



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

OFFICE ADMINISTRATOR

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 Occupation 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	V
PREFACE	VI
ACKNOWLEDGMENT.....	VII
ACRONYMS.....	VIII
KEY TO UNIT CODE.....	IX
OVERVIEW	X
BASIC UNITS OF COMPETENCY	1
DEMONSTRATE COMMUNICATION SKILLS	2
DEMONSTRATE NUMERACY SKILLS	5
DEMONSTRATE DIGITAL LITERACY.....	9
DEMONSTRATE ENTREPRENEURIAL SKILLS	14
DEMONSTRATE EMPLOYABILITY SKILLS.....	19
DEMONSTRATE ENVIRONMENTAL LITERACY	28
DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES	32
CORE UNITS OF COMPETENCY.....	36
MANAGE FRONT OFFICE OPERATIONS	37
MANAGE OFFICE MAIL	43
FILE OFFICE DOCUMENTS	49
COORDINATE OFFICIAL MEETINGS	53
COORDINATE TRAVEL ARRANGEMENT	59
MANAGE PETTY CASH.....	63
MANAGE OFFICE SECURITY.....	68
MANAGE TELEPHONE CALLS	72
PROCESS OFFICE DOCUMENTS	76
PERFORM OFFICE ADMINISTRATIVE DUTIES.....	80

DEMONSTRATE SHORTHAND SKILLS	86
DEMONSTRATE ICT SKILLS	90

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, occupation 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 occupation development to ensure the occupation addresses its competence needs. It is against this background that these Occupational Standards were developed for the purpose of developing a competency based occupation for office administration 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 office administration 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 occupation 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 Occupation Development, Assessment and Certification Council (TVET CDACC), in conjunction with Office administration Sector Skills Advisory Committee (SSAC) have developed these Occupational Standards for an office administration technical. These occupational standards will be the bases for development of competency based occupation for office administration 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, Office administration 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 Occupation Development, Assessment and Certification Council (TVET CDACC) for providing guidance on the development of these Standards. My gratitude goes to the Office administration Sector Skills Advisory Committee (SSAC) members for their contribution to the development of these Standards. I thank all the individuals and organizations who participated in the validation of these Standards.

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

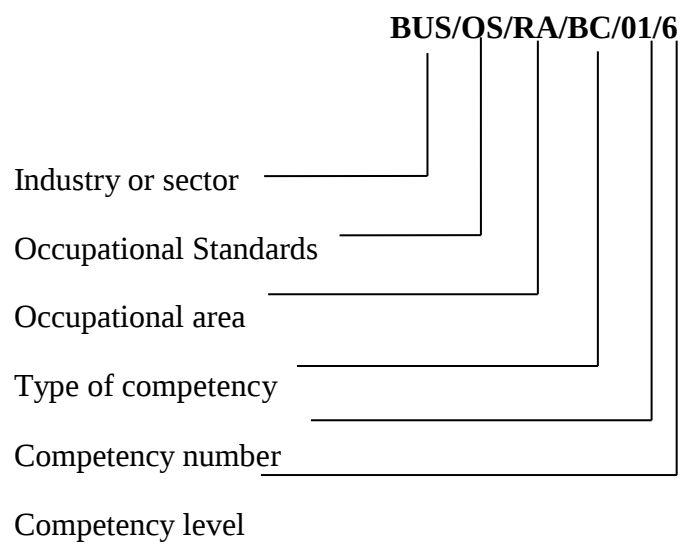
CHAIRMAN

OFFICE ADMINISTRATION SECTOR SKILLS ADVISORY COMMITTEE

ACRONYMS

BC	: Basic Competency
CDACC	: Occupation Development, Assessment and Certification Council
CR	: Core Competency
HO	: Office administration Sector
ICT	: Information Communication Technology
KNQA	: Kenya National Qualifications Authority
OS	: Occupational Standards
OSHA	: Occupation Safety and Health Act
OSHS	: Occupation Safety and Health Standards
PPE	: Personal Protective Equipment
SSAC	: Sector Skills Advisory Committee
TVET	: Technical and Vocational Education and Training

KEY TO UNIT CODE



OVERVIEW

Office administrator qualification level- 6 consists of competencies that an individual must achieve to manage an organization's office. It entails Managing front office operations, managing office mail, coordinating official meeting, managing office security, managing office telephone calls, processing computerised documents, demonstrating shorthand skills and demonstrating ICT skills.

The qualification consists of the following basic and core competencies:

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

BASIC UNITS OF LEARNING

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

CORE UNITS OF LEARNING

Unit Code	Unit Title
BUS/OS/OA/CR/01/6	Manage front office operations
BUS/OS/OA/CR/02/6	Manage office mail
BUS/OS/OA/CR/03/6	File office documents
BUS/OS/OA/CR/04/6	Coordinate travel arrangement
BUS/OS/OA/CR/05/6	Manage petty cash
BUS/OS/OA/CR/06/6	Manage office security
BUS/OS/OA/CR/07/6	Manage telephone calls

BUS/OS/OA/CR/08/6	Process office documents
BUS/OS/OA/CR/09/6	Perform administrative duties
BUS/OS/OA/CC/01/6	Demonstrate shorthand skills
BUS/OS/OA/CC/02/6	Demonstrate ICT skills Manage office

BASIC UNITS OF COMPETENCY

DEMONSTRATE COMMUNICATION SKILLS

UNIT CODE: BUS/OS/OA/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	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. 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/OA/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 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

Element	Performance Criteria
	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 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/OA/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

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>
	accordance with work requirements 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</i>	A collection of instructions or computer tools that enable the user

Variable	Range
software may include but not limited to:	to interact with a <i>computer</i> , its hardware, or perform tasks.
Appropriate computer hardware may include but not limited to:	Collection of physical parts of a computer system such as; • 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/OA/BC/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

ELEMENT	PERFORMANCE CRITERIA
	services is maintained/enhanced through responsive advocacies and 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 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: • Interview guide for entrepreneurs • Enterprise workers and third parties • Materials and location relevant to the proposed activity and 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/OA/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
<i>Team</i> includes but not	• Small work group • Staff in a section/department

limited to:	• 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/OA/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/OA/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 signage, 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:

- 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 FRONT OFFICE OPERATIONS

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

UNIT DESCRIPTION:

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

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Handle organization's visitors	1.1 Organisation visitors are received as per the work place policy 1.2 Visitors need established as per SOPs 1.3 Visitors are attended as per organisational policy/visitors needs 1.4 Visitors feedback is sought as per SOPs
2. Handle organization's enquiries	2.1 Visitors enquiries received as per work place policy 2.2 Visitors enquiries analysed as per SOPs 2.3 Feedback is provided as per work place policy
3. Maintain reception area	3.1 Reception area laid out as per the SOPs 3.2 Reception area is landscaped (<i>flowers, aquarium, stone carvings, fountain</i>) as per work place policy 3.3 Reception area tidiness is maintained as per SOPs 3.4 Reception area cleanliness is maintained as per OSHA 3.5 Reception area Ventilation is maintained as per OSHA 3.6 Reception area lighting is maintained as per OSHA 3.7 Reception area signage (fire exit, slippery floor,

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	no smoking, directions) is maintained as per OSHA
4. Maintain visitors register	4.1 Visitors register is created as per work place policy. 4.2 Visitors register is updated as per work place policy. 4.3 Visitors register is stored as per work place policy.
5. Entertain organization's visitors	5.1 Entertainment needs (entertainment, comfort) are determined as per work place policy. 5.2 Entertainment requirement (magazines, TVs, newspapers, water) are acquired as per work place policy. 5.3 Entertainment resources are availed as per work place policy. 5.4 Entertainment materials are maintained as per work place policy.
6. Maintain reference materials	6.1 Reference materials (dictionary, Whitaker's almanac, organization chart) are identified as per work place policy. 6.2 Reference materials are obtained as per work place policy. 6.3 Reference materials are updated as per work place policy. 6.4 References materials are safeguarded as per work place policy.
7. Maintain internal directory	7.1 Internal directory is created as per work place policy. 7.2 Internal directory is updated as per work place policy. 7.3 Internal directory is maintained as per work place policy. 7.4 Internal directory is safeguarded as per work place policy.
8. Maintain official diary	8.1 Official diary is acquired as per work place policy 8.2 Official diary information (time, date, subject,

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make the workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	venue) is received as per work place policy 8.3 Official diary information is harmonized as per work place policy 8.4 Official diary information is analysed as per work place policy 8.5 Official diary information is recorded as per SOPs 8.6 Recorded diary information approval is sought as per work place policy 8.7 Official diary is updated as per work place policy 8.8 Official diary is safeguarded as per work place policy
9. Handle official appointments	9.1 Appointment need is received as per SOPs 9.2 Appointment need is analysed as per SOPs 9.3 Appointment is confirmed as per work place policy 9.4 Appointment feedback is availed as per the confirmation.

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>May include but not limited to:</i>
1. Landscaped	• Flowers, • Aquarium • Stone carvings • Fountain
2. Needs	• Entertainment • Comfort
3. Requirement	• Magazines • TVs • Newspapers • Water
4. Diary information	• Time

Variable	Range <i>May include but not limited to:</i>
	• Date • Subject
5. signage	Fire exit Slippery floor • Direction No smoking • Wash-room

-

-

-

REQUIRED SKILLS AND KNOWLEDGE

Required Skills:

- Analytical
- Communication
- Control
- Customer service
- Decision making
- flexibility
- ICT skills
- Interpersonal relations
- Leadership
- Listening
- Multitasking
- Negotiation
- Numeracy
- Organizational
- Photocopying
- Planning
- Printing
- Prioritizing
- Problem solving
- Proofreading
- Report writing
- Research

- Scanning
- Scheduling
- Self-motivation

- Shorthand
- Supervisory
- Teamwork
- Telephone etiquette
- Time management
- Typing
- Writing

Required knowledge:

- Business communication
- Cleanliness
- Good grooming
- Customer care
- customer knowledge
- Customer service
- Digital literacy
- Document processing
- Human relation
- Landscaping
- organization information e.g. structure, mandate functions, core values, vision, mission
- Office layout
- Public relation
- Record keeping
- Record management
- Reprographic
- Sign language
- Signage
- Sources of information
- Dealing with people with disabilities

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Received organisation visitors 1.2 Established visitors need 1.3 Attended to visitors 1.4 Provided feedback 1.5 Maintained the reception area
-----------------------------------	--

	1.6 Created, updated and maintained visitors register 1.7 Identified, acquired, availed and maintained entertainment resources 1.8 Identified, obtained and updated / maintained reference materials 1.9 Created, updated and maintained internal directory 1.10 Maintained the official diary 1.11 Received, analysed and confirmed appointments. 1.12 Availed appointment feedback
2. Resource implications	2.1 A functional office 2.2 A fully equipped simulated operations training office
3. Methods of Assessment	<i>Competency may be assessed through:</i> 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report 3.5 Interview 3.6 Written test
4. Context of Assessment	Competency may be assessed individually 4.1 on-the-job 4.2 off-the-job 4.3 workplace experience
5. Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

MANAGE OFFICE MAIL

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

UNIT DESCRIPTION

This unit specifies the competencies required to manage office mails. It includes managing incoming mail, classifying incoming mail, distributing office mail, filing incoming mail, receiving out-going mail, classifying out-going mail, recording out-going mail and despatching out-going mail.

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. Manage incoming mail	1.1 Frequency of collecting mails from the postal office is determined as per the organizational requirements. 1.2 Office messenger is identified as per the SOPs. 1.3 Office keys and authority card responsibility identified as per SOPs. 1.4 Mail box keys are submitted to the messenger as per the SOPs. 1.5 Transport means are facilitated as per the work place policies. 1.6 Mail is collected in mail bags as per the work place policies. 1.7 Mail is delivered to the registry/ office as per the SOPs. 1.8 Mail handling equipment identified as per workplace procedures
2. Classify incoming mail	2.1 Incoming mail is received as per the SOPs 2.2 Office mail is sorted based on the type (confidential, urgent, very urgent) 2.3 Incoming mail is opened as per the SOPs. 2.4 Content of the mail is removed as per the SOPs. 2.5 Incoming mail is recorded based on (date reference

	number, subject,) as per the organization requirements. 2.6 Incoming mail is date-stamped as per the work place procedures.
3. Distribute office mail	3.1 Incoming mail is matched with relevant files and attachment as per the SOPs. 3.2 Incoming mail is presented to the in-charge as per the organization structure. 3.3 Incoming mail is marked by the in-charge based on the subject as per the organization structure. 3.4 Incoming mail is delivered back to the office administrator who acts on them as per the instruction of the in charge. 3.5 Incoming mail is recorded and circulated to relevant officers as per the in-charge instructions.
4. File incoming mail	4.1 File for the incoming mail is determined based on the subject. 4.2 Incoming mail is assigned folio as per the work place procedures. 4.3 Incoming mail is punched and filed in relevant files. 4.4 Electronic mail saved in the devices as per the work place procedures
5. Receive out-going mail	5.1 Out-going mail is collected from respective departments. 5.2 Out-going mail is delivered to the in charge as per organization procedures. 5.3 Out-going mail is signed as per the SOPs
6. Classify out-going mail	6.1 Out-going mail is delivered back to the office administrator who acts on them as per the instruction of the in charge. 6.2 Out-going mail is sorted based on the type. 6.3 Out-going mail is classified based on the <i>method of dispatch (email, post office, hand delivery, courier services)</i>.

7. Record out-going mail	7.1 Outgoing mail recipients are identified 7.2 Outgoing mail recipients' addresses are identified. 7.3 Copies of out-going mail are produced and filed as per the SOPs 7.4 Out-going mail is recorded as per the SOPs.
8. Despatch out-going mail	8.1 Mail envelopes are addressed based on the recipient. 8.2 Out-going mail attachments are matched as per the working procedures 8.3 Out-going mail is matched with the envelopes as per the working procedures. 8.4 Methods of despatch are determined based on the type. 8.5 Out-going mail is recorded on the delivery book for the recipient to sign (hand delivered mail) 8.6 Postage stamps are determined and affixed as per the destination and weight. 8.7 Out-going mail is delivered to the post-office, courier office or respective offices based on the type.

RANGE

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

VARIABLE	RANGE
1. Type	May include but not limited to: - Confidential - Urgent - very urgent
2. Method of dispatch	May include but not limited to: Email

	• Post office • hand delivery • courier services
--	--

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

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

Required Knowledge

The individual needs to demonstrate knowledge of:

- Organization customers
- Geographical location
- Office rules and regulations
- Organization policies and procedures
- Organization structure.
- Postal codes
- Service providers

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Demonstrated the ability to assigned mail handling duties to the office messengers.
-----------------------------------	---

	1.2 Demonstrated the ability to sort office mails. 1.3 Demonstrated the ability to date-stamp incoming mail. 1.4 Demonstrated the ability to record incoming and out-going mail. 1.5 Demonstrated the ability to match incoming mails with relevant files and attachments. 1.6 Demonstrated the ability to give folios for incoming mails 1.7 Demonstrated the ability to maintain a register for mails. 1.8 Demonstrated the ability to sort out-going mails. 1.9 Demonstrated the ability to classify out-going mails. 1.10 Demonstrated the ability to identify outgoing mails recipient's addresses. 1.11 Demonstrated the ability to identify methods of despatch. 1.12 Demonstrated the ability to determine and affix postage stamps.
2. Resource Implications	The following resources MUST be provided: 2.1 Office administration policies, guidelines and regulations Strategic plans 2.2 Organization policies and procedures 2.3 A fully equipped simulated office 2.4 Post office directory 2.5 Service charter
3. Method of Assessment	Competency may be assessed through: 3.1 Written questions 3.2 Observation 3.3 Third party report 3.4 Project 3.5 Interview 3.6 Review of portfolios
4. Context for Assessment	Competency may be assessed individually: 4.1 On- the -job 4.2 Off -the –job 4.3 Combination of both

	4.4 Simulated work environment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

FILE OFFICE DOCUMENTS

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

UNIT DESCRIPTION:

This unit describes the competencies required to file office documents. It involves Indexing office files, receiving office documents, sorting office documents, recording office documents, filing office documents and safeguarding office files

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make the workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Index office files	1.1 Office file is obtained as per work place policy 1.2 Office file is labelled as per SOPs 1.3 Office file is indexed as per work place policy 1.4 Office file is stored as per SOPs
2. Receive office documents	2.1 Office documents are received as per SOPs 2.2 Office documents are verified as per SOPs 2.3 Office documents receipt is acknowledged as per SOPs
3. Sort office documents	3.1 Office filing document classification methods (vertical, digital, horizontal, lateral) and systems are determined as per work place policy 3.2 Office filing documents are classified as per classification system (alphabetical, numerical, geographical, subject, and alpha-numerical).
4. Record office documents	4.1 Office document register is identified as per the SOPs 4.2 Office document are recorded
5. File office documents	5.1 Filing equipment (registry office space, cabinets, shelves, computers) identified as per the work place procedures. 5.2 File is identified and matched with the documents. 5.3 Documents are filed 5.4 Documents are assigned folio

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
6. Safeguard office files	6.1 Office policies manuals on safeguarding office files are familiarized with as per the SOPs. 6.2 Office policies manuals on safeguarding office files are initiated. 6.3 Responsibilities are assigned as per the work place procedures 6.4 Office files are stored in the filing equipment/storage devices as per work place procedures 6.5 File movement is monitored as per the SOPs. 6.6 Digital file passwords are protected as per the SOPs

RANGE

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

Variable	Range <i>May include but not limited to:</i>
1. classification methods	• Vertical • digital • Horizontal • Lateral
2. classification system	• Alphabetical • numerical • Geographical • subject • Alpha-numerical
3. Filing equipment	• Registry office space • Cabinets • Shelves • computers

REQUIRED SKILLS AND KNOWLEDGE

Required Skills:

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

Required knowledge:

- Digital literacy
- Filing
- Public relation
- Document management
- Customer care
- Filing classification methods
- filing classification systems

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Labelled and indexed Office files. 1.2 Safeguarded Office files. 1.3 Received, verified and acknowledged receipt of Office documents. 1.4 Identified office filing document classification methods and systems. 1.5 Sorted and classified office documents for filing.
-----------------------------------	--

	1.6 Identified/created office document register 1.7 Recorded Office documents 1.8 Assigned folio to office documents 1.9 Identified filing equipment.
2. Resource Implications	The following resources MUST be provided: 2.1 Office administration polices, guidelines and regulations Strategic plans 2.2 Organization policies and procedures 2.3 A fully equipped registry
3. Method of Assessment	Competency may be assessed through: 3.7 Written or oral questions 3.8 Observation 3.9 Third party report 3.10 Project 3.11 Interview 3.12 Review of portfolios
4. Context for Assessment	Competency may be assessed individually: 4.5 On- the -job 4.6 Off -the –job 4.7 Combination of both 4.8 Simulated work environment
5. Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

COORDINATE OFFICIAL MEETINGS

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

UNIT DESCRIPTION

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

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. Prepare meeting invitations	1.1 Meeting notice instruction is received as per work place practices. 1.2 Invitation letters are prepared and signed based on the work place practices. 1.3 Agenda is prepared and sent with the invitation letters as per the SOPs. 1.4 Feedback (confirmation and apologies) is received as per the work place procedures.
2. Prepare the meeting room	2.1 Meeting room is identified based on work place procedures. 2.2 Meeting room cleaning is coordinated as per the work place procedures. 2.3 Sufficient furniture is provided based on the number of participants. 2.4 Proper lighting and ventilation are provided based on the weather. 2.5 Meeting room is labelled and directions put at strategic positions. 2.6 Meeting instructions and requirements are placed at strategic places in the meeting room.

3. Prepare reference materials	3.1 List of participants who have confirmed attendance is prepared based on the invitations. 3.2 Minutes of the previous meetings are signed by the chairperson and the secretary for circulation. 3.3 Copies of the signed minutes are made ready for circulation based on the number of participants as per the organization requirements. 3.4 Meeting requirements are requisitioned (notepads, pens, marker pens, LCD projector, I-pads flip-charts) as per the work place procedures. 3.5 Meeting presentation materials (maps, slides, hand-outs) are prepared
4. Provide hospitality services	4.1 Number of the participants is established based on the confirmed participants. 4.2 Meeting program is familiarized with based on the meeting notice. 4.3 Meeting hospitality budget is prepared based on the menu. 4.4 Hospitality service providers are identified and orders placed as per the work place procedures. 4.5 Meals and refreshments are served as per the work place procedures. 4.6 Registration is conducted as per work place procedures. 4.7 Participants are ushered in the meeting room as per the work place procedures.
5. Take the minutes of the meeting	5.1 Meeting reference materials are obtained as per the work place procedures. 5.2 Attendance status is recorded based on the participants. 5.3 Meeting proceedings are recorded as per the SOPs. 5.4 Minutes are recorded in reported speech as per the SOPs. 5.5 Resolutions passed are confirmed and individuals to take action recorded as per the work place procedures. 5.6 Constant liaising with the chairperson based on

	the meeting progress. 5.7 Reports, notes and reference materials are gathered after the meeting as per the SOPs.
6. Clear the meeting room	6.1 Meeting materials are sorted based on the level of confidentiality. 6.2 Loose documents are filed as per the work place guidelines. 6.3 Meeting equipment are collected and stored as per the work place procedures. 6.4 Hospitality services equipment and materials are cleared from the meeting room as per the work place procedures. 6.5 Waste materials are disposed as per the SOPS 6.6 Meeting room is cleaned and locked as per the work place requirements.
7. Prepare the minutes and action plan document	7.1 Meeting notes are reviewed after the meeting as per the SOPs. 7.2 Meeting notes are compared with Chairperson 'notes (where necessary) based on the meeting agenda. 7.3 Minutes are typed as per the SOPs. 7.4 Minutes are proof-read based on the resolutions and summary of major events. 7.5 Minutes draft is produced and shared with the chairperson for approval 7.6 Corrections are made (where necessary) with the chairperson for signing 7.7 Signed minutes are circulated to members as per the work place procedures. 7.8 Signed minute copy is filed as per the work place 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
	<i>May include but not limited to:</i>
1. Feedback	• Confirmation • Apologies
2. Meeting requirements	• Notepads • pens • Marker pens • LCD projector • i-pads • Flip-charts
3. Presentation materials	• Maps, • Slides • Hand-outs

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Accuracy
- Active listening
- Communication
- Creativity
- document editing
- Event coordination
- Monitoring
- Multi-tasking

- Prioritizing
- Problem solving
- Reading
- Shorthand
- Writing
- MS office
- inter-personal
- decision making
- Organising
- Planning

Required Knowledge

The individual needs to demonstrate knowledge of:

- Customer service
- Format for office documents
- Minutes writing
- Human relations
- Office rules, regulations, policies and procedures
- Public relation

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Demonstrated the ability to prepare meeting invitations 1.2 Demonstrated the ability to organise meeting room 1.3 Demonstrated the ability to prepare meeting reference materials according to the number of participants. 1.4 Demonstrated the ability to requisite meeting requirements. 1.5 Demonstrated the ability to provide hospitality services. 1.6 Demonstrated the ability to record meeting discussions with resolutions passed. 1.7 Demonstrated the ability to sort meeting documents based on the level of confidentiality. 1.8 Demonstrated the ability to collect meeting equipment for safe custody. 1.9 Demonstrated the ability to review meeting notes immediately after the meeting.
-----------------------------------	---

	1.10 Demonstrated the ability to prepare minutes in the reported speech and correct layout 1.11 Demonstrated the ability to file signed minute copy. 1.12 Demonstrated the ability to circulate the approved minutes.
2. Resource Implications	The following resources MUST be provided: • Work plans • Meeting equipment and materials • Meeting programmes/Schedules • board room/meeting room • Fully equipped simulated meeting room
3. Method of Assessment	Competency may be assessed through: 3.1 Written questions 3.2 Observation 3.3 Third party report 3.4 Project 3.5 Interview 3.6 Review of portfolios
4. Context for Assessment	Competency may be assessed individually: 4.1 On- the -job 4.2 Off -the –job 4.3 Combination of both 4.4 simulated work environment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

COORDINATE TRAVEL ARRANGEMENT

UNIT CODE: BUS/OS/OA/CR/05/6

UNIT DESCRIPTION:

This unit describes the competencies required to coordinate travel arrangement. It involves obtaining travel clearance, booking travel tickets, requesting travel imprest, obtaining travel documents and handling transport logistics

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Obtain travel clearance	1.1 Travel destination is identified as per the organization procedures/travel requirements. 1.2 Travel clearance form is obtained and filled as per public service/relevant authority policy on travel. 1.3 Duly filled travel clearance form is submitted as per public service/relevant authority policy on travel. 1.4 Travel clearance obtained as per public service/relevant authority policy on travel.
2. Book travel tickets	2.1 Approval for purchase of travel ticket is sought as per organisation's policy 2.2 Follow up on the travel ticket is made as per the travel requirement. 2.3 travel ticket is obtained as per the organisation's policy
3. Request travel imprest	3.1 Approval for imprest processing is sought as per organisation's policy and standard operating procedures 3.2 Follow up on the travel imprest (subsistence expenditure) is made as per work place policies 3.3 Imprest is obtained as per the organisation's policy 3.4 Account and surrender for the imprest is done as per the work place policy

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
4. Obtain travel documents	4.1 Immunization report obtained as per legal requirement. 4.2 Passport validity is verified per legal requirement. 4.3 Visa applied as per the SOPs 4.4 Work tickets obtained as per work place procedures 4.5 Authority letter obtained as per work place procedures
5. Handle transport logistics	5.1 Travel destination is established as per travel details. 5.2 Mode of transport is selected as per organisation's policy on travel. 5.3 Travel documents are obtained as per the mode of transport
6. Prepare carry-on	6.1 Itinerary prepared as per the work place policies 6.2 Destination weather conditions information established 6.3 Appropriate clothing identified as per the destination weather conditions 6.4 Currency change done as per the exchange rate 6.5 Meeting documents assembled as per SOPs
7. Book officer's accommodation	7.1 Enquiries made as per the organisation policies 7.2 Appropriate accommodation facilities identified as per the organisation policies 7.3 Reservations made as per the organisation policies 7.4 Details of the reservation provided to the executive as per the organisation policies

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>May include but not limited to:</i>
1. Immunization report	Yellow fever • • Ebola

Variable	Range <i>May include but not limited to:</i>
	• Hepatitis A & B • Bird flu
2. Travel documents	visa passport • ticket - immunization report • invitation letters

-

-

-

REQUIRED SKILLS AND KNOWLEDGE

Required Skills:

- Analytical
- Communication
- Control
- Decision making
- ICT skills
- Interpersonal relations
- Leadership
 - Multi-tasking
- Negotiation
- Numeracy
- Organizational
 - Planning
- Problem solving
 - Time management
 - Writing

Required knowledge:

- Business communication
- Current affairs
- Digital literacy
- Legal requirements
- Organisation policy and procedures

- Public relation

EVIDENCE GUIDE

6. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified travel destination 1.2 Identified the mode of transport 1.3 Obtained and filled the travel clearance form. 1.4 Form submitted the duly filled travel clearance. 1.5 Obtained travel clearance. 1.6 Sought approval for purchase of travel ticket 1.7 Obtained the travel ticket 1.8 Obtained the imprest 1.9 Obtained immunization report 1.10 Verified passport validity 1.11 Obtained travel documents
7. Resource implications	2.3 A functional operations office 2.4 Work plans 2.5 Travel schedules 2.6 Computer 2.7 Internet connectivity
8. Methods of Assessment	Competency may be assessed through: 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report 3.5 Interview 3.6 Written test
9. Context of Assessment	Competency may be assessed individually 4.4 on-the-job 4.5 off-the-job 4.6 workplace experience
10. Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

MANAGE PETTY CASH

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

UNIT DESCRIPTION

This unit specifies the competencies required to manage petty cash. It includes budgeting office petty cash, requesting petty cash approval, coordinating office purchases, accounting for office petty cash and preparing petty cash reimbursement.

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. Budget office petty cash	1.1 Office petty expenses are identified in line with work place activities. 1.2 Office petty expenses estimates are determined based on the market prices. 1.3 Budget draft is prepared and attached to the request memo for approval as per the work place requirements.
2. Request petty cash approval	2.1 Budget draft is submitted to the accounts department. 2.2 Budget draft is approved based on the availability of resources. 2.3 Budget draft amendments are done based on the accounts recommendations. 2.4 Petty cash funds' custodian is identified and any change in the custodian reported.
3. Coordinate office purchases	3.1 <i>Written requests</i> are received. 3.2 Written requests are approved/disapproved based on the organization procedures. 3.3 Office purchases are done based on the requests. 3.4 Receipts are obtained based on the purchases.

4. Account for office petty cash	4.1 Petty cash receipts are gathered based on the purchases. 4.2 Petty cash receipts are signed by the custodian as per the work place procedures. 4.3 Reconciliation is done based on the expenditure. 4.4 Shortages are noted based on the reconciliation. 4.5 Surrender of the petty cash is done as per the work place procedures
5. Prepare petty cash reimbursement	5.1 Expenditure schedule is prepared based on the receipts. 5.2 Expenditure schedule and the receipts are submitted to accounts office. 5.3 Petty cash reimbursement request is done based on the expenditure. 5.4 Petty cash funds are disbursed based on the request.

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
6. written requests	May include but not limited to: • Date • Items • Amount • signature

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Accuracy
- Budgeting
- Prioritising
- Problem solving
- control
- analytical
- Organising
- Planning

Required Knowledge

The individual needs to demonstrate knowledge of:

- Basic accounting
- Office rule, policies, procedures and regulations
- Numeracy
- Digital literacy

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: Demonstrated ability to budget for office petty cash. Demonstrated ability to request for petty cash approval. • Demonstrated ability to coordinate office purchases. • Demonstrated ability to account for office petty cash. • Demonstrated ability to prepare petty cash reimbursement. •
2. Resource implications	• The following resources should be provided: 2.1 A functional office 2.2 A fully equipped simulated operations training office

3. Methods of Assessment	<i>Competency may be assessed through:</i> 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report 3.5 Written test
4. Context of Assessment	Competency may be assessed individually 4.7 on-the-job 4.8 off-the-job 4.9 workplace experience
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

MANAGE OFFICE SECURITY

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

UNIT DESCRIPTION:

This unit describes the competencies required to Manage office security. It involves safeguarding office records, safeguarding office equipment, safeguarding office information, maintaining confidentiality and integrity of data and information, controlling office access and reporting security incidences.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make the workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Safeguard office records	1.1 <i>Office records</i> are identified as per work place policy 1.2 Office records are stored as per work place policy 1.3 Access to office record is controlled as per work place policy
2. Safeguard office equipment	2.1 Office equipment inventory is established. 2.2 Office equipment manuals are availed as per SOPs. 2.3 Access to office equipment is controlled as per work place policy 2.4 Office equipment are maintained as per manufacturers specification 2.5 Office equipment are covered as per manufacturers specification 2.6 Power supply is controlled as per manufacturers specification 2.7 Control on the use of office equipment is done as per the SOPs
3. Safeguard office data and information	3.1 Office information received as per work place policy. 3.2 Office information classified as per work place policy. 3.3 Access to information controlled as per work place policy. 3.4 Office information is stored as per work place

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	policy. 3.5 Confidentiality of data and information is maintained. 3.6 Integrity of data and information is maintained. 3.7 Disposal of confidential documents is done as per the SOPs
4. Control office access	4.1 Office access risks are identified as per work place policy. 4.2 Office access risks are analysed as per work place policy. 4.3 Office access control measures are identified as per security risks. 4.4 Office access control measures are implemented as per work place policy.
5. Report security incidences	5.1 Security incidences are recorded as per work place policy. 5.2 Security register is maintained as per the work place procedures. 5.3 Security incidences are analysed as per work place policy. 5.4 Security incidences are reported as per work place policy. 5.5 Reported security incidences are followed up as per work place policy.

RANGE

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

Variable	Range <i>May include but not limited to:</i>
Office records	• •

•

REQUIRED SKILLS AND KNOWLEDGE

Required Skills:

- Analytical
- Communication
- Control
- Decision making
- Document management
- Filing
- ICT
- Interpersonal relationships
- Leadership
- Listening
- Numeracy
- Office equipment handling
- Organization
- Planning
- Problem solving
- Report writing
- Risk assessment
- supervisory

Required knowledge:

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

EVIDENCE GUIDE

6. Critical Aspects of	Assessment requires evidence that the candidate: 1.1 Identified and stored office records
------------------------	--

Competency	1.2 Controlled access to office record 1.3 Established office equipment inventory 1.4 Aailed office equipment manuals 1.5 Controlled access to office equipment 1.6 Maintained office equipment 1.7 Covered office equipment 1.8 Controlled Power supply 1.9 Classified Office data and information 1.10 Controlled access to data and information 1.11 Stored office data and information 1.12 Identified and analysed office security risks 1.13 Identified and implemented office access control measures 1.14 Recorded, assessed and reported security incidences 1.15 Followed up on reported security incidences
7. Resource implications	The following resources should be provided: 2.1 A functional office 2.2 A fully equipped simulated operations training office
8. Methods of Assessment	Competency may be assessed through: 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report 3.5 Interview 3.6 Written test
9. Context of Assessment	Competency may be assessed individually 4.10 on-the-job 4.11 off-the-job 4.12 workplace experience
10. Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

MANAGE TELEPHONE CALLS

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

UNIT DESCRIPTION

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

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. Manage incoming calls	1.1 Telephone calls equipment (handset, switchboard, wireless, landline, radio call) are identified as per the work place requirements. 1.2 Writing materials are established as per work place procedure 1.3 Incoming call is answered as per office policy 1.4 Incoming call is assessed and acted upon as per the subject. 1.5 Incoming calls are controlled as per work place policy.
2. Record telephone messages	2.1 Call register is established as per the work place procedure. 2.2 Caller name and the organization are identified as per details. 2.3 Call subject is established as per the organization practices. 2.4 Call options (call back, call later, or leave a message) are availed as per the officer's availability. 2.5 Caller details are confirmed as per work place policy.
3. Make telephone calls	3.1 Telephone calls equipment are identified as per the work place requirements. 3.2 Writing materials are established based on the work place procedures. 3.3 Call is made as per the work place policies.
4. Maintain telephone	4.1 Telephone equipment manuals are availed as per user needs.

equipment	4.2 Telephone equipment malfunction is identified based on the performance. 4.3 Telephone equipment positioning is done in line with the manufacturers guidelines. 4.4 Telephone equipment's are cleaned as per cleaning methods and manufactures specifications. 4.5 Malfunctioning is reported as per the work place procedures
5. Maintain call register	5.1 Caller register is established as per work place procedures. 5.2 Caller details (name, time, date, reference number, department, subject, phone number, message) are recorded as per the work place procedures. 5.3 Action on the caller's subject is recorded as per the work place procedures. 5.4 Time spent on the handling caller's subject is recorded as per the work place procedures. 5.5 Confidentiality of the information in the call register is maintained as per SOPs. 5.6 Accessibility of the register to the users is established as per the work place procedures. 5.7 Monitor, review and report is done as per the work place procedures.

RANGE OF VARIABLES

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

VARIABLE	RANGE
1. Telephone calls equipment	May include but not limited to: Handset Switchboard • Wireless • Landline • Radio Call
	• •
2. Call options	May include but not limited to: • Call back

	• Call later • Leave a message
3. Caller details	May include but not limited to: • Name • Time • Date • Reference number • Department • Subject • Phone number • Message

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

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

Required knowledge

The individual needs to demonstrate knowledge of:

- Office rule, policies, procedures and regulations
- Customer service
- Public relations
- Human relations
- Telephone handling

EVIDENCE GUIDE

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

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified telephone calls equipment 1.2 Established writing materials 1.3 Managed incoming calls 1.4 Established a call register 1.5 Recorded details of the caller 1.6 Maintained telephone equipment 1.7 Maintained call register 1.8 Recorded call messages in the register 1.9 Followed up on the feedback
2. Assessment Resource Implications	The following resources should be provided: 2.1 A functional office 2.2 A fully equipped simulated operations training office
3. Methods of Assessment	Competency in this unit must be assessed through 3.1 Written tests 3.2 Observation 3.3 Oral tests 3.4 Third party report
4. Context of Assessment	Competency may be assessed individually 4.1 on-the-job 4.2 off-the-job 4.3 combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

PROCESS OFFICE DOCUMENTS

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

UNIT DESCRIPTION

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

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. Bold and italicized terms are elaborated in the Range.
1. Interpret office instructions	1.1 Office instructions are received as per SOPs. 1.2 Office instructions are recorded as per SOPs. 1.3 Office instructions are interpreted as per instruction guidelines.
2. Produce office documents	2.1 <i>Office document</i> (reports, memos, letters, forms, tabulations, publications) is typed as per SOPs. 2.2 Office document is proof read as per SOPs 2.3 Office document formatted as per work place policy 2.4 Office document produced as per work place policy 2.5 Office document stored as per work place policy
3. Conduct reprographic services	3.1 Documents to be reproduced are received as per the SOPs. 3.2 Number of copies to be reproduced is determined as per production requirements. 3.3 <i>Reproduction method</i> (photocopying, printing, scanning) is determined as per work place policy 3.4 Documents are reproduced as per the instruction 3.5 Produced documents are recorded and stored/distributed as per the SOPs.

RANGE OF VARIABLES

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

VARIABLE	RANGE
1. Office documents	• Reports • Memos • Letter • Forms • Tabulations • Publications
2. Reproduction method	• Photocopying • Printing • Scanning

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Shorthand
- Listening
- Writing
- Telephone etiquette
- Interpersonal relations
- Organising
- planning
- Interpreting
- Binding skill
- Photocopying
- Scanning
- Typesetting

Required knowledge

The individual needs to demonstrate knowledge of:

- Digital literacy
- Reprographic

- Business communication
- Public relation
- Document processing

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 Received, recorded and interpreted office instructions. 1.2 Proof read office document. 1.3 Formatted office document. 1.4 Produced office document. 1.5 Stored office document. 1.6 Received documents to be reproduced 1.7 Determined number of copies to reproduce. 1.8 Determined reproduction method. 1.9 Reproduced documents. 1.10 Recorded produced documents.
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Observation 3.4 Third party report
4. Context of Assessment	Competency may be assessed individually: 4.1 on-the-job 4.2 off-the-job 4.3 combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

PERFORM OFFICE ADMINISTRATIVE DUTIES

UNIT CODE: BUS/OS/OA/CR/10/6

UNIT DESCRIPTION

These units cover the competencies required to perform office administrative duties. It involves controlling office supply and stationery, supervising administrative services, performing delegated duties, mentoring administrative services personnel and coaching administrative services personnel.

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 office supply and stationery	1.1 Office supply and stationery consumption needs are established based on the organization activities. 1.2 Procurement department is advised on the quality of the office supply and stationery. 1.3 Office supply and stationery are stored as per the work place policies. 1.4 Office supply and stationery issuing is done against a signed requisition. 1.5 Office supply and stationery consumption is controlled as per the SOPs. 1.6 Sustainability of office supplies is reinforced as per the SOPs.

2. Supervise administrative services	2.1 Administrative services are identified as per the organization activities. 2.2 Administrative services tools and equipment are established as per SOPs. 2.3 Duties are assigned to administrative staff as per job description. 2.4 Administrative staff is appraised as per Staff Performance Appraisal System (SPAS). 2.5 Performance appraisal report is prepared as per SOPs 2.6 Rewards and sanction (recommendation letter, certificate, trophy, recognition letter, promotion, warning letter, demotion, suspension) administered as per performance appraisal report. 2.7 Follow-up is made as per organizational policy.
3. Perform delegated duties	3.1 Current work-load and skills of the delegatee are identified as per the organization activities. 3.2 Delegated duties are defined as per organization structure. 3.3 Expected results are stated as per performance standards. 3.4 Delegated duty tools are availed to the delegatee as per SOPs. 3.5 Commensurate responsibility and authority is given to the delegatee as per organizational policy 3.6 Motivation incentives are established as per work place policy.

4. Mentor administrative service personnel	4.1 Administrative services personnel for mentoring are identified as per work place procedures. 4.2 Administrative services personnel mentor program is developed as per the organization procedures. 4.3 Flexibility of administrative services personnel mentor program is built based on the SOPs. 4.4 Unsurpassed practises are incorporated in the administrative services personnel mentor program as per work place procedures. 4.5 Benchmarking on best practices in mentoring is done as per work place policy. 4.6 Monitoring and evaluation is carried out as per work place policy. 4.7 Mentoring report is prepared as per mentorship program.
5. Coach administrative services personnel	5.1 Mutual trust is created with the administrative services personnel as per the organization procedures. 5.2 Key performance indicators are identified and new targets set based on the expected outcome. 5.3 Alternatives for achieving the targets are explored and opportunities for improvement set. 5.4 Commitment to change is secured from administrative services personnel as per the organization practices. 5.5 Coaching program is implemented as per the SOPs. 5.6 Administrative services personnel performance is evaluated as per the set targets. 5.7 Report is prepared and feedback provided to the administrative services personnel based on their performance.

RANGE OF VARIABLES

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

VARIABLE	RANGE
----------	-------

1. Motivation incentive	• Monetary • Non-monetary
2. Administrative services personnel	• Cleaners • Receptionist • Drivers • Messengers • Clerks
3. Rewards and sanction	• Recommendation letter • Certificate • Trophy • Recognition letter • Promotion • Warning letter • Demotion • Suspension

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Problem solving
- Stationery management
- Monitoring
- Prioritising
- Listening
- Leadership
- Mentoring
- Coaching

Required knowledge

The individual needs to demonstrate knowledge of:

- Planning
- Record-keeping
- Organizational
- Public relations
- Office rules, policies and procedures,

- Principles of office management and supervision
- Delegation
- Human relations
- Elements of law
- Commercial knowledge
- Statistics
- Economics
- Basic accounting
- Digital literacy

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 evidences that the candidate: 1.1 Identified administrative services duties and personnel. 1.2 Identified administrative services tools and equipment. 1.3 Identified current work-load and skills of the delegatee. 1.4 Performed delegated duties 1.5 Assigned duties and stated expected results to administrative staff. 1.6 Gave commensurate responsibility and authority. 1.7 Appraised administrative staff and prepared appraisal report. 1.8 Established motivation incentive 1.9 Identified Administrative services personnel for mentoring 1.10 Developed Administrative services personnel mentor program 1.11 Carried out monitoring and evaluation 1.12 Prepared reports
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Oral questioning 3.3 Observation 3.4 Third party report
4. Context of Assessment	Competency may be assessed individually: 4.4 on-the-job

	4.5 off-the-job 4.6 combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE SHORTHAND SKILLS

UNIT CODE: BUS/OS/OA/CC/01/6

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate shorthand skills. It involves; consolidating shorthand and writing principles, developing vocabulary extension, taking shorthand dictations, transcribing shorthand notes, developing listening skills, developing art skills and typing mailable 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. consolidating shorthand and writing principles	1.1 shorthand principles are familiarised with 1.2 Shorthand symbols are identified 1.3 Word list, sentences, phrases, intersection and short forms are drilled 1.4 Dictation is established 1.5 Speed reading from plates and own notes is established 1.6 Transcription is established
2. Developing vocabulary extension	2.1 Vocabulary from different sources is acquired 2.2 New words, phrases, short forms, intersections and sentences are identified 2.3 New outline is drilled 2.4 Speed reading from own notes is done 2.5 Proofreading is done 2.6 Shorthand notes are transcribed 2.7 Shorthand notes are printed

3. Taking shorthand dictations	3.1 Correct outlines and mailable work is identified 3.2 Transcription techniques are identified 3.3 English and shorthand dictionaries are established 3.4 New words, phrases, short forms sentences and intersections are drilled 3.5 Short burst dictation is identified 3.6 Timed dictation and transcription is done 3.7 Transcription notes are proofread.
4. Transcribing shorthand notes	4.1 Passages are dictated at varying speeds. 4.2 Transcription techniques are explained. 4.3 Dictated passages are transcribed based on shorthand principles 4.4 Errors are analysed and explained. 4.5 Assignment is given and evaluated.
5. Developing listening skills	5.1 Dictation of varied passages taken 5.2 Passages are read back individually and collectively 5.3 Passage is read back quickly and accurately 5.4 Transcriptions are taken 5.5 Passage is spelt and proofread correctly.
6. Developing art skills and typing mailable work.	6.1 Varied materials are written in shorthand of at speeds of 60-100 WPM. 6.2 Mailable transcriptions are produced for signature. 6.3 Transcriptions are proofread and edited.

RANGE OF VARIABLES

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

VARIABLE	RANGE
1. Mailable	1.1 Grammar 1.2 Punctuation 1.3 Spelling

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- listening
- Communication
- Problem solving
- Prioritising
- interpersonal
- writing

Required knowledge

The individual needs to demonstrate knowledge of:

- shorthand principles
- writing principles
- Planning
- Record-keeping
- Office rules, policies and procedures,
- Human relations
- Digital literacy
- Spoken and written English

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 evidences that the candidate: 1.1 applied principles of shorthand 1.2 applied principles of writing 1.3 applied vocabulary extension 1.4 transcribed shorthand notes 1.5 demonstrated listening skills 1.6 Took dictated passages at varied speed of between 60 and 100 WPM.
2 Resource Implications	The following resources MUST be provided: 2.1 Shorthand notes pads 2.2 Shorthand dictionary

	2.3 English dictionary
3 Methods of Assessment	Competency may be assessed through: 3.5 Written tests 3.6 Oral questioning 3.7 Observation 3.8 Third party report
4 Context of Assessment	Competency may be assessed individually: 4.7 on-the-job 4.8 off-the-job 4.9 combination of both
5 Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE ICT SKILLS

UNIT CODE:BUS/OS/OA/CC/O2

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate ICT skills. It involves; introducing modern information and communication technology, introducing computer packages, introducing operating systems, introducing desktop publishing software and introducing web page software application.

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. Introduce modern information and communication technology	1.1 Impact of ICT in modern working environment is explored. 1.2 computer's main components/functions are listed and shown 1.3 Various technologies used in modern working environment are identified.
2. Introduce Computer packages	2.1 Microsoft Word is loaded. 2.2 Microsoft Word basic environment and functions are shown. 2.3 New document is opened in MS word 2.4 Use Microsoft word for windows. 2.5 documents are printed 2.6 keyboard techniques are applied 2.7 Use of MS word main features in keyboarding 2.8 Use of tables in MS word

3. Introduce operating systems	3.1 Concept of software package defined 3.2 Microsoft Office for Windows Used 3.3 Processing computer application is defined 3.4 Typing techniques are acquired 3.5 MS Word command identified
4. Introduce desktop publishing software	4.1 Differences between word processors and desktop publishing (DTP) software are identified. 4.2 The impact of using DTP in a modern office is emphasized 4.3 Types of publications are produced 4.4 The principles of standard page layout and text properties are applied 4.5 Page size/orientation and margins are set 4.6 Text areas/text frames are created 4.7 Accessibility principles in publications are applied 4.8 Text and images are manipulated to balance page.
5. Introduce web page software application.	5.1 Advantages of using software to create, link and format simple web pages are established. 5.2 Methods for developing simple web pages identified 5.3 E-mail hyperlinks are used 5.4 Document management techniques for the chosen software are identified 5.5 Web pages are designed 5.6 Importance of getting copyright permission is emphasized

RANGE OF VARIABLES

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

VARIABLE	RANGE
1.	Command • • •

Menu bars

Use an input device to enter and edit text accurately

Creating a file and a folder

2. Methods	Import and paste Text and image files • Align page items • Use of 3 different font sizes
3 hyperlinks	• • - Link pages - Insert external links • Insert Email link

Test links

-

-

-

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- listening
- Communication
- Problem solving
- Prioritising
- interpersonal
- writing
- computer
- analytical
- typing

Required knowledge

The individual needs to demonstrate knowledge of:

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

- Numeracy

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Introduced modern information and communication technology 1.2 Introduced Computer packages 1.3 Introduced operating systems 1.4 Introduced desktop publishing software 1.5 Introduced web page software application.
2. Resource Implications	The following resources MUST be provided: 2.1 Personal Computer per student 2.2 Keyboarding Support material in English 2.3 MS Word for Windows 2.4 Hand-out support material. 2.5 Floppy disks x 2.6 printers
3. Methods of Assessment	Competency may be assessed through: 3.9 Written tests 3.10 Oral questioning 3.11 Observation 3.12 Third party report
4. Context of Assessment	Competency may be assessed individually: 4.10 on-the-job 4.11 off-the-job 4.12 combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.