey 1.2 Demonstrated ability to prepare disposal schedules 1.3 Conducted records appraisal 1.4 Demonstrated ability to review records retention 1.5 Completed records disposition
6. Resource Implications	2.1 Operations Manuals 2.2 SOPs manuals 2.3 Finding tools 2.4 Working schedules

7. Methods of Assessment	Competency may be assessed through: 3.1 Written Test 3.2 Demonstration 3.3 Practical assignment 3.4 Interview/Oral Questioning 3.5 Demonstration
8. Context of Assessment	Competency may be assessed in an off and on the job setting
9. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

PERFORM ARCHIVING MANAGEMENT

UNIT CODE: BUS/OS/RA/CR/09/6

UNIT DESCRIPTION

This unit covers the competencies required to perform archiving management. It entails: conduct records accessioning, establish records arrangement and description, prepare finding aids apply access and references services and manage archives in special format.

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. <i>Bold and italicized terms are elaborated in the Range</i>
1. Conduct records accessioning,	1.1 Records delivered are confirmed that all were the expected ones. 1.2 Scheduling standards and preparation standards are confirmed. 1.3 Descriptions available in our catalogue are marked as per the SOPs 1.4 Files are moved to a permanent place in The National Archives' repositories. 1.5 Digital records will then be ingested into our digital records infrastructure system for preservation and if open, presented to the public via our Discovery service on The National Archives' website.
2. Establish records arrangement and description	2.1 Formulate a plan based on notes taken during the survey and research Pattern and level of arrangement influences eventual description based on order discerned during survey. 2.2 Groupings of records called series and records arranged in series and sub-series. 2.3 Record series will be as unique as the individuals or organizations that created them. 2.4 Record finding aids are prepared as per the SOPs.
3. Apply access and references services	3.1 Archives should create a general Access/Reference Policy for its users. 3.2 Legal position must be clearly established for every item in the collection and ideally documented in the catalogue record. 3.3 Archives in <i>special format</i> (moving images, photos, microfilm, maps drawing, sound recording, fiches) are managed.

4. Preserve achieve materials	4.1 Storage of archival material is determined. 4.2 Preservation Management team is Set up. 4.3 Actual environment is monitored
-------------------------------	---

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
<i>Special format</i> may include but not limited to:	• Moving images • Photos • Microfilm • Maps drawing • Sound recording • Fiches

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
- Communication
- Basic ICT skills

Required Knowledge

The individual needs to demonstrate knowledge of:

- National legislation, policy and standards for the management of information and materials.
- Organizational information and materials management policies, strategies, and priorities
- Standards applicable to the information and materials management.
- Types of stakeholders in an organization
- Current affairs
- ERMP (electronic record management programme)
- IPPD-integrated personnel payroll data
- RMIS -record management information systems,
- GHRIS
- IFMIS

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: 1.1 Demonstrated the ability to conduct records accessioning. 1.2 Established records arrangement and description 1.3 Demonstrated the ability to apply access and references services. 1.4 Demonstrated the ability to preserve achieve materials.
2. Resource Implications	2.1 Operations Manuals 2.2 SOPs manuals 2.3 Finding tools 2.4 Working schedules
3. Methods of Assessment	Competency may be assessed through: 3.1 Written Test 3.2 Demonstration 3.3 Practical assignment 3.4 Interview/Oral Questioning 3.5 Demonstration
4. Context of Assessment	Competency may be assessed in an off and on the job setting
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.